



Bainbridge Island Community Emergency Response Team (CERT)

Standard Operating Procedures

January 2019



**Bainbridge Island CERT SOP
TABLE OF CONTENTS**

I.	Introduction	4
A.	Purpose	4
B.	Objective	4
C.	Scope	4
D.	Background	4
E.	Applicability	5
II.	Personnel	5
A.	Participant Eligibility	5
B.	Membership Status	5
C.	Requirements for Active Membership	6
D.	CERT Composition	6
E.	Chain of Command	6
F.	Injuries	7
G.	Liability	8
H.	CERT Accountability	8
I.	Identification	8
III.	Operations	9
A.	Utilization	9
B.	Activation/Standing Orders	9
C.	Deactivation	10
D.	Size Up for Search and Rescue Operations	11
E.	Medical Operations	11
F.	Fire Suppression	12
G.	Assistance to Local Authorities during Disaster	13
H.	Operations and Terrorism	13
I.	Non-Emergency Operations	13
IV.	Logistics	14
A.	Team Member Response Bags	14
B.	Transportation	14
C.	Support during Emergency Operations	15
V.	Documentation	15
A.	Training Documentation	15
B.	Emergency Operations Documentation	15
VI.	Communications	15
A.	Written	15
B.	Telephonic	16
C.	Radio	16
D.	Report to Incident Commander	16
E.	Incident Briefing Reports	16

VII.	Training	17
A.	CERT Training	17
B.	Skills Refreshers	17
C.	Tabletop Exercises	18
D.	Mock Disaster Exercise	18
E.	Additional Skills and Training	18
F.	Volunteer Instructor Training	18
VIII.	After-Action Reporting	18
A.	Conducting an After Action Review	18
B.	Writing an After Action Report	19
IX.	Leadership	19
X.	Attachments	21
A.	Bainbridge Island CERT Code of Conduct	
B.	Bainbridge Island CERT Volunteer Agreement and Release	
C.	City of Bainbridge Island Emergency Management Volunteer Application	
D.	CERT Individual Training Record	
E.	Training Mission Request Form	
F.	CERT After Action Report	
G.	CERT Response Bag Supply List	
H.	Form 1: Damage Assessment	
I.	Form 2: Personnel Resources	
J.	Form 3: Assignment Status	
K.	Form 4: Briefing - Assignment	
L.	Form 5:Victim Treatment Area Record	
M.	Form 6: Communications Log	
N.	Form 7: Equipment - Inventory	
O.	Form 8: Message Form	
P.	Form 9: Activity Log ICS-214	
Q.	Emergency Worker Sign In/Out Record	

CERT Standard Operating Procedures

I. Introduction

Bainbridge Island recognizes:

In the event of a major emergency or disaster within Bainbridge Island, 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 cities is probable; however, response time is unknown. Citizens within Bainbridge Island may need immediate response.

The 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 have the capability to save lives and property.

A. Purpose

The purpose of this document is to provide procedural policy and guidance with respect to the CERT program as a resource in disaster response.

B. Objective

The objective of the CERT program is to train Bainbridge Islanders so they may be able to assist themselves and neighbors in their communities during times of emergency and/or disaster until trained emergency responders can arrive. This will be done via two main goals:

1. Train as many community residents in basic emergency preparedness and procedures.
2. Train a group of community volunteers willing to support emergency responders for specific tasks during large scale disaster and during other non-large scale disaster events.

C. Scope

These procedures apply to CERT operations and administration in Bainbridge Island for emergency or non-emergency operations from the date of promulgation until formal deactivation of the program. Changes may be incorporated as required.

D. Background

The CERT program is an official training program developed according to Federal Emergency Management Agency guidelines set forth in the national CERT program.

E. Applicability

These procedures apply to CERT operations and administration in Bainbridge Island for emergency or non-emergency operations. They are to be followed by CERT members, city officials, and first responders operating within the city.

II. Personnel

This section provides policy, procedures, and guidance concerning matters relating to the people that comprise Bainbridge Island CERT.

No level of CERT is self-activation unless responding to a catastrophic disaster within their own neighborhood. At no time should and CERT member self-dispatch to any incident unless a large disaster occurs and their immediate response is needed in their own neighborhood.

A. Participant Eligibility

1. Age and Physical Abilities: Inherent to CERT operations in a disaster environment are risks to the health and safety of CERT team members. Volunteers under the age of 18 (minimum age is 13 years) may participate with parental approval and participation. Jobs and/or tasks will be assigned appropriate to age and/or physical ability.
2. Be a resident or employed in Bainbridge Island. (This may be waived by the Program Manager).
3. Complete and return the following documents to the City's Emergency Management Coordinator/CERT Program Manager. The documents can be found at the end of this SOP:
 - Bainbridge Island Community Emergency Response Team Code of Conduct
 - Volunteer Agreement and Release
 - City of Bainbridge Island Emergency Worker Application

B. Membership Status

1. Members are either "Active" or "Inactive". Active members not meeting the requirements will be considered Inactive. All members retain their right to be recognized as a general CERT member trained to the national standard whether they are on the active CERT roster or not. National CERT certification does not expire and may be transferred to another location as allowed by the jurisdiction the member is moving.

2. Inactive members will not be called out to respond during disasters or non-disaster events. Inactive members could use their skills learned in their own neighborhood during a major disaster, but would only be covered under Good Samaritan Laws.

Inactive membership status will be given to members who move out of the county, resign or are dismissed for conduct unbecoming, conduct detrimental to the CERT program or for participating in illegal activities.

3. Active members will be considered Volunteer Emergency Workers per WAC118-04. They may be called out to volunteer during disaster and non-disaster responses.

C. Requirements for Active Membership

1. There are physical and mental challenges during emergency response. Individuals must understand their capabilities and may not be able to execute all competencies taught during CERT training. Jobs and/or tasks will be assigned appropriate to physical and mental ability.
2. Not be a convicted felon or currently under felony charges. Volunteers must submit to background check and/or fingerprinting to attest to their lack of criminal history.
3. Be of a character that can be trusted under adverse conditions where victims of disaster could be at disadvantage. (CERT Team members must be trusted to treat victims and their property with highest respect and dignity.)
4. Complete IS -100 (Introduction to Incident Command System)
5. Attend 1 CERT training session/event each year
6. Attend 1 CERT callout event or drill each year.

D. CERT Composition

Operating in teams provides more safety to the members as well as accountability of personnel therefore, CERT members shall work in pairs during activations and assignments. Although there is a basic CERT team position organizational template, Bainbridge Island will adjust and adapt the structure of the CERT as required.

E. Chain of Command

1. Chain of command is a critical function that maintains the continuity of the operation and ensures that there is a structured conduit for operational

communications and decisions. It also establishes a line of succession for leadership of the organization.

2. For the overall disaster or emergency, the Incident Command System will be used to establish leadership and operational and support functions of the available resources.
3. At the scene, the Incident Commander (IC) will be in charge. Initially, the first person of competent authority may be the IC. This could be a professional public safety or city official. When CERT is activated, the team will report to the CERT Unit Leader or to the Field IC.
4. If no public safety or emergency management personnel are on the scene, the CERT Unit Leader will assume the role of Incident Commander (will be titled CERT Team Leader) until relieved by higher authority. If more than one CERT team is operating in the area, one of the CERT Team Leaders will assume the role of the Command Post CERT Leader, and the basic Incident Command System staff structure will be initiated (Operations, Logistics, Planning/Documentation and Communications) for the Command Post.
5. If only one CERT team is on-scene, the Team Leader will assume the role of CERT Team Leader. The Team Leader will designate internal chain of command.

F. Injuries

1. CERT members who respond into the neighborhood, act on behalf of themselves and are covered for liability and the Good Samaritan Law.

CERT members that self-activate/deploy beyond their immediate neighborhood and are injured in conjunction with emergency operations will not be covered by the City of Bainbridge Island for purposes of insurance and medical care.

2. Formal Activation

Under WAC 118-04 governing State Emergency Workers, active CERT members, when called for a mission or to conduct training or exercises in the performance of duty are subject to the liability legislation by the state of Washington. No liability protection exists for negligence or wanton disregard. CERT volunteers should always remain within their scope of training, assigned responsibilities, and act as any other reasonable person would act in similar circumstances.

The CERT vest and helmet are visual tools for public safety officials. If you are wearing them, you will be identified as a member of CERT. These officials will believe that you have been activated by an official representative of Bainbridge Island CERT.

G. Liability

1. Incumbent with any disaster or emergency is the risk of loss of life, limb, or property. After the emergency has passed, if loss is experienced, the question then turns to the assessment of responsibility and liability.
2. Loss due to the action or lack of action by a CERT member is always a possibility. During an investigation, if it is found that the CERT member did everything possible within the scope of his or her training while acting as a volunteer during an emergency, state and federal laws will offer proper protection, not only to the CERT member, but the local agency responsible for their training and deployment as well.

H. CERT Accountability

1. In all CERT operations, training or actual emergency response, personnel accountability will be established and maintained. Leaders will always know the location and mission of their personnel. CERT teams conducting emergency operations (or training operations) will use the Personnel Resources Form. If forms are unavailable, then documentation should be done on plain paper and should include date, time, person reporting, conditions or issues that are observed or reported and other important facts to be shared with other including professional responders. All documentation should be turned in to the CERT Program Manager.
2. Personnel accountability will be checked at the initiation of the emergency operation, at regular periods thereafter, and at the end of the CERT emergency operation. If a member is missing, the team will make every attempt to determine whereabouts and re-establish accountability. All documentation should be turned in to the CERT Program Manager.
3. Victims under control of the CERT team will also be carefully accounted for using the Victim Treatment Area Record Form (or plain paper until forms are available). Victims will be listed in the Medical Triage and Medical Treatment areas. The list will be checked every 30 minutes to ensure victims are present and/or accounted for. All transfers to other locations or release to EMS or ambulance will be documented. All documentation should be turned in to CERT Program Manager.

I. Identification

Bainbridge Island CERT personnel will be readily identified by wearing the CERT green helmet and green vest. All public safety and emergency management organizations throughout Bainbridge Island will be made aware of these distinctive identifiers. Additionally active CERT members will be issued an Emergency Worker card by the City of Bainbridge Island.

III. Operations

A. Utilization

1. CERT teams are primarily intended for use during disasters or large scale local emergencies where firefighters, law enforcement officials and emergency medical services are overwhelmed, yet there is a need for immediate assistance to the victims. CERT teams and/or members are not intended to be used for routine emergencies such as house fires, car crashes, heart attacks, etc.
2. CERT teams can operate in a pre-determined area of operations, or be directed by the Emergency Services to operate at a specified location relevant to the disaster. CERT Standing Orders (as listed in the Code of Conduct) are to help yourself, family and immediate neighbors (those that you can see from your home's front yard or apartment complex or when distances are distinctly far apart within a reasonable distance).
3. CERT members should only be used in situations for which they are trained, and execute tasks within the scope of their training. They can operate in buildings with light damage as long as in the judgment of the person in charge, the structure is safe. They can enter buildings with moderate damage for the sole purpose to save lives as long as in the judgment of the person in charge, the structure is safe. They can conduct light search and rescue, conduct damage assessment in controlled areas, suppress small fires, conduct medical triage, conduct medical treatment, and organize the area for relief by appropriate agencies when they arrive.
4. CERT members should not be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.
5. CERT members may be used to assist professional public safety personnel in logistical and administrative support. They may also be used in non-disaster situations as a public safety or emergency management resource of a low-risk nature.

CERT members are limited to response operations as outlined in the approved training modules. **Acting outside the parameters of the Bainbridge Island CERT Code of Conduct or in another capacity other than a citizen volunteer is grounds for dismissal.** Actions taken or committed outside the parameters may be also be subject to legal action and can endanger the reputation of the CERT program.

B. Activation/Standing Orders

Methods of Activation:

1. Neighborhood Response

- a. After ensuring that their own home and family are safe, CERT members should self-activate in their own immediate neighborhood if there has been a disaster such as an earthquake, flood, fire, severe weather, etc. CERT members will be under the authority of the Good Samaritan Law.

2. Official City Activation

- a. Bainbridge Island Emergency Management Coordinator, Bainbridge Island Police Chief, Bainbridge Island Fire Chief or their designees may activate CERT teams within Bainbridge Island. Even as such, CERT members are not mandated to respond. The Public Safety Official is merely activating the team to support a response, not ordering private citizens to duty. This is a voluntary program. When CERT teams are officially activated, the City of Bainbridge Island assumes liability/responsibility. When an activation is ordered by the City of Bainbridge Island, the Emergency Operations Manager or his/her representative will initiate use of NIXLE, Phone Tree, and/or email.
- b. CERT members will report to the designated CERT Command Post or Staging Area and await directions of the Bainbridge Island Emergency Management Coordinator or Public Safety Official. CERT members should be clear on the location they are being asked to stage at or report to before responding. The first team member present will initiate a list of CERT members present, inventory available equipment, and report to the Field IC, City Emergency Operations Center or representative for instructions.
- c. Neighborhood CERT Command Post/Staging Areas. All neighborhood CERT members should select a designated staging area within their area. This should be a place that is easily accessed and identified by the members. In the event of a local emergency, such as an earthquake, individual members will initially see to the safety of their home and family. Then, they will move to the team staging area to link-up with the rest of the team, organize, and expand CERT operations into their area, such as the neighborhood.

C. Deactivation

CERT teams will be deactivated by Bainbridge Island Emergency Management Coordinator or designee irrespective of how they were activated. This is to ensure all information has been passed, and that everyone has been accounted for.

Any documentation created should be organized and provided to the EOC or retained by the city's Emergency Operations Coordinator/CERT Program Manager in the event that questions arise.

Any borrowed equipment should be returned to the initial location area or staging. Damaged or used resources should be documented and returned if possible.

Injury information should be provided to deactivating agency or person.

D. Size Up for Search and Rescue Operations

1. Size Up to Search

CERT team members may conduct light search and rescue operations within their neighborhood using the techniques and methods taught during their CERT basic training course. Search means to seek victims in the disaster area using controlled and organized methods. Structures will receive a good external size-up prior to entry by CERT members.

CERT members may enter structures that are lightly damaged and only enter structures moderately damaged to save a life. Structures judged as unsafe by any member of the team will not be searched. The size-up will include locating and de-energizing or turning off utilities such as gas, electricity, and water. Utilities will be de-energized if, in the opinion of the person in charge and depending upon the situation on the scene, that the utility could pose a threat to life, limb, or property. Once turned off, utilities will be marked at the shutoff point (valve or box) with the date, time, and person shutting it off. Gas lines will NOT be turned on by anyone other than gas company personnel.

2. Size Up Rescue

CERT team members may conduct light rescue. Rescue is to remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc., should not exceed the capabilities of the team, nor should they degrade the safety of any present. An example of degrading the safety of any present would be to change the structural integrity of the structure to extricate a victim. The structural change could cause the building to collapse.

E. Medical Operations

CERT Medical Operations consist of medical triage and medical treatment as taught in the CERT basic course. CERT members are not responsible for knowing or practicing medical skills beyond the scope of their training. CERT members will use personal protective equipment (exam gloves, masks, and goggles) to the greatest extent possible while conducting triage and treatment of the victims.

1. Triage:

CERT members should, "Do the greatest good for the greatest number in the shortest amount of time." This means that as the team moves through the area, START triage is conducted and the team keeps moving after assessing the victim. The team will not initiate CPR or other treatment that will commit the team and keep them from helping others. However, after triage has been conducted, they

may return to treat the injured. Simple treatment, such as application of a pressure bandage, opening the airway and treating for shock to save life may be initiated. A more thorough assessment will be conducted when the victim has been transported to a safer area.

2. Treatment:

CERT members have been trained to conduct limited medical treatment. CERT members will not conduct medical treatment beyond the limits of their training while in a CERT status. The medical treatment area should be located upwind and on higher ground from the disaster site and/or biological waste areas.

3. Documentation:

CERT members will maintain documentation on all victims treated. A copy of the documentation will accompany the victim if responsibility for care shifts to competent authority such as the local Emergency Medical Services personnel. The CERT team will, as a minimum, retain documentation on the victim such as: name, gender, location found, date and time, results of triage (injuries, complaints, etc.), treatment, the patient/victim disposition- transported/pick up by a responsible party/person (family member, EMS, public safety, coroner, etc.), time of transport and a physical location of where the victim was taken.

4. Morgue Operations:

A morgue will be established outside the view of victims in the medical treatment area. If established, a minimum of one CERT member will be in charge of the morgue.

F. Fire Suppression

1. CERT members understand that visible smoke inside a location is a stop sign and warrants immediate action to evacuate and report the location of the fire via radio communications or face to face.
2. CERT will NOT attempt to suppress small fires unless working with a buddy or team. CERT members may use fire extinguishers, hoses, or other means appropriate to the type of fire, size of fire, and ability to escape safely.
3. CERT members are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. CERT members will not attempt to suppress large, well developed fires. CERT members will not normally attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.
4. CERT members will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials. Signs indicating any number higher than "2" will be an automatic recognition for all CERT members to leave the area immediately.

5. CERT members who encounter black smoke in a structure will not attempt to continue into the remainder of the building to suppress the fire. Thick black smoke that instantly causes coughing and eye irritation is very toxic smoke and could cause death.
6. CERT members will not be used by trained firefighters to put out major fires.

G. Assistance to Local Authorities during Disaster

1. In some cases, the local authorities may have the resources to handle the emergency response to a disaster. However, they may need assistance and support by CERT personnel to assume some of the disaster related, labor intensive tasks that are important, but of a lesser priority.
2. If CERT members are needed to assist Bainbridge Island public safety or emergency management personnel, they will be activated by the Emergency Operations Coordinator and assigned appropriate tasks. Such tasks will not be of any higher risk than a CERT would normally encounter in their emergency response role.
3. CERT members will not be used for law enforcement, such as roving guard to stop looters, or making arrests. They may be used to assist administratively or logistically.

H. Terrorism

CERT teams are not intended to combat terrorism, nor are they expected to operate in the presence of a high-risk environment. CERT members may be used for work that is related to the threat or as a response element after a terrorist act for work that poses little or no threat to their safety, yet provides assistance to public safety personnel by assuming safe, ancillary functions that would degrade their (public safety personnel) effectiveness in the emergency. Bainbridge Island CERT team members will NOT attempt CERT operations if they discover or strongly suspect the incident was caused by a terrorist act. CERT members themselves could become casualties from the residual effects of chemical, biological, or nuclear weapons of mass destruction. They could also become casualties from secondary explosive devices. CERT members who discover or strongly suspect that an incident was caused by a terrorist act will immediately leave the area and report all known information to the first public safety officials they can contact.

I. Non-Emergency Operations

CERT members may be used for non-emergency operations as long as these operations are related to the safety and well-being of the citizens of Bainbridge Island. Examples of Non-Emergency Operations may be: CERT information booths at fairs, Public Safety Expo, Public Outreach activities, assisting at first aid tents, CERT demonstrations,

assisting in the dissemination of emergency preparedness information, etc.

Additionally, assistance to the Bainbridge Island Fire Department and Police Department during non-disaster events may be appropriate. Examples may be: Fire Fighter Rehab station, Basic traffic control during events, non-technical searches, etc.

IV. Logistics

A. Team Member Response

1. CERT members must bring or wear their own personal safety clothing. Gloves, long pants, sturdy shoes, appropriate outer wear. Absolutely no shorts, sandals, or open-toed shoes.
2. CERT response bags are to be acquired and maintained by each member and should contain items from the suggested supplies list (attachments section of this document). Volunteers completing CERT Basic course will be issued a green CERT helmet and green safety vest provided by the City of Bainbridge Island.
3. CERT Documentation Forms (attachments section of this document) should also be included. Use plain paper until forms are accessible.
4. CERT team members are responsible for replenishment of supplies used.
5. Bags will be brought to all emergency response requests.
6. Bags will additionally have at least one full water bottle.
7. Bags will remain in the possession of the CERT member, and will be kept in a location quickly accessible in the event it is needed. Theft of any provided CERT equipment (helmet and vest) will be reported immediately to the CERT Program Manager.

B. Transportation

CERT team members may be required to use their own transportation to and/or from the operation area. Accessibility will be determined by the Field IC or designee. Regardless of activation, CERT volunteers and vehicles (of any kind) will be allowed to enter the incident area with the permission of the emergency personnel at the scene. Identification will be required and must be accessed quickly. If access is denied, return to staging, and/or home and notify the Emergency Operations Coordinator/CERT Coordinator.

In the event that CERT members are needed elsewhere in the county, transportation may become the responsibility of the Operational Area/County Emergency Management Agency. The responsible agency may find safe and appropriate

transportation for CERT members to and from the operations area, but it is not guaranteed.

C. Support during Emergency Operations

1. The EOC will ensure that CERT members who must remain on-scene for extended periods of time receive rations of food and water. These should be delivered to the scene at least once per day and distributed to the CERT members. If possible, hot food will be coordinated and brought to the scene.
2. The city cannot guarantee the food will be to everyone's personal taste and/or dietary requirements; however, it will be pure and edible.
3. The Bainbridge Island EOC will ensure that CERT members who must remain on-scene for extended periods of time receive all possible logistical and administrative support.

V. Documentation

A. Training Documentation

1. All training conducted for and by CERT will be documented.
2. Each class will receive documentation on: title, date(s), time(s), location, students completing, etc. This information will be maintained by the CERT Program Manager and will be incorporated into reports.
3. Each CERT member will have a personnel file containing information on training received.

B. Emergency Operations Documentation

1. All CERT operations will be documented.
2. CERT Team Leaders are responsible to furnish documentation relating to the operation which includes such things as: How and when notified, how activated, arrival date and time, team members present, team organization, description of activities and results, visitations by others, logistical needs, problems encountered and solutions, date and time of stand-down order, after action report, etc.

VI. Communications

A. Written

Sometimes, due to the situation, use of telephone, cell phone, or radio may be

impossible. In these situations, a messenger and written message may be used. This method should be used only for required messages or urgent messages due to the risk to the messenger.

1. Written operational communications between the Bainbridge Island EOC and CERT teams in operation will contain, as a minimum, the following: sender name and phone number, position, location, receiver name, position, location, date, time, message. Incident Briefing Report/Message Form.
2. Some messages will require acknowledgement, which means, the receiver will acknowledge receipt of the message by signature, date, and time. If the message must be returned, it can be returned by the messenger that brought it.

B. Telephonic

Telephonic messages should contain name and location of sender, phone number of the sender, and the message. If the telephonic message is being taken by someone other than the intended receiver, the sender should ask that the message be read back.

C. Radio

Messages by radio should be brief and to the point so that the frequency will not be cluttered, and batteries can be conserved. When contact is established, the sender should ensure the receiver gets the following information: sender call sign or name, location, message. If the receiver is not the person intended, the receiver should be asked to read back the message for accuracy. CERT teams can utilize family service radio (FSR) or GMRS Radio per team member for internal communications.

D. Report to Incident Commander:

When a competent authority arrives, they may become the Incident Commander of the current incident. This means that all information acquired to that time should be passed from the previous CERT Team Leader to the new Incident Commander. This can be done verbally or in writing or both verbally and in writing. It is preferred that the information be passed in writing with verbal explanation.

E. Incident Briefing Reports

1. Briefing reports are made periodically to update the person in charge. At the scene, this is the CERT Team Leader and the Field Incident Commander. At Bainbridge Island City level, this is the Emergency Operations Coordinator/CERT Coordinator in the EOC.
2. Situation reports may contain the following example information: Sender name, location, position, date, time, number operational personnel, number of injured

personnel, number of victims on-scene and status, number of victims transported and status, homes destroyed (by level of destruction), commercial structures destroyed (by level of destruction), infrastructure (streets, utilities, bridges, reservoirs, etc.), weather conditions, dangerous situations, etc.

VII. Training

A. CERT Training

All training will be approved by the BI CERT Program Manager. An annual training plan will be drafted and submitted for a Training Mission number. Training must be authorized prior to being conducted. Training will be related to emergency or disaster preparedness, response, and recovery.

Training will adhere to the following guidelines:

- A. Training will remain within the student's/members' capabilities
- B. Develop training to maximize community participation
- C. All supplemental training, exercise and drills will be made available to all CERT members
- D. Some training opportunities may have a limit on the maximum class size
- E. Homeland Security Exercise and Evaluation Program (HSEEP) guidelines used in conducting exercises and drills.

A Sign-In Sheet must be used at any approved training event. This is to ensure that the trainees are covered by state liability insurance and that the trainee's hours are accounted for in their training record.

To be an active CERT Team Member in good standing, participants must first receive official CERT training in a 20-hour program of instruction which is taught in accordance with the guidelines established by the Federal Emergency Management Agency, and this Standard Operating Procedure.

If a citizen volunteer wishes to join CERT of Bainbridge Island and has already taken the training, he or she must present their certificate of training and complete all requirements listed in this document related to additional training. If there is a question about the validity of the certificate presented, the State CERT Coordinator or local jurisdiction coordinator will be contacted.

B. Skills Refreshers

CERT members will receive refresher training on the topics taught in the basic course at least once per year. This can be in short increments taught throughout the year. Bainbridge Island's Emergency Operations Coordinator/CERT Program Manager is responsible for scheduling and documenting training.

C. Tabletop Exercises

CERT may be included in a city, county or state tabletop exercise. CERT may also conduct its own version of the tabletop exercise to identify weaknesses and strategies for operations.

D. Mock Disaster Exercise

CERT may be included in Bainbridge Island, county or state mock disaster exercise. CERT may also conduct its own mock disaster exercise in order to refresh member CERT skills and competencies.

E. Additional Skills and Training

Supplemental training includes but is not limited to the following FEMA approved modules:

- CERT Animal Response I & II
- CERT Emergency Communications
- CERT Firefighter Rehab
- Flood Response for CERTs:
- CERT Tools for Leadership Success:
- CERT Traffic and Crowd Management

F. Volunteer Instructor Training

Select volunteer members may receive additional training on the duties of a CERT Instructor staff member. Selection will be determined by the CERT Program Coordinator.

VIII. After-Action Reporting

The After Action reporting process is comprised of two main parts, which are the After Action Review and the After Action Report.

A. Conducting an After Action Review

1. An After Action Review is a facilitated group discussion of the key issues and actions that were observed or performed during a significant event. For CERT teams, each work site should hold an individual after action review. It should be facilitated by the Field IC, CERT Team Leader and Emergency Operations Coordinator/CERT Program Manager, who will ask leading and probing questions as to what went well, what needs improvement, and why.
2. The After-Action review will not be a venting session where personal attacks or critiques will be tolerated or made. All personnel who had a role in the

emergency response will be encouraged to participate and provide comments to the group.

3. The CERT IC should take notes on the key issues discussed, considering the potential for both lessons learned and best practices.

B. Writing an After Action Report (AAR)

Once the CERT team has conducted its AAR, it will compile its written AAR, which will capture those key issues and concerns provided during the group discussions. The report once completed, will be forwarded on to the Emergency Operations Coordinator/CERT Program Manager for review.

IX. Leadership

City of Bainbridge Island Emergency Management Coordinator

The Emergency Management Coordinator provides program sponsorship and support.

- Coordinates registered emergency worker/volunteer status
- Submits requested for mission numbers for emergency responses, non-emergency events and training
- Acts as Liaison with other Bainbridge Island Emergency Response Officials

CERT Program Manager

The CERT Program Manager provides program authority, leadership and administration.

- Oversees teams during non-emergency/disaster events
- Maintains the BI CERT Standard Operating Procedure
- Assists and supports team training activities, drills, and exercises.
- Maintains a team notification matrix and a team point of contact (POC) directory
- Coordinates certification/qualification/training and records management.
- Provides ongoing refresher training and practical exercises
- Facilitates the CERT Advisory Committee, Sub-Committees and Training Team activities

CERT Regional Coordinators

- Support Program Manager as appropriate
- Act as Team Leaders under Bainbridge Prepares for the Bainbridge Island CERT program
- Act as representatives of the Bainbridge Island CERT program with other CERT programs

CERT Training Team

The CERT Training Team provides basic and ongoing training and exercises to the

CERT members as approved by the CERT Program Manager. The CERT Training Team with oversight from the CERT Program Manager will meet the following qualifications.

- Successfully completing the FEMA G428 CERT Train-the-Trainer Course. If not FEMA G428-trained, but is a subject matter expert, may team teach with another qualified CERT Instructor
- Ensure training is delivered in a timely, accurate and professional manner
- Provide or assist with a training program at least once annually to maintain instructional qualifications
- Coordinate training schedules and locations with the CERT Program Manager

CERT Member

CERT members fulfill a vital role in providing specific skills and organization during an emergency and have the following responsibilities.

- Fulfill CERT membership requirements as stated in this procedure
- Conform to the BI CERT Code of Conduct
- Notify the Program Manager with any change of status (readiness, activation, point of contact information, etc.)
- Maintain their skill sets through ongoing training activities, drills, exercises and neighborhood preparedness opportunities
- When available, participate in CERT training, exercises and community activities
- If available, respond during emergencies to help their family, neighbors and community under the policy of this procedure

CERT SOP

ATTACHMENTS

- A. Bainbridge Island CERT Code of Conduct
- B. Bainbridge Island CERT Volunteer Agreement and Release
- C. City of Bainbridge Island Emergency Management Volunteer Application
- D. CERT Individual Training Record
- E. Training Mission Request Form
- F. CERT After Action Report
- G. CERT Response Bag Supply List
- H. Form 1: Damage Assessment
- I. Form 2: Personnel Resources
- J. Form 3: Assignment Status
- K. Form 4: Briefing - Assignment
- L. Form 5: Victim Treatment Area Record
- M. Form 6: Communications Log
- N. Form 7: Equipment - Inventory
- O. Form 8: Message Form
- P. Form 9: Activity Log ICS-214