

Community Emergency Response Team









CERT Organization

Released: 30 August 2021 **Contra Costa CERT Coalition**

0





Community Emergency Response Team

-  Personal safety is ALWAYS the number one priority
-  Show up prepared
 - Wear appropriate clothing and footwear, have WATER
 - Wear PPE - your personal protective equipment ...gloves, helmet, goggles, mask, boots, etc.
 - Have at least one communications device: cell, radio, etc.
-  Work as a team
-  Size-up - maintain situational awareness
-  The CERT goal is to do the **Greatest Good for the Greatest Number**
-  *Hope for the best but plan for the worst!*

Visual ICS.1 **Contra Costa CERT Coalition**

1

Unit Objectives & Topics

-  The emergency management structure (Incident Management System)
-  How CERT members can fit into a larger emergency response and recovery structure (CERT Organization)
-  The 9-step Size-up process
-  Why, what, and how CERTs document their activities

Visual ICS.2 **Contra Costa CERT Coalition**

2

Need for CERT Organization

-  Individual CERT members may operate as part of organized CERT units or as part of a larger emergency response effort
-  Larger emergency responses typically require multi-agency coordinated effort
-  Familiarity with common emergency response organizational structures is necessary and expected

Visual ICS.3 **Contra Costa CERT Coalition**

3

Purpose of On-Scene Management

- 🛑 Maintain physical safety of disaster workers
- 🛑 Maintain mental well being of disaster workers
- 🛑 Provide clear leadership and organizational structure
- 🛑 Improve effectiveness of rescue efforts



Visual ICS.4

Contra Costa CERT Coalition

4

Objectives of CERT Organization

- 🛑 Identify the scope of the incident
 - *What is the problem?*
- 🛑 Determine an overall strategy
 - *What can CERT do, and will they do it?*
- 🛑 Deploy resources
 - *Who is going to do what?*
- 🛑 Document actions and results
 - *If you didn't write it down, it didn't happen!*




Visual ICS.5

Contra Costa CERT Coalition

5

Incident Command System

 ICS provides:

- Well-defined management structure
- Manageable span of control
- Common terminology
- Effective communication
- Consolidated action plans
- Comprehensive resource management
- Accountability




Visual ICS.6 **Contra Costa CERT Coalition**

6

Incident Command System

 Key Concepts

- Unity of Command – each CERT reports to only one person
- Common terminology and organizational structure
- Manageable Span of Control


 Provides flexibility of resource management

- Positions filled as needed
- Modular units

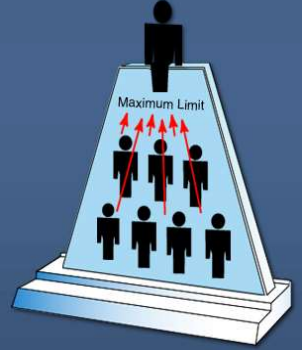
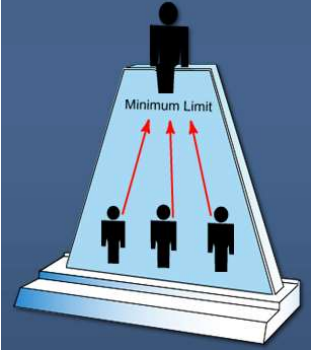
Visual ICS.7 **Contra Costa CERT Coalition**

7

ICS Management

 **Span of Control**


- Is between 3 and 7 team members
- Optimally does not exceed 5 team members



Visual ICS.8**Contra Costa CERT Coalition**

8

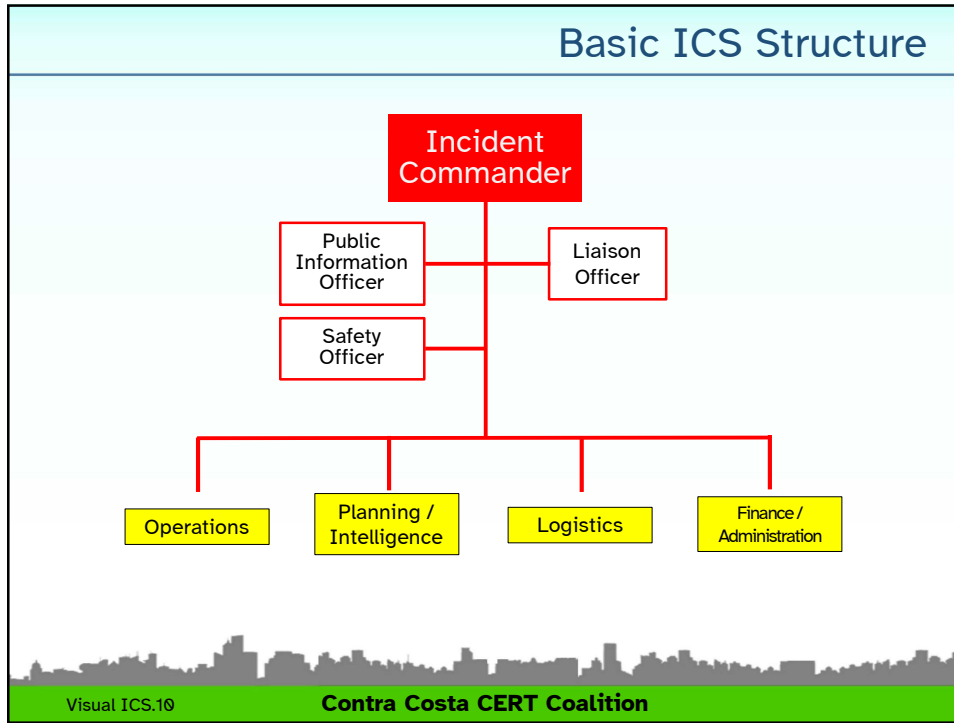
Incident Command System

 **The five major functional areas of ICS**

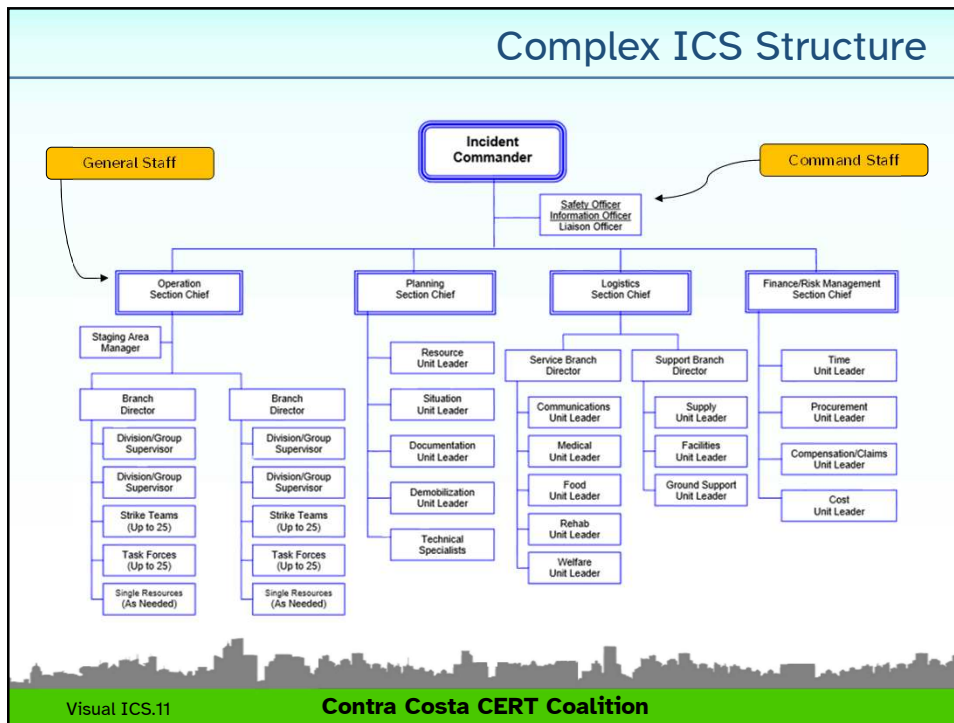
- Command
- Operations
- Planning / Intelligence
- Logistics
- Finance / Administration

Visual ICS.9**Contra Costa CERT Coalition**

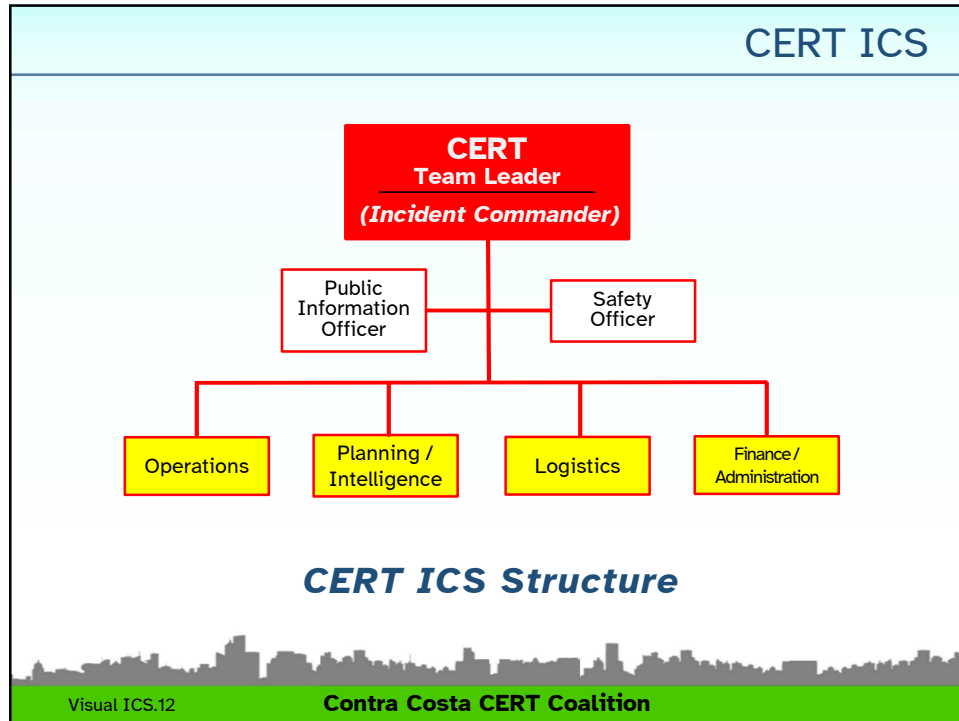
9



10



11



12



13







CERT Leader

-  Normally assumed by the first person on scene
-  Incident command post (ICP) location may be pre-established or it may be created by the CERT Leader
-  Leadership position may be transferred when a more qualified person arrives
-  CERT Leader may appoint CERT members to positions in Operations, Plans, Logistics, Administration, Safety Officer, etc. as incident expands

Visual ICS.14 **Contra Costa CERT Coalition**

14

CERT Leader Duties

-  Is Incident Commander unless part of a larger ICS structure
-  Has overall responsibility for all CERT actions
-  Sets objectives and priorities
-  Assigns personnel as needed
-  Ensures coordination of staff actions and activities
-  Communicates with higher authorities (police, fire, EMS, EOC, etc.)

Visual ICS.15 **Contra Costa CERT Coalition**

15





CERT Safety Officer

-  Reports to the CERT Leader
-  Assesses and anticipates hazardous and unsafe situations
-  Develops and recommends measures for assuring personnel health and safety
-  May develop a Site Safety Plan
-  Reviews the Incident Action Plan for safety implications
-  **Can halt any operation at any time for safety concerns**

Visual ICS.16 **Contra Costa CERT Coalition**

16





Public Information Officer

-  Reports to the CERT Leader
-  Acts as the spokesperson for CERT under the direction of the CERT Leader
-  Assesses situation and prepares documents for release to the press and public that present a timely, accurate, consistent picture of the event
-  Reviews public social media accounts of the incident to correct any misinformation

Visual ICS.17 **Contra Costa CERT Coalition**

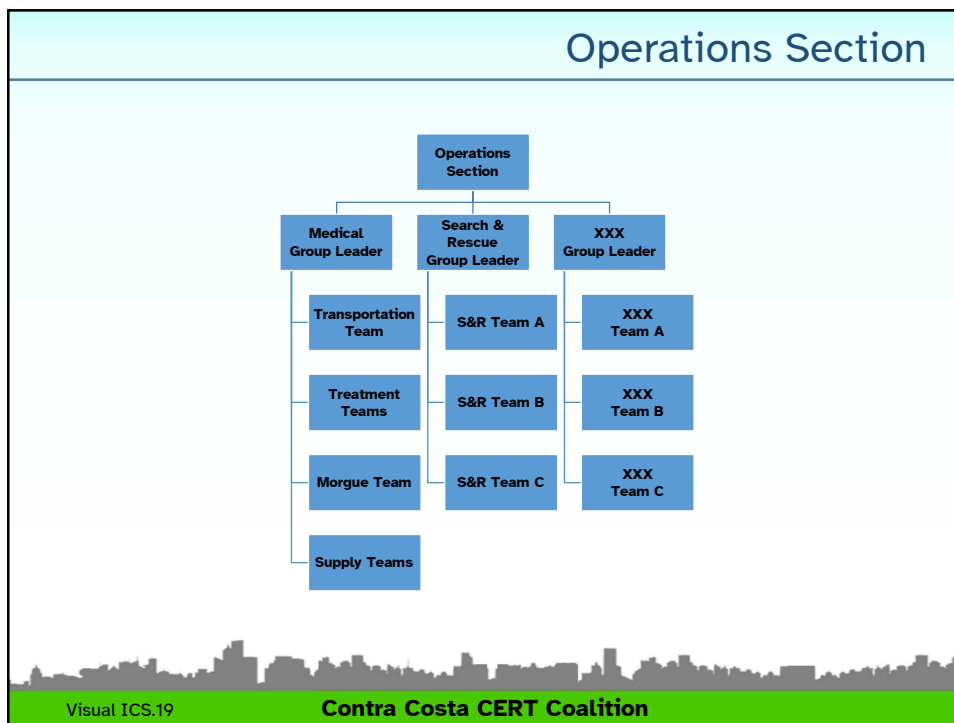
17

Operations Section

-  Develops the operations tactics
-  Develops the Operations Section organizational structure
-  Conducts tactical operations to carry out the plan
-  Directs all operational resources deployed

Visual ICS.18 **Contra Costa CERT Coalition**

18



19

Planning / Intelligence Section

Planning

- Develops the **Incident Action Plan** to accomplish the objectives defined for the event
- Maintains resource status on all deployed personnel and equipment during the event
- Maintains active incident documentation
- May utilize Advance Planning to anticipate future needs

Intelligence

- Collects and evaluates information
- Validates information into intelligence

Visual ICS.20

Contra Costa CERT Coalition

20

Logistics Section

Provides resources and all other services needed to support an incident:

- Personnel
- Food
- Communications
- Facilities
- Transportation
- etc.



Visual ICS.21

Contra Costa CERT Coalition

21

Finance / Administration Section

- 👤 Responsible for documenting costs related to incident
- 👤 Provides accounting, procurement, time recording and cost analysis
- 👤 Volunteer time is used for Federal matching dollars, and tracking is very important
 - The value in California was \$33.61 per hour in 2020
- 👤 Retains Documentation at end of event

Visual ICS.22

Contra Costa CERT Coalition

22

Dealing with the Media

- 👤 You may get questions from the public or from media representatives
- 👤 Refer inquiries to CERT Team Leader, Incident Commander, or **Public Information Officer**
- 👤 Do not let media interfere with CERT activities
- 👤 **Do not** divulge any sensitive information







Visual ICS.23

Contra Costa CERT Coalition

23

National Incident Management System

-  NIMS provides ability to work together
-  IS-100: Introduction to ICS
<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>
-  IS-700: Introduction to NIMS
<https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>



Visual ICS.24 **Contra Costa CERT Coalition**

24

CERT Mobilization

-  CERTs take care of themselves, their family, their home, and their neighbors
-  Depending on local CERT protocols, CERT members may respond to pre-designated locations, ready for response
-  CERT organization should have effective communications, a manageable span of control and maintain accountability

***The greatest good for the greatest number
without placing CERT members in harms way***

Visual ICS.25 **Contra Costa CERT Coalition**

25

CERT Mobilization

-  CERT Leader will develop an organization plan
-  Priorities may change as operation continues; CERT Leader needs to stay on top of these shifting priorities
-  Communications must be organized, efficient and effective
-  ICS was developed to assist in the management of major incidents – Use it
-  Goal is always to do the greatest good for the greatest number of people while maintaining CERT safety

Visual ICS.26 **Contra Costa CERT Coalition**

26

On-Scene Size-up


1. Gather Facts
2. Assess and Communicate Damage
3. Consider Probabilities
4. Asses Your Own Situation
5. Establish Priorities
6. Make Decisions
7. Develop Plan of Action
8. Take Action
9. Evaluate Progress


REMEMBER:
ALL CERT
SIZE-UP IS A
CONTINUAL
PROCESS


Visual ICS.27 **Contra Costa CERT Coalition**

27

Documentation

 Each level of authority is responsible for documentation (CERT Leader, Ops, Plans, Logs, Admin)







Visual ICS.28 **Contra Costa CERT Coalition**

28


Documentation


 CERT Teams provide the Command Post with ongoing information and documentation on:

- Damage assessment
- Team status
- Ongoing needs

 Command Post documents:

- Incident status
- Incident locations: access routes and identified hazards
- Support locations: Staging areas, treatment/triage areas and morgue





Visual ICS.29 **Contra Costa CERT Coalition**

29


CERT Forms

-  Damage Assessment
-  Personnel Resources Sign-in (ICS-211)
-  Incident/Assignment Tracking Log (ICS-204)
-  Briefing/Assignment (ICS-201/203)
-  Victim Treatment Area Record
-  Communications Activity Log (ICS-214)
-  Equipment Inventory (ICS-209/210)
-  General Message (ICS-213)

Visual ICS.30 **Contra Costa CERT Coalition**

30

In the End, Calm Heads Prevail



Crowds panic as flooding threatens Ireland...

Visual ICS.31 **Contra Costa CERT Coalition**

31

Questions?



Visual ICS.32 **Contra Costa CERT Coalition**

32

Takeaways

- 👤 CERTs operate using ICS
- 👤 ICS, the Incident Command System:
 - Flexible and Scalable
 - Span of Control
 - Modular Command Structure
 - Common Terminology
- 👤 Document, Document, Document

Visual ICS.33 **Contra Costa CERT Coalition**

33