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I. PURPOSE

- The purpose of this document is to provide policy and procedural guidance for Monterey CERT program and the City of Monterey in emergency and disaster response.

- The purpose of the Monterey CERT program is to teach local citizens a positive and realistic approach to emergency and disaster situations so they can assist themselves, their families, and others in their neighborhood or workplace when professional responders are not immediately available to help.

II. POLICY

The Monterey Fire Department recognizes that in the event of a major all-hazard emergency within the jurisdiction of Monterey Fire Department\(^1\),

- 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. Assistance from neighboring areas is probable; however, their response time is unknown.
- Citizens within the jurisdiction of Monterey Fire Department may need immediate response.
- Monterey Community Emergency Response Team (CERT) program offers a resource of citizens, trained by local emergency management and public safety professionals, which can provide an immediate and deliberate response that may save lives and property.
- Monterey CERT has a pre-designated responsibility for performing initial damage assessment in conjunction with other designated City employees, and/or designated external agencies to ensure this vital task is completed.

(Refer to “Damage Assessment Plan: City of Monterey: Annex S”).

III. PROCEDURE

- The CERT program is active within the jurisdiction of the Monterey Fire Department\(^1\). It requires a formal organizational structure, policies, and procedures in order to operate efficiently, effectively, legally, and safely. These procedures are to be followed by CERT members, City Emergency Management Agency officials and City First Responders.
- Procedures in this Manual apply to all Monterey CERT emergency and non-emergency operations and administration. Changes are incorporated as required.

IV. PERSONNEL

This section provides policy, procedures, and guidance concerning matters related to the people who comprise the Monterey CERT program.

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\(^1\) In 2011, the Jurisdiction of the Monterey Fire Department includes the City of Monterey, as well as the cities of Pacific Grove, Carmel-by-the-Sea, Sand City, Presidio of Monterey, Naval Postgraduate School, and La Mesa Village.
A. Basic Membership Eligibility

1. Appropriate Assignments. The basic intent in staffing the Monterey CERT program is: “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 individuals and their abilities.

2. Age. Inherent to CERT operations in an emergency and non-emergency environment are risks to the health and safety of CERT team members.

   The minimum age to participate in the Monterey CERT program is 18 years of age, or 16 – 18 years of age with permission of parent/guardian
   13 – 15 years of age with participation of parent/guardian and permission of the instructor.

   CERT team members under the age of 18 must only be assigned jobs and/or tasks of minimal risk.

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 community diversity, Monterey CERT encourages volunteers of different races, ethnic and language groups to participate.

5. Disability. Individuals with disabilities bring unique knowledge and perspectives to emergency situations and to the Monterey CERT program. Although there may be some barriers which people with disabilities cannot overcome, not all tasks, duties, or positions subject people to these barriers. Assignments are made appropriate to the skills and abilities of CERT members.

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

B. Membership Requirements

Monterey CERT Members. There are three classes of membership: Participant, Active and Leader.

1. Participant
   - Has completed the CERT Basic Training Course. Is able to execute competencies taught during basic CERT training.
   - At the first class, fills out a Volunteer Participant Form that is kept on file with the City of the Monterey.
   - Upon completion of CERT training, receives a certificate and CERT patch.

2. Active
   - Has completed the CERT Basic Training Course. Is able to execute competencies taught during basic CERT training.
• Commits to active involvement for at least one year.

• Completes and maintains current Disaster Service Worker (DSW) and Volunteer Participant Form (kept on file with the City of Monterey).

• Signs Monterey CERT Code of Conduct acknowledging receipt and responsibility to conform (See Appendix B)

• Signs out CERT equipment: CERT helmet, chin strap, vest, backpack, CERT Field Operations Guide (FOG).

• Receives ID badge and T-shirt.

• Participates in at least 16 hours of CERT-related training, which includes at least two training exercises per year.

• Maintains a personal CERT record of these activities (See Appendix F (Planning, Administration and Training) and Appendix J (CERT Forms).

• Demonstrates trustworthiness when treating members of the public and their property. Shows respect and dignity under adverse conditions.

• Has not been convicted of a felony. Volunteers must be prepared to undergo a background check to attest to their lack of criminal history.

• Does not belong to any terrorist or subversive organization.

At time of separation from the program, CERT member returns CERT Helmet, chinstrap, backpack, vest and CERT Fog Guide to the program.

3. Leader

a. CERT Zone Captain

• Meets all of the requirements for Active CERT membership.

• Assumes responsibility as Zone Captain for a minimum of one year.

• Completes at least two additional leadership trainings per year.

• Attends at least half of the monthly CERT Advisory meetings. If unable to attend an Advisory Board meeting, Zone Captain arranges for an alternate to attend.

• Demonstrates understanding of how to:
  
  o Activate Container
  
  o Sign-in and track team members
  
  o Assign teams/tasks
- Issue tools & equipment
- Communications with teams & EOC
- Assure safe operations
- Set up medical triage and treatment areas
- Provide for food, water, sanitary & relief
- De-mobilize teams, members & container

• Zone captains are appointed by the CERT Program Manager and approved by the Advisory Board.

b. CERT General Staff
• Meets all requirements for Active CERT membership and CERT Zone Captain.

• Completes specialized training focused on assigned areas of specialization (logistics, planning, finance).

• Develops agenda for advisory board meetings

• Supports Zone Captain to maintain skills/build teams

• Collaborates with other CERT programs and CERV of the Monterey Peninsula to maintain support for Monterey CERT Program

c. Advisory Board
• Meets all of the requirements for Active CERT membership and CERT Zone Captain.

• Attends at least half of the monthly CERT Advisory meetings or arranges for an alternate to attend.

• Voting members of the Advisory Board include CERT Zone Captains (or alternates), the CERT Program Manager and the CERT General Staff.

• Currently a quorum of the Advisory Board constitutes five Board members.

• Any active CERT may participate in discussions of the Advisory Board, but are non-voting.

• The function of the CERT Advisory Board is to advance the mission of CERT programs, promote the efficiency and effectiveness of Monterey CERT Programs, make recommendations to the Monterey Fire Department, and conduct periodic review of Monterey CERT Policies and Procedures, as a whole and through standing and ad hoc committees (e.g., Finance, Radios, Marketing, Training).
A. Day-to-Day Operations
The Monterey CERT Program stands ready to respond to disaster or emergency situations as deployed by Monterey Fire Department. Therefore, it must maintain a readiness level. CERT members may also participate in non-emergency operations, e.g., booths at fairs, assisting in the installation of smoke alarms, directing traffic, and community outreach events.

1. Chain of Command

Daily oversight of the CERT Program and Volunteers are briefly described below.

a. CERT Program Manager (Operations Chief): Responsible for the management of all operations applicable to the mission of Monterey CERT. The position of Program Manager is filled by Monterey Fire Department personnel. The CERT Program Manager is the point of contact between the Monterey Fire Department and the Monterey CERT program.

b. CERT General Staff: Manages the day-to-day activities of the CERT program. The CERT General Staff positions are appointed by the Program Manager from among the active CERT members. The designated General Staff positions are Operations Chief, Finance Chief, Planning
Chief, and Logistics Chief. The General Staff works collaboratively to manage day-to-day CERT activities under the direction of the CERT Program Manager (Operations Chief). Responsibilities may include:

**Finance Chief.** Develops budget and creates and monitors revenue streams to support the CERT program. Coordinates CERT fundraising efforts.

**Planning Chief.** Handles all paperwork for reporting CERT member and training hours to the City; maintains attendance records at all of the CERT classes; maintains membership roster with current information; plans training activities/drills.

**Logistics Chief.** Maintains and tracks equipment, uniforms, and other resources. Oversees yearly inventory of CERT Containers and identifies unmet needs.

c. **Zone Captains:** There are currently eight Monterey CERT Zones and two affiliated Zones (Pacific Grove and Carmel) and ten Zone Captains. [Additional Zones and Zone Captains may be added or Zones reconfigured]. Some Zones are comprised of several neighborhoods, thus Zone Captains often work collaboratively with residents from several neighborhoods.

In addition to the requirements listed on page 7, Zone Captains assume responsibility for:

- Helping to recruit new CERT members and prepare replacement Zone Captain/co-Captain.
- Encouraging active participation of all CERT members assigned to their Zone.
- Conducting meetings and training with the CERT members assigned to their Zone, as needed or desired.
- Maintaining a current roster of Zone members and informing the Planning Chief of any changes to contact information.
- Supporting training activities for CERT members in their Zone, including participation in CERT trainings.
- Maintaining the inventory for CERT Containers located in their Zone.
- Forwarding ideas and requests from CERT team members to the CERT General Staff.
- When unavailable, appointing an Alternate Zone Captain.
- Ensuring that the CERT Storage Container is accessible at all times. As many as three sets of keys may be assigned and accounted for.
- Ensuring that city-owned communication equipment assigned to their Zone is operational and accounted for annually.
- Setting up response teams, as needed, within their designated geographical area.

d. **Active CERT Team Members:** Have completed the CERT training and signed up to participate on CERT teams. In addition to their responsibilities listed on page 6 and page 7, their responsibilities include:
• Staying in contact with their Zone Captain.
• Notifying the CERT Planning Chief re: changes in status.
• Maintaining CERT backpacks and other equipment in readiness.
• Maintaining and updating emergency preparedness knowledge and skills.
• Participating in CERT drills and additional training and activities.

B. Disaster Operations
   1. Chain of Command
      A chain of command is critical for maintaining the continuity of an operation and ensuring that there is a structure for operational communications and decisions. It also establishes a line of succession for leadership of the organization. During the activation period, the Incident Command Structure is used to establish leadership, operational, and support functions of the available resources.

      In the event of a major regional or local emergency, City Managers, Police and Fire Departments, Planning and Engineering Departments convene and develop a response plan. If CERT is activated, the City of Monterey uses the E-sponder system. The E-sponder message may direct CERT volunteers to report to a single location or to their Zone Storage Container.

      It is the responsibility of Monterey Fire Department to establish an Incident Command Structure suitable to the event. Monterey Fire Department directs and oversees CERT activities during the activation period. CERT team members act only within the predetermined command structure.

      The EOC radio is to be staffed by a qualified CERT member. In the absence of same, it shall be staffed by personnel assigned by EOC Incident Command.

   2. Activation Process
      Depending upon the incident, CERT may be activated and instructed to report to their Zone CERT Container, the EOC, or some other location. In any case, Incident Command deploys teams and assigns tasks to respond to the situation. When in transit to the reporting site, CERT members assess and report conditions.

      In the absence of formal activation, CERT team members report to their assigned CERT Container. The Zone Incident Commander (IC) contacts the Fire Department for instruction and reports these instructions to CERT Team members.

        a. Methods of Activation
           Fire Department Activation. Monterey Fire Department may activate CERT teams within its jurisdiction. CERT members are not required to report for duty. When CERT teams are activated, the City of Monterey assumes responsibility. The CERT Coordinator or on-duty Division Chief at the Fire Department informs the Fire Chief and/or City Manager when CERT is activated.
Self-Activation. If an event has occurred that has compromised communications and CERT members can reasonably presume that they would be contacted if it were possible, CERT members can self-activate. After ensuring that their own home and family are safe and after checking on their neighbors, CERT members report to their team’s assigned CERT Container for Fire Department instructions.

Whether called out or self-activated, the Zone Captain (or, in the absence of the Zone Captain, the most experienced member of the Zone team) becomes the IC and contacts the EOC for briefing and assignment. The IC then briefs the CERT team members.

Each CERT member is required to have a current DSW on file. CERT members without a current DSW must report to the EOC to be sworn in before being deployed.

b. Assembly Areas
When activated by Monterey Fire Department, CERT team members are told where to report. If CERT members self-activate, they report to their previously-agreed upon assembly point (usually their Zone CERT Storage Container).

The area near the CERT Storage boxes may be used as a staging area, or the emergency may dictate a staging area closer to the actual event scene. Each CERT Storage box has maps of the Zone area served.

<table>
<thead>
<tr>
<th>Zone Neighborhood(s)</th>
<th>Location of Container</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aquajito Oaks, Deer Flats, Fishermans Flats,</td>
<td>Foothill School - 1500 Via Casoli</td>
</tr>
<tr>
<td>Alta Mesa, Glenwood, Oak Grove,</td>
<td>City Corporation Yard – Pearl near Camino Aquajito (soon to be moved to MPC)</td>
</tr>
<tr>
<td>Casanova Oak Knoll</td>
<td>Casanova Oak Knoll Center - 735 Ramona</td>
</tr>
<tr>
<td>Del Monte Grove, Villa Del Monte,</td>
<td>Fire Station #3 – 401 Dela Vina</td>
</tr>
<tr>
<td>Del Monte Beach</td>
<td>Spray Avenue Tot Lot</td>
</tr>
<tr>
<td>Monterey Vista</td>
<td>Monte Vista School Park – 251 Soledad Drive</td>
</tr>
<tr>
<td>Old Town</td>
<td>Behind City Hall – Van Buren</td>
</tr>
<tr>
<td>Huckleberry, Skyline Forest, Skyline Ridge</td>
<td>Skyline Drive at Huckleberry</td>
</tr>
<tr>
<td>New Monterey</td>
<td>Hilltop Park Center - 871 Jessie</td>
</tr>
<tr>
<td>Lower New Monterey</td>
<td>Secondary Box. Hoffman Park</td>
</tr>
<tr>
<td>Pacific Grove*</td>
<td>Pacific Grove Fire Station – 600 Pine</td>
</tr>
<tr>
<td>Carmel</td>
<td>To be decided</td>
</tr>
</tbody>
</table>

*PG currently reports to Hilltop Park Center – 871 Jessie (1/2012)

c. Deployment

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. CERT members may also be deployed for routine emergencies such as house fires, car wrecks, search and rescue, etc.
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 an emergency.

If circumstances dictate, CERT teams act as an integral component of damage assessment for the City of Monterey. Monterey CERT is identified within The City of Monterey Disaster Plan Annex S “Damage Assessment Plan”, which calls for utilizing CERT-trained volunteers to perform initial and detailed damage assessment activities to maintain availability of City public safety personnel for other critical response activities.

CERT teams are only used in situations for which they are trained and execute tasks only 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.

CERT teams may be used to assist professional public safety personnel in logistical and administrative support. They may also be used in non-emergency situations, such as public safety or emergency management resources of a low risk nature.

CERT teams are not to be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.

d. Briefing of CERT Command Personnel
CERT team members assuming command at the incident report to the Fire Department Command Post. Fire Department issues instructions about the nature of the incident, status, emergency action plan, and other needs. The CERT Program Manager furnishes CERT Incident Commander(s) a map showing the location of the team’s staging area. When activated by Monterey Fire Department, CERT members move to the staging area designated at the time of activation.

While waiting for instructions from the EOC, CERT members set up a command structure, initiate a list of CERT members present and inventory the available equipment. After receiving instructions, CERT Zone Incident Command briefs, and may deploy, CERT team members, and reports status to EOC.
3. CERT Incident Command Structure

Monterey CERT and other First Responder organizations across the country use the same Incident Command Structure.

![Diagram of Incident Command Structure]

### a. Incident Command

The Incident Commander coordinates and directs the efforts and resources of ALL CERT personnel responding to the Incident. If CERT team members are directed to report to a single location, then one person (the most qualified person onsite) assumes the position of Incident Commander. If CERT team members are reporting to a Zone, then the Zone Captain (or most qualified person onsite) becomes the Zone Incident Commander.

When Incident Command changes, all information acquired to that time is passed from the outgoing Incident Commander to the incoming Incident Commander. This can be done verbally or in writing or both. It is preferred that the information be passed in writing with verbal explanation. The CERT Incident Commander should pass similar information to the Monterey Fire Department for inclusion in the After Action Report. If only one copy is available, it goes to the new Incident Commander with a request that it be passed to the Monterey Fire Department at the end of the operation.

The Incident Commander ensures that all responders and teams are accounted for; 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; establishes internal and external communication, and ensures operation is properly documented for handoff to CERT or professional public safety officials when Incident Commander responsibilities are passed.

The Incident Commander may have a Scribe, defined in the CERT Glossary (See Appendix A) and on page 57 of the CERT Field Operations Guide.

### b. Section Chiefs

The Incident Commander may appoint Section Chiefs in charge of:

- **Operations.** 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; conveys information and documentation to Incident Commander or to team leaders; reallocates manpower and equipment to meet the needs of the situation; other duties as assigned. May appoint a deputy.
Logistics. Works under the supervision of the Incident Commander in concert with the Operations Section Chief, coordinating and directing logistical support to the operating CERT field 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 to the Incident Commander; other duties as assigned. May appoint a deputy.

Planning/Administration. 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 emergency scenarios, ensuring documentation is complete and has been secured and safeguarded; maintains personnel lists of CERT team members, volunteers and patients; 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. May appoint a deputy.

Communications. Works under the supervision of the Incident Commander.
Coordinates radio communications during deployment, including handheld radios and base radio towers.

Note: Written communication and other documentation are managed by Planning/Administration Chief.

Monterey CERT may adjust and adapt the structure of CERT Teams to respond to a specific incident. The Incident Commander appoints Field Team Leaders and deploys them to carry out specific activities. The Incident Commander reports regularly to Monterey Fire Department and/or Monterey EOC regarding the number of teams deployed and the status of these teams.

i. Operations Section
Whether at a single site or over a wide area, the Operations Section Chief assigns tasks to field teams and oversees their actions.

The CERT program is always a team activity. CERT team members do not act alone. Operating in teams of at least two (and up to seven), CERT can accomplish more, with greater efficiency, effectiveness and safety for themselves and others. Working in teams also makes it easier to account for the whereabouts of CERT members.

When deployed in an emergency, CERT field team members assume assigned roles in response to the challenges expected at an emergency. Teams may be deployed for Initial Assessment, Fire Suppression, Search and Rescue, Medical Triage, Medical Treatment, Traffic and so on. (See Appendix D - Operations)

CERT field team members may function in different roles: Team Leader, Scribe, Safety Officer, and Communication. (see CERT FOG page 57 -59). The Field Team Leader assigns tasks/duties to team members and reports to Incident Command all Conditions, Actions and Needs (CAN). Field Team members execute assigned tasks and report to the Field Team leader.
Field teams periodically make Situation Reports to update the person in charge (i.e., Incident Commander; Zone Captain). Situation reports may contain the following example information: Sender name, location, position, date, time, number of operational personnel, number of injured personnel, number of patients on-scene and status, number of patients transported and status, homes destroyed (by level of destruction), commercial structures destroyed (by level of destruction), infrastructure (streets, utilities, bridges, reservoirs, etc.), weather conditions, dangerous situations, etc. (See Appendix J - CERT Forms).

ii. Logistics Section

CERT team members have access to tools and supplies in CERT Storage Containers located around the city. The Logistics Section Chief in each zone is responsible for maintaining an accurate inventory, tracking equipment and supplies and maintaining accurate records. Logistics keeps track of the location of materials during and after an emergency response. (See Appendix E - Logistics)

CERT members purchase and fill their personal CERT backpack with tools and medical supplies for their personal benefit. (See Appendix I – CERT Backpack). Backpacks are to be brought to all training and emergency response missions unless otherwise advised.

iii. Planning, Administration, Training Section

Planning/Administration is responsible for collecting and maintaining accurate, written documentation of personnel and materials used, and for communications logs. All CERT operations must be documented. (See Appendix F - Planning, etc.) Accurate documentation is critical for timely reimbursement from FEMA. The CERT Planning/Administration Section Chief

• documents information about the team, its members, their locations, actions taken, communications, etc.

• receives documentation on patients, structures, and anything else relevant and important with respect to the disaster scene.

• ensures documentation is appropriately consolidated for submission to Zone Incident Commander who forwards it to Monterey Fire Department CERT Program Manager and/or appropriate officials on-scene (as necessary).

Documentation relating to the operation 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. (See Appendix J – CERT Forms).

iv. Communications Section

Communications at all levels – between field team members, field teams and Incident Command, and Incident Command and EOC – are crucial to successful response efforts. Over distances, messages can be sent using radios, cell phones or in writing. (See Appendix G – Communications).
The City of Monterey has obtained dedicated radio frequencies for use by CERT teams. This CERT radio system has three frequencies identified as CERT Command (155.160), CERT Tactical 1 (155.235) and CERT Tactical 2 (155.180).

Pacific Grove, New Monterey, Old Town, Monterey Vista and Skyline use Tac 1; all other zones use Tac 2. All zones communicate with EOC using CERT Command channel.

All radio traffic must be logged.

If radios fail, cell phones might be tried. Written communication by runner can substitute.

Maintaining a written record of all communication is essential. See Communications Log, Appendix J- CERT Forms.

4. City Support

The City of Monterey ensures that CERT teams who must remain on-scene for extended periods of time receive all possible logistical and administrative support. See Appendix E – Logistics Section.

5. Deactivation Process

Normally, CERT teams are deactivated by the City of Monterey, regardless of how they were activated. The deactivation process includes ensuring that:

- CERTs gather for a debriefing (After Action Review).
- Inventory of all equipment is completed and missing equipment/materials identified.
- All CERT personnel are signed out and accounted for.
- An After Action Report is completed by Incident Command (See Appendix J – CERT Forms).
- After Action Report and all documentation is delivered to the EOC.

C. Assistance to Local Authorities

If local authorities do not have the resources to handle an emergency response, they may need assistance and support by CERT personnel to assume some of the emergency related, labor intensive tasks that are important, but of lesser risk.

If CERT teams are needed to assist Monterey public safety or emergency management personnel, they are activated and assigned appropriate tasks. Such tasks are not to be of any higher risk than a CERT would normally encounter in their emergency response role.

CERT teams shall 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.
All utilization of CERT teams in support of local authorities are documented with CERT member names, addresses, phone numbers, tasks, locations, etc. This documentation serves as a basis for reporting to the State Emergency Management Agency.

D. Operations and Terrorism

CERT members who discover or strongly suspect that an incident was caused by a terrorist act are to immediately leave the area and report all known information to the first public safety officials they can contact.

Under no circumstances are CERT team members to initiate operations if they discover or strongly suspect the incident was caused by a terrorist act.

Monterey Fire Department may direct CERT to do tasks that are related to the threat or as a response element after a terrorist act. These tasks must pose little or no threat to their safety. CERT may assume safe, ancillary functions in support of Public Safety Personnel’s effectiveness.

CERT members are not intended to combat terrorism, nor are they expected to operate in the presence of a high risk environment. CERT members should be mindful they could become casualties from the residual effects of chemical, biological or nuclear weapons of mass destruction, and secondary explosive devices.

VI. LEGAL CONSIDERATIONS

A. Injuries

Day-to-Day Operations.

CERT Team members who participate in trainings or other non-emergency activities of Monterey CERT must complete a City of Monterey Volunteer form and have it on file with the City of Monterey or sign in on a Special Event form. See example in Appendix J – CERT Forms.

Emergency Operations. CERT team members who are activated by the Monterey Fire Department and who are injured as a result of emergency operations are covered by Worker’s Compensation insurance for medical care under the Disaster Service Workers provisions of the State of California. All CERT members must complete a Disaster Service Worker (DSW) form and have it on file with the City Monterey.

If CERT team members self-activate, fail to make contact with the EOC, and are injured in conjunction with emergency operations, they are not covered for purposes of insurance and medical care.

B. Liabilities

Incumbent with any 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.

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 also to the local agency responsible for their training and deployment.

Monterey Fire Department and members of Monterey CERT can be reasonably safe from liability if these important rules are followed:

1. 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.

2. CERT Instructors teach the CERT program according to the CERT Instructor and Participant Manuals promulgated by the Federal Emergency Management Agency. Instructors should ensure that each student has demonstrated competencies in all topics of discussion.

3. That CERT team members have completed the CERT Course, have received their training Certificate, have completed a DSW, and have been sworn in.

4. 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 remove their CERT vest and helmet, thereby discontinuing their role as a CERT, when exercising competencies not trained in the CERT program.

5. That CERT members activate and deploy only as specified in this Standard Operating Procedures manual.

6. That CERT teams rehearse and train on a regular basis, using skills taught in their basic training course.

7. That CERT members learn to communicate all important issues (e.g., breakage or loss of equipment, team deployment and all related events) to their leadership during the course of emergency operation, and that everything is documented appropriately.

C. Accounting for Personnel

In all CERT training and emergency operations, CERT Command establishes and maintains accounting for all CERT personnel. Leaders always know the location and mission of their personnel.

CERT teams conducting emergency operations (or training operations) use the proper form in the CERT Forms binder. See Appendix J – CERT Forms.

The Personnel Resources Form is maintained by:

- the Planning/Administrative Section Chief, if CERT personnel from several CERT Zones are operating together; or

- the Zone Incident Command if the operation is being conducted by Zone.
CERT and Volunteer Personnel are checked in at the initiation of all operations and accounted for at regular periods thereafter and at the end of the CERT operation. If a member is missing, the team makes every attempt to determine whereabouts.

Patients under control of the CERT team are also carefully accounted for using the Patient Treatment Form. Patients are listed in the Medical Triage and Medical Treatment areas. The list is checked every 30 minutes to ensure patients are present and/or accounted for. All transfers to other locations or release to EMS or ambulance are documented. See Appendix J – CERT Forms.

D. Identification

1. Helmet, Vest & Attire. Monterey CERT personnel are readily identified by wearing the CERT helmet and vest and their uniforms as described below.

All public safety and emergency management organizations throughout the city are made aware of this distinctive regalia.

2. Picture ID. Affiliated CERT personnel wear and openly display a picture identification card, issued by the Monterey Fire Department, when deployed.

3. Vehicle ID. Private vehicles doing official CERT business display a CERT placard or decal on the driver’s side front window.

E. Monterey CERT Uniform Policy

CERT uniform for all active members of Monterey CERT includes:

- Jeans or other heavy pants or black Battle Dress Uniform pants
- Boots
- CERT Vest, Helmet with chinstrap
- Dark Green shirt (t-shirt or button up…long sleeve preferred)
- Dark Green Jacket or Sweat Shirt

CERT uniforms are worn for all events where 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 Monterey Fire Department and the City of Monterey.

APPROVED

Original signed by

__________________________
Andrew Miller Fire Chief, Monterey Fire Department
List of Appendices

Appendix A  Glossary
Appendix B  Monterey CERT Code of Conduct
Appendix C  CERT Call Out
             (City of Monterey Disaster Plan: Annex V)
Appendix D  Operations Section
Appendix E  Logistics Section
Appendix F  Planning, Administration, Training Section
Appendix G  Communications
Appendix H  CERT Storage Container Core List
Appendix I  CERT Personal Back Packs
Appendix J  CERT Forms
Appendix K  CERT Checklists
BASE RADIOS. High-powered (50 watt) radios permanently located at the EOC, CONA and Hilltop Center which improve radio transmissions to different parts of the City.

CERT. The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

CERT- ACTIVE MEMBERS. Citizens who have completed CERT training successfully and who volunteer to be a team member assigned to a specific Zone by the CERT Program Manager.

CERT- ADVISORY BOARD. Comprised of CERT General Staff and Zone Captains, the Advisory Board meets monthly to monitor and discuss all aspects of the Monterey CERT program.

CERT FOG. The CERT Field Operating Guide (F.O.G.) has emergency reference information for any emergency response situation.

CERT GENERAL STAFF. CERT members designated as Section Chief in four areas: Operations, Planning, Logistics and Finance. Appointed by the CERT Program Manager. In charge of the day-to-day CERT program.

CERT PARTICIPANTS. Citizens who complete Monterey CERT training successfully and are not active in CERT.

CERT STORAGE CONTAINERS. Structures located throughout the City designated for storing CERT equipment, supplies, and materials.

CERT ZONE CAPTAIN. CERT member appointed by CERT Program Manager. Provides leadership in each active Zone.

Community Emergency Response Volunteers (CERV) of the Monterey Peninsula. A 501 (c ) (3) public charity formed in 2012. The mission of CERV is to support CERT programs and emergency preparedness for all citizens on the Peninsula.

CONA PARK CENTER. Casanova Oak Knoll Recreation Center, located at 735 Ramona.

EOC. Emergency Operations Center located behind Monterey Fire Station #1. Located at 600 Pacific Street. Used by City staff.


FIELD TEAMS. Functional teams operating under direction to perform a variety of tasks in an emergency situation.

FIELD TEAM LEADER. Provides leadership and direction to a field team to carry out specific duties.

HILLTOP PARK CENTER. Recreation Center located at 871 Jessie Street.
ICS. Incident Command System is a federal system adopted by the State of California and used for incident management by First Responders.

IMMINENT DANGER. An immediate threat of harm, which varies depending on the context.

INCIDENT ACTION PLAN (IAP). The central tool for planning during a response to a disaster/emergency. At all levels of involvement, an IAP should be completed. In a large incident, the IAP is prepared by Incident Command with Planning Section at the outset of the response. The IAP is revised continually throughout the response.

INCIDENT COMMANDER. The Incident Commander coordinates and directs the efforts and resources of ALL CERT personnel responding to the Incident. See page 13.

LOCAL INCIDENT. An event such as a building fire that does not affect a large geographical area.

MAJOR REGIONAL INCIDENT. An event such as an earthquake affecting a large geographical area.

MONTEREY CERT PROGRAM. A curriculum approved by FEMA that teaches citizens a positive and realistic approach to emergency and disaster situations so they can assist others in their neighborhood or workplace when professional responders are not immediately available to help.

MONTEREY FIRE DEPARTMENT. Sponsoring agency for the Monterey CERT Program.

PROGRAM MANAGER. Responsible for the management of all operations applicable to the mission of Monterey CERT. This position is filled by Monterey Fire Department personnel and appointed by the Fire Chief. The CERT Program Manager is the point of contact between the Monterey Fire Department and the Monterey CERT program.

SCRIBE. Records and documents actions. Supports the Incident Commander (IC) and General Staff and/or CERT Team Leaders and CERT teams. Uses CERT forms to keep track of status and priority of incidents, Damage Assessment Surveys and maintaining communications.

S.T.A.R.T. Simple Triage and Rapid Treatment refers to a process wherein medical team does a quick assessment of all patients before treating, stabilizing and transferring patients.

ZONE. Monterey is comprised of sixteen neighborhoods that are divided into CERT response areas known as zones.
APPENDIX B
MONTEREY CERT CODE OF CONDUCT

The MONTEREY CERT program is an active and respected CERT program on the Monterey Peninsula. It is comprised of dedicated and committed members who continually strive to be a resource to Monterey communities.

As a volunteer with the Monterey CERT program, you represent the CERT program to new members, to the public, and to those whom we may assist. It is important to portray a positive image. You are expected to abide by this Code of Conduct:

1. **Know you are not a Firefighter.** You are trained to function as an extension of the Fire Department’s response to emergencies, when such circumstances exist or when directed by emergency services officials.
   - When an emergency occurs, your first responsibility is to ensure your own safety and the safety of your family.
   - Subsequently, you can report to your Command Post to join with other CERT members.

2. **Do not self-deploy unless** communications are compromised and CERT members can reasonably presume they would be contacted if it were possible. After ensuring their own home and family are safe, and after checking on their neighbors, CERT members report to their team’s assigned CERT Container for Fire Department instructions.

3. **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.

4. **Bring or wear your personal safety equipment:** CERT helmet (no baseball hats), CERT vest, ID badge, CERT uniform (page 23), and backpack with items as listed in Appendix I - CERT Personal Backpacks. Absolutely no shorts, sandals or open-toed shoes are allowed!

5. **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.

6. **Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times.**

7. **Treat fellow team members, members of the public and all property with respect and courtesy.**

8. **Avoid inappropriate conduct,** both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following:
   - Offensive or profane language or gestures
   - Public criticism of a CERT team member, its leaders or the CERT program
   - Jeopardizing another team member's safety.

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

10. **Respect the privacy of persons served.** Hold in confidence all sensitive, private, and personal information.

11. **Keep Monterey CERT leadership informed** of progress, concerns, or problems with tasks which you have been assigned.
12. **Partake of no alcohol or drugs** while responding as CERT. Do not report for duty while under the influence of alcohol or drugs.

13. **Carry no guns, knives, sticks or other weapons.** (You can have multipurpose tools, pliers, screwdrivers, wrenches, etc.). You have been trained for immediate emergency 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 your continued participation in the CERT program.

14. **Direct anyone looking for official statements from Monterey CERT to Monterey Fire Department** at 646-3900.

15. **Do not use the name, emblem, endorsement, services and property of the Monterey CERT program** except as authorized by Monterey Fire Department.

16. **Do not accept, or seek**, on behalf of any other person, **any money or personal gifts** offered as a result of your affiliation with the Monterey CERT program.

17. **Do not use your participation in CERT to solicit or promote personal business**, including but not limited to, sales, marketing, petitioning, lobbying, or recruitment.

18. **Do not use your participation in CERT to promote personal beliefs**, including but not limited to, partisan politics, religious matters, or positions on any issue.

The City of Monterey is committed to a policy of fair representation and does not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations.

Failure to follow the CERT Code of Conduct may result in suspension from all CERT activities and will be thoroughly investigated. Pending the outcome of the investigation, said members will be notified as to their status in the CERT program by the CERT Program Manager. Progressive discipline includes, but is not limited to, counseling, written notice and restriction of involvement with the Monterey CERT Program, CERT community meetings, quarterly division trainings and refresher.

As an active CERT volunteer, I understand and agree to abide by the Monterey CERT Code of Conduct.

______________________________
Name (please print legibly)

______________________________
Signature

______________________________
Date