

NAPERVILLE CERT Organizational and Operational Guidance Document

December 2008

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PURPOSE OF THIS GUIDANCE:

This document is meant to provide the CERT program and its members with guidance on a broad range of subjects. It is intended to outline organizational and operational procedures for the CERT program as a whole and any individual involved with the CERT program.

ROLE OF CERT

The CERT program was developed to augment local response capabilities by training citizens to be prepared at home for emergencies and disasters and, if affected by a crisis or disaster event, to respond appropriately within their own home, neighborhood and community. In addition because of their training, CERT teams can be requested by the City of Naperville ("City"), other local jurisdictions, the State of Illinois and even the federal government to provide support to response and recovery efforts within the jurisdiction, the state or affected areas of the nation. CERT members may also be called upon by the City to augment events that use volunteers to support event operations.

Emergencies or disasters can occur any time of the day or night on any given day of the year. CERT members are trained to first deal with family emergency situations like a family medical emergency or an event that affects their family. These include injuries to family members, damage to the home or a utilities failure like a broken water pipe or gas leak. Although relatively uncommon, large scale disaster events affecting segments of the City, areas of the state or regions of the country, may necessitate CERT activation. CERT members will first respond to events affecting their family and neighborhood and, if available, can respond to a call by the City CERT Program Manager. CERT members may then be requested to deploy to other affected areas within the City or even be called up at a state or national level to deploy to support state or national disaster events.

Responsibilities of the Membership:

The following is a list of individual member responsibilities:

- CERT team members should prepare their homes and families for possible emergencies by:
 - Developing a family disaster plan.
 - Building and maintaining disaster kits for home, vehicles and the office.
 - Practicing their disaster family plan and educating all family members about emergency procedures within the home.
- CERT team members are encouraged to work with their corporate or company leadership to prepare their offices and colleagues for potential emergencies or disasters.
- CERT members should maintain their issued CERT equipment so they are ready for family emergencies or deployment by the City if called.
- CERT members should maintain their skills by attending refresher meetings or courses and any additional training as required for satisfactory participation in the program as outlined in this document.
- CERT members should maintain situational awareness and be aware of seasonal hazards (or special hazards) and make appropriate plans to respond personally in their homes and neighborhoods or as groups/teams if called upon by the City.

- CERT members will maintain communications with team leaders.
- CERT members will be provided the option of volunteering for other civic activities offered by the jurisdiction.
- CERT members should ensure that current contact information is provided.

Concept of Operations (Activations):

The potential activations for CERT members can include:

Self Activation:

This activation can be initiated individually or in neighborhood teams when the emergency or disaster affects:

- A CERT members' home which requires the CERT member to respond to hazards or situations that require CERT skills.
- A CERT member's neighborhood which requires the CERT member to respond to hazards or situations that require CERT skills.
- When a CERT member is responding within their home or neighborhood they will:
 - Notify (if possible) the appropriate emergency services via 911 of their situation to include:
 - Any possible developing or ongoing emergency data or issues
 - Information regarding their needs for support
 - Information regarding their inability to respond outside of their home/neighborhood to a City-wide call-out

Call for Volunteers:

This activation is initiated in the event that the City needs volunteers to support a civic function or event. Each CERT member is a registered volunteer with the City so CERT members can volunteer with the City to support such functions as defined by the City. The CERT team leadership may also make a call for volunteers from the CERT membership to support CERT promotional activities. This activation can be initiated via telephone or email in advance.

Emergency Activation:

This activation can be initiated by the City's Emergency Management coordinator or the CERT Program Manager. It would be initiated in the event of an emergency or disaster requiring an immediate response. The event activation procedures would include:

- Activation via CityWatch to home and/or mobile telephone and/or email
- AM/FM notification via Emergency Alert System (EAS)

When notified, all responding CERT members will meet at the staging area specified in the CityWatch alert. This requires:

- Responding immediately to the staging area
- Readiness to respond to a City (or county) emergency incident
- Having all issued CERT Team equipment when reporting for duty
- Organizing as required by the need or requirement(s)
- Following orders or guidance presented by CERT leadership
- Flexibility!

Fail-Safe City Activation:

This activation involves a very rare, large-scale, catastrophic event with no available communications by telephone, TV or AM/FM (EAS) radio activation announcements. The Fail-Safe activation requires CERT members to deploy (if family and neighborhood are unaffected and it is safe to go) to the rallying point at the Naperville Municipal Center (400 South Eagle Street) or as specified otherwise. This event will include:

- Widespread destruction across the City
- No commercial telephone, radio, TV or Emergency Alert System (EAS) to activate CERT members
- No telephone communications between the Emergency Management Coordinator and the CERT Program Manager and CERT members
- The need for all responding CERT members to have all issued CERT Team equipment when reporting for duty
- Organizing as required by the need or requirement(s)
- Following orders or guidance presented by CERT leadership
- Flexibility!

In the event that a CERT member can not reach the CERT rallying point, they can deploy and report as soon as possible to any City fire station and offer their services to the fire officer in charge.

State Activation:

This activation is initiated by the City's Emergency Management coordinator or the CERT Program Manager to support a state emergency or disaster event. A call-out of CERT members by the City for state deployment can include:

- Trained CERT members being asked to agree to volunteer to support state or regional disaster recovery goals and objectives after having the scope of the deployment explained
- Volunteering to become a temporary state employee or volunteer
- Being deployed under state guidelines and statutes for duty in locales other than the City's jurisdiction
- Being deployed for two (2) or more weeks
- Being sent to a staging area and receiving training before being sent to your duty location
- The need to bring credit cards or cash to defer personal expenses
- Potentially not operating as a CERT trained individual on organized CERT Teams while deployed

National Activation:

This activation is initiated by the City's Emergency Management Coordinator or the CERT Program Manager at the request of the federal government during a national emergency or disaster event. A call-out of CERT members by the City for national deployment can include:

- Trained CERT members being asked to agree to volunteer to support federal goals and objectives after having the scope of the deployment explained
- Volunteering to become a temporary federal employee or volunteer
- Being deployed under federal guidelines and statutes for duty in locales around the country and other than the City's jurisdiction
- Being deployed for two (2) or more weeks

- Being sent to a staging area and receiving training before being sent to your duty location
- The need to bring credit cards or cash to defer personal expenses
- Potentially not operating as a CERT trained individual on organized CERT Teams while deployed

COMMAND, CONTROL & COORDINATION:

CERT leadership that directs operations and coordinates the CERT program or CERT team efforts will vary and depend on the situation presented. These situations and the command, control and coordination issues are outlined as follows:

Non Emergency Situations:

As CERT members are official volunteers for the City, they can volunteer their time for special civic events or functions. Leadership will be provided by the City. CERT members will function to support the event or activity under the leadership and guidance of the event coordinator and the internal organizational structure for the event.

In the case of an emergency during these events, CERT members can respond with their skills after notifying other authorities (police, fire, EMS & event personnel) of the emergency. Once proper authorities are in place, CERT members will take orders from the civic official in charge of that scene or event and do all that they can to support the situation.

Local Emergency or Disaster Situations:

CERT members will respond according to the level of event and activation listed above in the concept of operations. Leadership will be provided by the Emergency Management Coordinator or the CERT Team leaders. In all cases where CERT Teams are activated by the City to deploy outside of their own home or neighborhood, members will await guidance and directions from the defined leadership structure.

CERT team members are NOT to self deploy to affected areas outside their own home or neighborhood.

State Activation:

CERT members can be called by the City's Emergency Management Coordinator or the CERT Program Manager to respond to a call from the state to support emergency/disaster operations. This activation will come from the Illinois Emergency Management Agency (IEMA) to the City and then to individual CERT members via telephone or email and can include:

- A request for CERT Teams to respond to an affected area of the state
- A request for certain skill sets of individual CERT members to respond
- A State declaration of emergency for the affected areas
- A Presidential Disaster Declaration for areas of the state
- Becoming a temporary state disaster employee under the direction of IEMA
- Being deployed for two (2) or more weeks
- Being sent to a staging area and receiving training before being sent onward to your duty location
- The need to bring credit cards or cash to defer personal expenses

- Not operating as a CERT trained individual on an organized CERT team while deployed

Federal/National Activation:

CERT members can be called by the City's Emergency Management Coordinator or the CERT Program Manager to respond to a call from the federal government to support emergency/disaster operations. This activation will come from IEMA and/or FEMA to the City and then to individual CERT members via telephone or email and can include:

- A request for CERT Teams to respond to an affected area of the state or nation
- A request for certain skill sets of individual CERT members to respond
- Will be associated Presidential Disaster Declaration for areas of the state or nation
- Becoming a temporary state or federal disaster employee under the direction of SEMA or FEMA
- Being deployed for two (2) or more weeks
- Being sent to a staging area and receiving training before being sent onward to your duty location
- The need to bring credit cards or cash to defer personal expenses
- Not operating as a CERT trained individual on an organized CERT team while deployed

COMMUNICATIONS:

Communications to all CERT members will be initiated by one of the following ways:

Telephone/cell phone

- AM/FM Radio or Television – Emergency Alert System
- FM Radios, if deployed to a scene

Non Emergency communications

- Telephone/cell phone
- Email

DUTY ASSIGNMENTS:

Duty assignments will vary as determined by the situation. They can include but are not limited to:

Emergency Assignments

- Emergency deployments to affected areas (duties assigned at location)
- Support of City Emergency Operations (as needed by departments)
- Search and Rescue
- Medical Operations
- Fire suppression
- Damage Assessment
- Traffic Control
- Rehab support for First Responders
- Debris Removal
- Sandbagging Operations

- Shelter and Mass Care Support
- Other duties as assigned

Non Emergency Assignments

- Special events support
- Responding to requests for volunteers
- Presenters/Speakers on public safety information to interested groups
- Additional training
- Other duties as assigned

HIGHLY RECOMMENDED TRAINING

National Incident Management System (NIMS):

In Homeland Security Presidential Directive (HSPD-5), *Management of Domestic Incidents*, the President directed the Secretary of Homeland Security to develop, submit for review to the Homeland Security Council, and administer a National Incident Management System (NIMS). This system will provide a consistent nationwide approach for Federal, State, local, and tribal governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

The NIMS enhances the management of domestic incidents by establishing a single, comprehensive system for incident management and will help achieve greater cooperation among Departments and agencies at all levels of government. Aside from the requirements of the HSPD, this Department possesses significant responsibility as a signatory to the National Response Plan (NRP). Implementing the NIMS strengthens each Department's capability and resolve to fulfill its responsibilities to the American people in times of emergency.

The Naperville, Illinois CERT program will operate within the guidelines of NIMS as directed by the leadership of the City and the Naperville CERT program

NIMS Training:

The following are the State Emergency Management Agency's minimum recommended levels of training for National Incident Management System (NIMS) compliance for emergency responders (paid or unpaid) within the State of Illinois regardless of discipline.

All emergency responders (CERT Team members)

- FEMA IS-700 National Incident Management System, An Introduction
- FEMA IS-100.a Introduction to Incident Command System (ICS)

First line response supervisors (CERT Team Leaders)

- FEMA IS-200.a ICS for Single Resources and Initial Action Incidents

All CERT members should take

- FEMA IS-800.B National Response Framework, An Introduction

PROGRAM AND TEAM MAINTENANCE:

Periodic meetings or activities will be offered for CERT members to attend. They may consist of administrative information and/or some type of refresher training.

Requirements for participation:

To maintain in good status as a CERT Team member, each individual is expected to attend a minimum of two (2) CERT sponsored meetings, events, or activities per year.

Equipment and supplies:

- Each Naperville CERT Team member has been issued a CERT pack full of supplies and a medical kit. These supplies belong to CERT and have been issued to you for your use as a CERT Team member.
- Each member is required to maintain the pack and medical kit and ensure that it is ready for use when needed. This includes maintaining batteries and replenishing medical supplies if used for personal needs.
- Each member will be expected to bring the CERT pack and medical kit to each quarterly meeting they attend.
- CERT members are allowed to augment their kit with whatever equipment or supplies they feel is appropriate to support CERT missions.
- If a member decides to become inactive in the City's CERT program, they are encouraged to return the pack, supplies and the medical kit to the CERT leadership, less the items personally purchased.

Additional training:

- CERT team members are encouraged to seek out additional training opportunities that could enhance their skills and abilities as a member and are requested to report this training to the CERT leadership so their knowledge can be used if needed.

CERT TEAM MEMBERS WILL NOT ENGAGE IN THE FOLLOWING:

- **Members will not self deploy outside of their home or neighborhood during a disaster unless called upon to do so.**
- Members will not respond beyond the scope of their basic CERT training, physical limitations, additional training or specialized training they have received.
- Members will not represent themselves as an official of the City unless they are deployed as mentioned above under concept of operations. Refer all media requests to the appropriate incident media officer.
- Members will not solicit funding, unless directed by the CERT leadership.