Member Guidebook

Ashland Fire & Rescue

[Draft] September 2025

Table of Contents

History of Ashland CERT

Created in 1999 after the community experienced a severe flood on New Years day 1997, Ashland's CERT program has trained over one thousand volunteers to be better prepared to survive in a disaster, making Ashland's CERT program one of the most successful in the nation. CERT has been mobilized over thirty times for activities ranging from managing emergency shelters to evacuating residents during wildfires. CERT's core competency is "preparing our community to endure disasters."

Ashland CERT can attribute its success to Ashland's culture of community and the investment the people of Ashland make in organizing an amazing group of volunteers. The partnership of Ashland Fire & Rescue has also contributed significantly toward the success of Ashland's CERT program. CERT is funded by Ashland taxpayers and is coordinated by designated Ashland Fire & Rescue staff.

Previously awarded federal grants provided funds for training, disaster preparedness exercises, and awareness activities the CERT program undertakes outside of limited taxpayer funds. CERT's federal grants primarily came from Department of Homeland Security grants via Oregon's Office of Emergency Management (OEM). Our program falls under the organization of Jackson County's Citizen Corps Council.

To date, CERT has acquired federal grant awards totaling over $289,159. Ashland CERT can be characterized as your Homeland Security dollars at work.

CERT Policies and Procedures

Credentialing & Identification

CERT Active Volunteers will utilize issued reflective vests and identification cards when activated or participating in any training or exercises.

Privacy and Confidentiality

CERT Volunteers may have access to highly confidential, legally protected, and proprietary information. Confidential information includes all information and data required by law to be held as confidential – for example, protected health information (PHI). The unauthorized disclosure of such information would have a material adverse impact on the integrity of responding agencies, an adverse impact on agency relationships, and may also be in violation of the law. No records or information including protected medical data, protected personal data documents, files, records, computer files or similar materials (except in the ordinary course of performing duties on behalf of sponsoring agency) may be released by a volunteer or removed from the activation site premises without permission.

Personal Information Records

Ashland Fire & Rescue (AF&R) maintains a digital personnel file for each volunteer. Volunteer files are securely maintained in the City of Ashland file server or other contracted database. The file includes such information as the

volunteer's application, training certificates, and other records of volunteer service. Prospective CERT volunteers shall undergo a background check prior to inclusion in the program. Volunteers will sign a voluntary agreement in understanding that these background checks will take place. This agreement will be kept in the volunteer's file. It is the responsibility of each volunteer to promptly notify the volunteer coordinator if there is a known change in the status of their background.

It is the responsibility of each volunteer to update any changes in their volunteer profile through the CERT coordinator or CERT Deputy. Mailing address, telephone numbers, email addresses, and other such information should be current and accurate at all times. CERT volunteer personally identifiable information (PII) will be protected in accordance with the city of Ashland policies and procedures. PII will be provided to authorized volunteers and city of Ashland staff on a need-to-know basis. All individuals accessing CERT volunteer PII shall adhere to the PII policies and procedures.

Personal information and references about Ashland CERT volunteers will only be released on the authority of the City of Ashland or CERT coordinator, in accordance with applicable Oregon Administrative Rules. Personal information can also be disclosed with the consent of the volunteer by completing a written release of information.

Insurance & Liability

Personal safety is the foundation of CERT training. CERT volunteers will exercise all reasonable care while participating in the CERT program. CERT volunteers shall let their team leader know if they have any access or functional needs preventing them from performing a task they are assigned to. CERT volunteers are not insured under the City of Ashland's insurance policy.

Release of Liability

As a condition of participating in the CERT program, CERT volunteers will review and sign a 'Release of Liability Waiver.' (See page _, which is attached hereto and incorporated by reference.)

Drug Free Workplace

The City of Ashland is committed to providing a safe, efficient, and productive environment for all volunteers. Using drugs and/or alcohol, being under the influence of drugs and/or alcohol or being impaired by drugs and/or alcohol while volunteering may pose serious safety and health risks. To help ensure a safe and healthful work environment, no volunteer may use, possess, distribute, sell, be under the influence of, or be impaired by, alcohol or illegal drugs while functioning as a city of Ashland volunteer. Regardless of state laws, the use of marijuana remains unlawful under federal law and the City of Ashland considers marijuana an illegal drug. Volunteers are asked to refrain from consuming alcohol prior to their scheduled shift and/or event. The legal

use of prescribed drugs or over-the-counter medications is only permitted by volunteers during shifts if it does not impair the ability of a volunteer to perform the essential functions of their role effectively and in a safe manner, including operating a motor vehicle, without endangering other individuals. A violation of this policy may be grounds for immediate dismissal from the program. Visible Ashland volunteer apparel must not be worn in bars or other public establishments where consumption of alcohol or drugs takes place.

Tobacco Free Policy

In keeping with the intent of the City of Ashland to provide a safe and healthy environment, the use of tobacco products (including cigarettes, electronic cigarettes, cigars, pipes, chew, and other tobacco products) is prohibited in all City of Ashland buildings, parking lots, City of Ashland owned and/or leased vehicles and equipment, as well as any City of Ashland sponsored event or venue.

If a volunteer chooses to smoke, volunteers shall choose a location other than City of Ashland property. At no time is smoking permitted while in the presence of community members or staff while on duty as a City of Ashland volunteer. Volunteers shall remove or cover up visible Ashland volunteer apparel while smoking.

Security

Every volunteer will receive an Ashland CERT Volunteer identification card or volunteer ID badge. Depending on the volunteer's role, a volunteer may receive a key card that has access to secure areas within the department. Identification/key cards and door codes are not to be given to any other person, under any circumstances. It is a volunteer's responsibility to keep their identification/key card secure, and not leave it in places where others may be able to access it. If a volunteer loses their identification/key card, they must immediately notify Ashland Fire & Rescue to arrange a replacement and deactivate the lost card. ID Cards and Key Cards are the property of the City of Ashland and may be collected back at any time.

Computers

 If given computer access for their role, a volunteer is expected not to share the username and password given to them, aside from the shared login, and will abide by the City's cybersecurity policy, which will be provided to them when they receive their computer access.

Weapons

Volunteers are not permitted to carry weapons while in Ashland fire stations and while performing the duties of the volunteer role. This includes firearms (even if the volunteer has a concealed handgun license), knives, OC spray,

and any other object considered a weapon by a reasonable person. Pocket knives and multi-tools (i.e., Leatherman, Swiss Army knife) are viewed as tools for volunteers and are allowed. Pocket knife is specifically defined in ORS 166.360(10)(b), indicating a folding knife with a blade less than 4 inches.

Professional Expectations and Boundaries

In the practice of personal safety, while representing Ashland CERT with either an ID badge or department issued safety clothing, volunteers are to refrain from sharing personal information with community members contacted during their shift. Volunteers shall not give out last names, phone numbers, addresses, and email addresses. Ashland CERT volunteers on duty shall not offer cash, personal services, or referrals to community members, and shall not accept gifts or gratuities from community members. If evidence of an unwelcome, non-professional, non-service related interaction is found between a volunteer and any person currently served by the city of Ashland, it will be investigated. If the violation is proven, it may be grounds for immediate dismissal from the program. Volunteers shall treat community members with the utmost respect. At no time shall a volunteer make statements or promises of any kind to a community member related to any events, incidents, and other related public service duties, except as directed by Ashland CERT in the course of their duties (for example, an evacuation notification).

CERT Vehicle Use

Program volunteers may drive the CERT vehicle only with approval and will be required to go through a DMV check. Volunteers using the CERT trailer must pass the same requirements as the CERT vehicle and have experience pulling trailers. The trailer should only be pulled by a city vehicle.

Personal Items

Volunteers are accountable for the personal items that they bring to the Fire Department, training, incidents, and events. The city of Ashland is not responsible for loss or damage to any personal items.

Personal Vehicle Use

City of Ashland volunteers that are on duty are never permitted to transport community members that are not affiliated with the City of Ashland in their personal vehicle unless under emergency evacuation conditions. Mileage driven to any Ashland volunteer related activity will not be reimbursed, but volunteers may track their miles for tax deductions.

Personal Cell Phone Use

While volunteers are on shift, courteous cell phone use is permitted when appropriate. Please remember that cell phone etiquette reflects care and courtesy toward our community.

Tax Deductions

 Volunteers may keep track of the miles they drive to and from volunteer shifts, functions, meetings, training, and exercises for tax deduction purposes and should consult with a tax professional regarding mileage driven while serving as a CERT volunteer.

Gifts and Gratuities

Volunteers may not accept any gift or any other thing with a monetary value in their capacity as a volunteer. However, unsolicited gifts of limited value that can be shared among a larger group of employees are considered "de minimis" and are allowable under this policy. Meals that are consumed in the presence of the provider and that are directly related to legitimate CERT business are allowable.

Personal Appearance Guidelines

Ashland CERT volunteers shall recognize the importance of personal appearance to the professional image of the City of Ashland. It is important for volunteers to dress appropriately for their role and to maintain good personal hygiene. All apparel should fit properly and be clean and in good condition.

Volunteers are expected to visibly display their appropriate photo identification cards while operating in their volunteer capacity including working in a city facility and at events. All volunteers are expected to wear their appropriate attire as outlined in the Member Guidebook or IAP while serving in a public volunteer capacity.

Appropriate personal jackets or coats for the temperature and weather conditions should be worn. Work pants shall fit properly and have no holes, fraying, fading/distressing, or embellishments. Wearing short skirts, tank tops, halter tops, or any revealing clothing is prohibited. Athletic clothing may be worn when the assignment permits. Clothing should be free of slogans. If wearing a hat, Ashland or CERT-identifying hats should be worn, if possible, at public events and incidents if the incident doesn't require the use of a hard hat. Volunteers should take into consideration that some people are sensitive to fragrances/colognes.

Volunteers should bear in mind that more formal attire may be required when attending solemn events (memorial services, funerals, award ceremonies, etc). Specific questions about appropriate attire may be directed to your assigned volunteer supervisor or the CERT coordinator.

Media and Social Media

It is the goal of the City of Ashland to provide clear, consistent, and up to date information to the public. Volunteers may not give statements to the press or any media sources without prior authorization or designation by the City of

Ashland. A PIO may be designated for CERT events, which could be a volunteer, City of Ashland PIO, or designee.

The City of Ashland respects an individual's legal right to personal expression. Any blog, profile, or communication on social media sites by a volunteer must clearly represent only the viewpoint of the individual and not that of the City of Ashland and the CERT Program. The City of Ashland prohibits the use of social media to post or display comments about any volunteers or employees of the city that is vulgar, obscene, threatening, intimidating, harassing or a violation of the policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, genetic information, military status, or other protected class, status, or characteristic. Volunteers may be exposed to personal confidential information about the public provided during an event. CERT volunteers shall not post any information that may identify members of the public and their personal information. Any volunteer or any of the Emergency Management staff that interacts with volunteers may choose not to accept social media friend requests from volunteers.

Command and Control

CERT volunteers will function within the National Incident Management System (NIMS) and utilize the response framework - Incident Command System, for self-activation responses or if they are assisting/supporting an agency response.

CERT Organization Chart
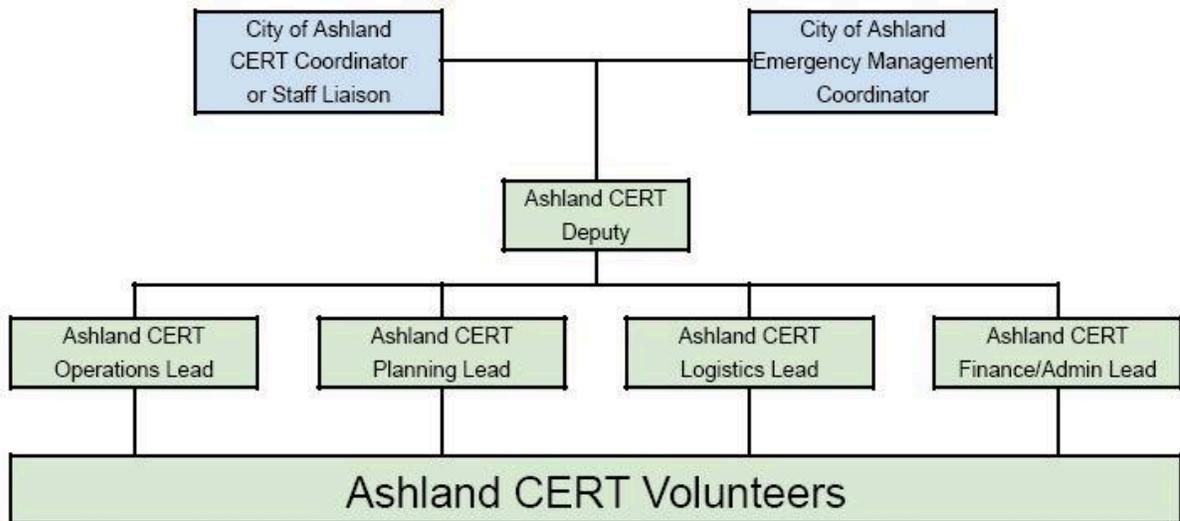
Issued Equipment

Volunteers assigned Active CERT Member status are:

- Provided a Basic CERT Kit with helmet, vest, gloves, ID card, backpack, water bottle, head lamp, t-shirt. *

- To maintain assigned equipment in proper working condition and are to report damaged or lost items to the CERT Program Coordinator.

- To return gear if they are no longer an active member of the CERT program. Issued equipment remains the property of the CERT program and their sponsoring agency from which it was issued.

- To only utilize issued equipment for authorized training, events, and activations.

Depending on their role, volunteers may be issued additional equipment.

Minimum On-Going Volunteer Requirements

CERT Active Volunteers will participate in the following activities to maintain an active status:

- Abide by the CERT program Rules of Conduct. (see page X)
- Provide their residence address, telephone number, and email address
- Update contact information when changed.
- Complete issued CERT equipment inventory checks when requested.
- Attend at least two (2) general CERT training and four (4) total volunteer activities per year.
- Participate in team training sessions (broadly defined) per individual availability.

As necessary, active CERT volunteers can be excused from minimum on-going volunteer requirements for leave of absences upon request.

Complaint Procedures

If a volunteer has a problem or conflict related to another volunteer, including leadership or staff member, a direct and open problem-solving approach is encouraged. This may include one, some, or all the following steps, in the order listed:

If able, the volunteer should address the problem or concern directly with the other person involved, in a respectful and professional manner.

If the problem or concern cannot be resolved, one or both parties shall notify the next level in their chain of command. If they are not comfortable addressing the issue with that supervisor, they can take their issue to the next level above that supervisor or directly to the CERT coordinator.

Volunteer leadership and/or the City of Ashland staff will meet with each volunteer either separately or together to discuss ways to resolve the matter. This may include involving other supervisors in the chain of command, human resources, or a mediator.

If the problem or concern still cannot be resolved, the Emergency Management staff, or CERT coordinator still needs to ensure the functioning of the volunteer Program. Decisions could be made that affect the volunteer and/or the other person. This may involve specifying expectations, procedures, or processes to be followed by one or both volunteers and may also include dismissal from the program of one or both individuals.

For situations where a volunteer feels their concerns are not being adequately addressed by their chain of command, they can contact the City of Ashland staff liaison directly.

Non-Retaliation

The City of Ashland prohibits retaliation against any volunteer for filing a complaint or for assisting in a complaint investigation.

Disciplinary Action

The primary objective of any disciplinary procedure is to provide accountability for actions and improve performance of tasks and services. Actions by a CERT volunteer that are deemed inappropriate for a professional environment, that are a hindrance to effective task performance, that pose a grave safety risk, or that violate policies or procedures for volunteers may be cause for disciplinary action. Some examples of conduct that may require disciplinary action may include, but not be limited to, creating an unsafe environment for self and/or others, substandard performance of the volunteer role, failure to carry out the responsibilities of a CERT volunteer, inability to work effectively with City of Ashland employees and other volunteers, and using volunteer status to promote sales and personal or professional services to other volunteers and the public.

Depending on the nature of the circumstances, disciplinary action shall follow these steps:

- Documented oral warning
- Written warning
- Final written warning
- Dismissal from program

Dismissal From or Leaving Volunteer Program

Active CERT Volunteers will notify their CERT Leadership and/or their Sponsoring Agency Leadership upon decision to leave the volunteer program and return any issued equipment and identification card.

Active CERT Volunteers who violate the Code of Conduct (see page X) may be removed from active status.

Active CERT Volunteers will be dismissed from the program if they are convicted of a felony.

CERT Modes, Levels, and Responsibilities

The Ashland CERT program has three distinct response modes of operation. Volunteering for one response mode does not imply that a member will be expected, available, or qualified to volunteer at another. Five levels of participation are also defined to help convey the roles and responsibilities within the organization.

Response Modes

PLANNED Non-emergency participation in scheduled activities (meetings, training, events), program development, and maintenance (base inventories, documentation, leadership building). There are many opportunities to participate in the day-to-day operations of the CERT program. The monthly general trainings, the leadership council, 4th of July parade support, and basic training are some examples of planned responses.

EMERGENCY Official support activations are primarily for Ashland and potential mutual aid requests (other CERTs, Jackson County SAR, etc.). Requests to activate Ashland CERT volunteers are approved by the City of Ashland. Small-scale emergencies such as floods, fires, or winter storms, may benefit from additional personnel to carry out sandbag production and deployment, evacuation notifications, or temporary shelter support.

DISASTER In disasters such as a major earthquake or wildfire, local response agencies can become easily overwhelmed. This is when FEMA's CERT disaster model is used. CERT members individually assist their families and neighbors, and collect damage assessments before reporting to a CERT base for deployment with their self-assembled CERT Team. At the local CERT Base operations continue with CERT leaders until Ashland Fire & Rescue or Emergency Management can provide oversight.

Participation Levels

Spontaneous Volunteers are members of the public who are not members of Ashland CERT, and also CERT Basic Training graduates who do not meet the requirements for an active member. Spontaneous volunteers include those who were previously active members or leaders, and have not attended at least two CERT functions in the past year. They will not be called or asked to respond to an incident, but are welcome to volunteer themselves during a CERT activation. All spontaneous volunteers must provide identification, sign a waiver, complete an intake process to determine incident-relevant skills and verify that they have the personal protective equipment necessary for the particular response. They may be assigned to the staging area for deployment or put into on-call status. They may be tracked and scheduled in case their skills are needed at a later time. People at this level will be paired with active members and will not be given leadership responsibility without being accompanied by the active member or leader. For the duration of their deployment, they will be issued personal protection equipment which may include a helmet and vest when available.

Requirements:
- Must be at least 18 years old (or accompanied by a legal parent or guardian)
- Must have valid ID
- Must sign City of Ashland liability waiver

Active Members have completed the CERT Basic Training, want to be part of Ashland CERT, and meet the requirements listed below. They are interested in working with CERT teams and respond when they are able.

Requirements:

- Completed CERT Basic Training

- Completed required FEMA courses

  IS-100, Introduction to the Incident Command System

  IS-317, Introduction to Community Emergency Response Teams

  IS-700, Introduction to the National Incident Management System

- Passed a background check

- Attended four CERT functions within the previous calendar year

- Registered to be on mobilization callout list

Leadership Council consists of CERT-trained core members. These individuals attend general monthly and leadership meetings regularly and assume responsibility by participating in program or incident roles. They have demonstrated desirable leadership qualities and knowledge of CERT operations. They understand accountability, safety, documentation, and communication protocols and follow through to complete all assignments. Leadership Team members could lead their own neighborhoods during a disaster and may become emergency incident team leaders. There is no requirement to accept field assignments in this role.

Requirements:

- Has spent at least 12 months as an active member
- Attends four leadership meetings annually
- Completed additional FEMA training

    IS-200, Basic Incident Command System for Initial Response

    IS-800, National Response Framework, An Introduction

- Cell phone with text messaging abilities
- Demonstrated ability to use two-way radio

Management Team members are individuals with a desire to be involved with the most active aspects of the emergency response team and are committed to obtaining advanced training and skills to be available during emergencies. They have demonstrated working knowledge and use of the Incident Command System in actual events, as well as active participation in the operation and direction of the organization. They lead by example by stepping up in training, simulations, and other activities directly related to creating and maintaining a quality program. They are unpaid professionals with practical knowledge and experience who fulfill primary leadership roles as qualified Incident Command System (ICS) leaders. They are capable of performing the duty officer role and responsibilities for CERT, although they are not required to do so.

Requirements:

- Has spent at least 12 months on the CERT leadership council
- CERT advanced training
- Completed additional FEMA training

    IS-315, CERT and the Incident Command System

- Attends at least six leadership meetings annually
- CERT Vehicle Operations
- Smart phone, tablet, or laptop computer

CERT Rapid Activation Team members are individuals who have completed the FEMA-recognized CERT Basic training course and the volunteer requirements, actively volunteer, and have completed the additional training requirements below. These team members are trained to be able to assist public safety agencies during more common emergency events.

- First Aid/CPR
- Firefighter Rehab
- Traffic Control
- Hazardous Materials Awareness
- CERT Vehicle Operations
- Radio Training
- Evacuation and Structural Prep
- Completed All Required FEMA Training

    IS-100, Introduction to the Incident Command System

    IS-200, Basic Incident Command System for Initial Response

    IS-315, CERT and the Incident Command System (ICS)

    IS-317, An Introduction to Community Emergency Response Teams

    IS-700, An Introduction to the National Incident Management System

    IS-800, National Response Framework, An Introduction

Completion of the CERT Basic Training in no way constitutes an obligation to participate at any level. In the event of CERT being deployed for any emergency situation or event, all responders (regardless of their participation level) will only be assigned duties consistent with their abilities and training. Any graduate of CERT Basic Training may indicate their desire and willingness to participate by becoming an active member. CERT members may respond to an emergency upon receiving a mobilization request. It is the duty of the individual to be certain their self and family members are safe and secure prior to responding to the whole community approach.

Those who have registered to be available for response will be notified in the event of a CERT deployment for which they have indicated their availability, and will be assigned duties consistent with their abilities and training. Any member may change his/her desired level of participation at any time by giving either verbal or written notice to the Ashland CERT Program Deputy or program coordinator.

CERT Activation and Deployment

In an emergency, CERT may be activated to carry out a wide variety of missions. The following sections describe needs and responsibilities for specific missions defined by the City of Ashland CERT Program, which is an extension of the basic FEMA disaster response program. Other missions not described here could be requested.

Every assignment requires a mission briefing prior to deployment. Responding volunteers keep in mind "Safety First" and to "Do the most good for the most people."

Briefing Elements

This section is a reminder to include specific information in a briefing before sending teams out. It may be given to an entire group or team leaders if volunteers and teams are numerous.

- Safety: Potential hazards, risk reduction, overall situational awareness, etc.
- Assignment: What tasks are likely for the current objectives
- Facilities: What are conditions, rules, and resources at the scene
- Transportation: Getting there and back (route and vehicle issues)
- Communications: Chain of Command - Who to report to (on scene and CERT), and how
- Medical: What to do and who to call if there is an injury
- Supplies: Any special requirements (members properly equipped)

- Weather: Forecast, day/night issues, high/low temps, wind, etc.
- Qualifications and Roles: Missions require members and other volunteers at various levels of responsibility. Team members, team leaders, and a CERT management team have specific assignment duties.

Required Equipment

When activated, CERT volunteers must be recognizable to authorities and be properly equipped to complete their assignments safely. Personal protective equipment (PPE) includes the basic indoor/outdoor disaster response gear and any other equipment required for the specific emergency activation. Special equipment may be supplied for assignments. Generally, being prepared to work inside or outside and being able to take care of your own needs is a good starting point.

- ☐ CERT ID
- ☐ CERT Vest
- ☐ CERT Hard Hat
- ☐ Work gloves
- ☐ Personal needs kit (meds, reading glasses, etc.)
- ☐ Personal First Aid Kit
- ☐ Rehab (food and water)
- ☐ Extra clothing for weather (rain gear, coat, etc.)
- ☐ Safety glasses

☐ Nitrile gloves (several sets)

☐ N95 mask

☐ Flashlight and/or headlamp

☐ Whistle

☐ Sturdy close-toed shoes or boots and long pants

☐ CERT forms (damage assessment, patient exam card, etc.)

☐ Pens, pencils, clipboard, notebook, permanent markers

Refer to "Ready Pack Suggested Items" page X for other recommended gear.

Incident Response Roles

These roles occur during CERT activations. They are applied in addition to FEMA CERT trained disaster response volunteer roles such as small fire suppression, damage assessment, extrication, or disaster medical support. All activities, whether routine or unexpected, are quite dynamic and require responders to understand basic ICS principles. Disaster response volunteers need to be flexible, maintain a calm composure, and help in a friendly and cooperative way. "Safety First" and not acting beyond an individual's current level of training are always the primary concerns. Know your limits. Teams need to work together to support each other and improve outcomes beyond those of people working by themselves.

Basic principles of CERT training are not covered in detail here. It is the member's responsibility to practice and understand concepts such as using the buddy system, size-up process, and safety practices.

CERT Incident Commander/Team Leader (IC/TL)

The FEMA CERT term "Incident Commander/Team Leader" (IC/TL) refers to the person in charge of a response at the incident. The IC/TL is responsible for all incident activities, including the development of strategies and tactics, conducting operations, and the ordering and the release of resources.

In a planned response, the IC/TL can be selected by the CERT Program Coordinator. In self-mobilization, the first person to arrive at base is IC/TL until a more qualified person takes over. The IC/TL ensures member safety, establishes objectives, provides information, takes direction from and reports to their supervisor, and is the liaison between CERT and other responders. The IC/TL is responsible for all activities within the CERTs scope, but many tasks may be delegated to Operations, Planning, Logistics, and radio communications to maintain a manageable span of control (5-7).

Qualifications

- Leadership Council Member (preferable)
- Active Member (minimum)

Responsibilities

- Establish Command - identify IC/TL, and Incident Command Post (probably a CERT Base)
- Size-up the situation and develop objectives and strategy

- Evaluate communications, create solutions (assign Radio Operator - RADO)

- Assign Planning, start documenting, create assignments

- Assign staging area manager

- Assign OPS to build, brief, deploy, track teams

- Assign LOGS, track people, supplies, food, facilities, security, etc.

- Establish local medical station if needed (plan ambulance route)

- Plan for expansion, hand-off, continuation, and demobilization

Resources

- IC/TL Checklist

- Access to CERT Bases

- CERT Base Box

- Communications

- Status of associated support facilities near base (e.g. First Baptist Church of Ashland – Terra Base)

CERT Incident Management Team (IMT) Member

A CERT Incident Management Team (IMT), including the Incident Command/Team Leader (IC/TL), is usually a small group, but can grow or shrink depending on the size of the response and the availability of qualified people. The CERT IMT works together in support of the IC/TL to maintain span of control as an incident grows. In non-emergencies, CERT members develop IMT skills by planning and executing the basic training final exercise, the July 4th parade support, and similar events. They meet for planning and advanced training at the monthly leadership meetings.

Upon an official emergency activation, available IMT members mobilize to form a team, reducing the need for AF&R to directly manage responding volunteers. The CERT IMT uses the same definitions and roles as the command staff defined in the Incident Command System (Incident Commander, Planning, Logistics, Operations, Finance/Administration).

During a disaster, when CERT members have self-deployed and made their way to a CERT base, the FEMA CERT rules apply. If the volunteers are unfamiliar with ICS, the IC/TL will have to select people and give them specific responsibilities as the number of volunteers increases.

IMT: Team consisting of IC/TL, Planning, Operations, and Logistics working together to create a safe, effective response

IC/TL: Leader by being first or most qualified. Responsible for all activities even if delegated to other volunteers

PLANS: Strategy, assignments, documents, maps, situation status, resources, demobilization

OPS: Assigns field team leaders, tracks field teams, manages staging areas, can do radio support

LOGS: Manages locations, food, transportation, supplies, medical, and communications needs

Qualifications

- Leadership Team Member (preferable)
- Active Member (minimum)

Responsibilities

- Ensures <u>safety first</u> is well understood at all times (situational awareness, buddy system, communication)
- Communicates with supervisors, IMT, Field Team Leader (FTL). Use PCAN (Position, Condition, Actions, Needs)
- Work as a team to build and implement appropriate solutions
- Refer all media requests to the Emergency Operations Center or appropriate Public Information Officer

Resources

- Ashland CERT Checklist for each role

- Base Box or forms package

- Office set: clipboard, pens, paper, markers, etc.

- Working communications, preferably via two-way radio or cell phone as a secondary
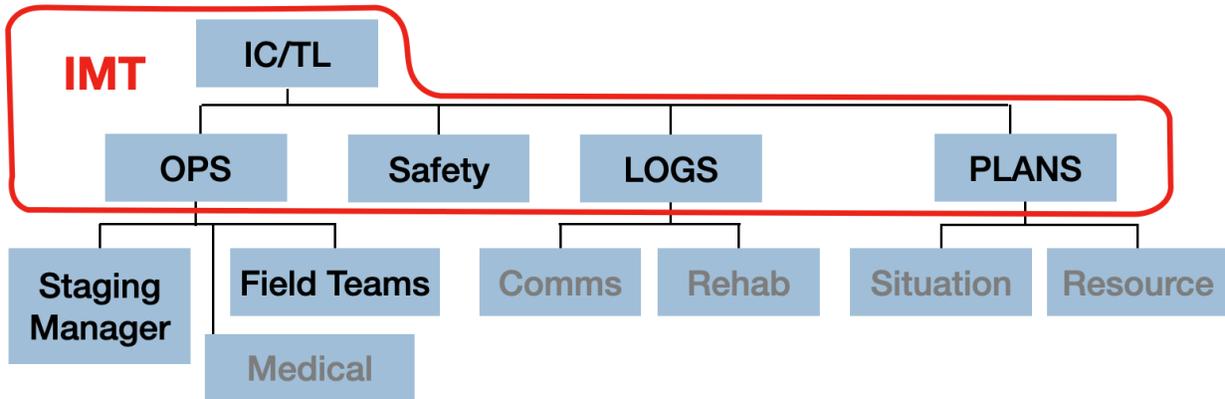
Field Team Leader (FTL)

The Field Team Leader (FTL) is assigned by Operations or IC/TL based on leadership experience and capability. FTLs take a team of volunteers out to perform assignments. Possible tasks include damage assessment, light search and rescue, small fire suppression, utility shutoffs, disaster medical treatment, and other tasks within their scope of training. The Field Team Leader is responsible for ensuring the scene is safe and that the team operates safely. They continually size up the situation to prevent and solve problems, while accomplishing assigned tasks. The FTL can ask for input from team members, but retains final decision authority.

Qualifications

- Leadership Council Member (preferable)
- Active Member (minimum)

Responsibilities

- Ensures safety of all team members, including maintaining the buddy system
- Stays in regular contact with supervisors. Use PCAN (Position, Condition, Actions, Needs)
- Reports changes in conditions or team location
- Logs team activities and events as they occur

- Requests relief or rehab if needed

- Refers all media requests to Incident Command or Public Information Officer

Resources

- Field Team Leader Checklist (disaster forms book)

Radio Communications Roles

The Radio Communications Unit manages CERT radio resources such as portable radios, base stations, and repeaters, and forms a radio-based operational network between the IC/TL and field teams using the default or modified ICS-205 communications plan. The unit ensures that communications continue with emphasis on regular check-ins and status reports with the field teams. Radio unit roles report to the Logistics Chief.

Field radio users must know how to use two-way radios and the standard communications protocols. Additional CERT radio training preferred. Good communication skills are required.

Roles

- **Radio Logistics:** Coordinate acquisition, check out, and return of communications equipment
- **Communications Technician (COMT):** Setup, test, and troubleshoot portable and base radios, including location testing
- **Radio Operator (RADO):** Operate as a point of contact on a radio network, typically on behalf of Operations Chief at a CERT Command Post. Keep a radio communications log. See additional details below.

Qualifications

- Active Member (with radio training and experience)

- Be familiar with CERT equipment and procedures, including equipment tracking

- COMT: Ability to set-up/test/troubleshoot CERT radios

- RADO: Knowledge and experience with CERT radios, radio protocols and operations. See additional qualifications below.

Responsibilities

- Ensure clear and accurate communications

- Keep radios in working order, including battery management

- Keep logs appropriate to role

Resources

- Ashland CERT Logistics, Scribe Checklists (appendix)

- Transportable Radio Instructions

- Write down assignment details, including who to report to, when and where to respond, duration, contact info, etc.

- Obtain, set-up, test, check-out/check-in radio equipment using CERT procedures in Communications Plan

- Document all radio communications legibly and turn in paperwork at end of shift

Radio Operator (RADO)

The Radio Operator is anyone trained and proficient with the use of two-way radio equipment. An incident dispatcher is a more experienced level, familiar with and comfortable using portable radios, base stations and repeaters to create a communications network between the chain of command above (CERT Command) and below (Field Team Leaders), using the default or modified ICS-205 communications plan, ensuring that effective communications is established and continues throughout the event or incident.

Qualifications

- Active Member (with radio training and experience)
- Familiar with CERT radios and radio protocols
- Situational awareness sufficient to overcome propagation issues
- Able to keep an accurate and readable communications log
- Access radio cache, set up, check out, track and return equipment
- CERT Dispatcher Training
- Can identify and resolve a variety of common communications problems
- Must be able to maintain readable communications log
- Can remain calm and effective with increased stress levels

- Good situational awareness of what is happening on the other end of the call

Responsibilities

- Maintains radio contact with assigned people or divisions at all times
- Mitigating common problems affecting communication (position, volume, etc.)
- Understands and practices brief, clear, accurate radio messaging
- Understands difference between a summary status report and a cell phone conversation
- Reports significant events such as changes in conditions or team location

Logistics

- Set-up, test, check out/check-in radio equipment using CERT procedures
- Make available the default ICS-205 communications plan and radio log forms (see ICS forms in disaster forms book)
- Determine and set correct channels if possible before issuing equipment
- Check that the radio is working properly and the battery is charged
- Document all radio communications legibly and turn in paperwork at end of shift

Preparedness Roles

This chapter describes the management and organization of Ashland CERT daily operations outside of emergency response (preparedness mode).

Teams maintain regular contact with their section lead to coordinate and measure progress.

Operations Section

The Operations Section consists of standing teams that support major CERT activities and activation. Includes Basic Training Final Exercise overhead organization, public outreach, and the callout team. Teams meet separately as needed to perform their work.

Rapid Activation Team (RAT) is a quick-response team that may be requested to respond to assist in more common incidents. Members may be needed to obtain and deliver rehab supplies, provide traffic control or scene security on emergency scenes, or provide other assistance to an incident. Members are on call via group text. Members are trained on what supplies are used and where to obtain them. City vehicle driver certification is helpful but not required for all members. Maintains advanced skills and attends training to stay current.

Attributes: driving, carrying, availability on short notice

Basic Training Team designs and coordinates CERT Basic training and other regular CERT training. CERT training is coordinated with the fire department liaison and leadership council. Uses the established Basic Training planning tools to hold the final exercise and support other parts of Basic Training as directed by IC/TL.

Attributes: Organization, communication, leadership

Public Outreach Team facilitates preparedness of the general public beyond CERT operation. Outreach may include Map Your Neighborhood, Oregon's Be 2 Weeks Ready, and fire department-led wildfire and smoke preparedness programs. Designs activities, publications, and helps facilitate scalable public preparedness in Ashland.

Attributes: Written and verbal communication, public speaking

Activation Team performs the call-out when CERT is activated in an emergency/disaster, when authorized by AF&R Chief Officers or designated CERT liaison. Obtains incident-specific details, delivers activation messages per activation checklist, tracks who is responding prior to sign-in. Originates Everbridge group messages, updates web and phone recording. Has knowledge of AM 1700 procedures.

Attributes: communication, organization

Planning Section

The Planning Section writes, organizes, and distributes CERT announcements. Ensures that information is communicated clearly and effectively. Collects and manages information about CERT membership and maintains CERT roster. Creates a clear, consistent "voice" for Ashland CERT. Plans regular CERT training.

News Team writes and edits official CERT communications including announcements, news, calendar, web pages, and written training materials.

Attributes: strong English and clear written communication, style and formatting, grammar, graphic design, knowledge of CERT communication forms

Training Planning Team schedules and creates regular trainings as directed by CERT leadership. Coordinates guest speakers, agendas, meeting facilitators, and handouts through the News Team.

Attributes: Business/interpersonal communication, organization, agenda development, and schedule keeping

Membership Team organizes CERT member data including: activities and training, contact information, base affiliation, issued equipment (vests, etc.) and member skill sets.

Attributes: spreadsheet/database operation, data entry, organization

Logistics Section

Provides materials and services for CERT during both planned and unplanned events. Responsible for base management. Manages radio/communications equipment and operators.

Event Team provides supplies, setup, rehab, and demobilization of CERT meetings, training, and events. Team members are assigned to each event. Purchase requests for needed supplies are made to the Fire Department .

Attributes: hospitality, meeting logistics, interpersonal communication

Base Team manages the contents of CERT bases. Inventory, organize, and standardize base equipment and supplies. Determine additional needs for base supplies and rotate or replace consumables on a regular basis.

Attributes: inventory management, organization, acquisition, documentation, communication

Tech Team improves the use of technology by CERT staff and members to increase productivity and improve user experience. As experts, the team recommends the best tools for the job and provides training and documentation. Covers analog and digital radio, mobile apps, web apps, desktop apps, databases. Applications include CERT database, Mattermost, group and 1-1 communications, mapping/GIS. *Attributes: IT, database and application programming, systems administration*

Finance/Administration Section

Finance Section locates and develops funding including grants and proposed expenditures to the fire department CERT liaison. Members assist with purchasing and evaluating budgets, requests, and grants. Also assists in various administrative tasks.

Grant Writing Team researches and writes grant proposals for external funding that aligns with CERT goals.

Attributes: *strong English and written communication skills, grant writing experience*

Librarian manages the CERT lending library and available publications. Tracks content and availability of local and national information resources.

Attributes: *online research, organization, documentation, inventory management*

Historian collects and reports on CERT activities and training, utilizing mediums such as documents, photos, and videos. Creates an annual report of CERT activities.

Attributes: *knowledge of CERT history, photography, written communication, writing, organization*

CERT Missions and Standard Operating Procedures

Firefighter Rehab

Rehab is established to ensure that the physical and mental condition of responders operating at the scene of an emergency or training exercise does not deteriorate to a point where it will negatively affect their safety or jeopardize the integrity of the operation.

Activation (Response to station, gathering supplies)

Incident Command or other applicable Ashland Fire & Rescue personnel will mobilize CERT through the procedures outlined under CERT Mobilization in the Operations Manual. CERT will respond immediately with a goal of arriving on-scene at the incident location within 30 minutes of IC request.

All members are required to wear PPE including a CERT hard hat, vest, and identification badge, long pants and close-toed shoes. Mobilized members will report to Fire Station 1.

Upon arriving at the station, members are to:

1) Obtain a cooler from Fire Station #1 engine bay or the SCBA room.

2) Fill the cooler with an ample supply of water bottles and Gatorade (located in the SCBA room).

3) Retrieve a supply of nutrition bars (located in the SCBA room).

4) Grab the rehab kit from the SCBA room and any other equipment needed (i.e. canopy, chairs)

5) Fill the cooler with ice from the ice machine in the hose tower (near the back door).

6) Load the filled cooler (should be a two person lift), bars, and equipment into the vehicle.

Response (Driving to and arriving on scene, contacting IC)

CERT members responding to the incident will always follow the rules of the road.

1) Upon leaving the fire station, CERT will notify ECSO on AF&R Primary that they are "enroute" to the scene. Example; "Central from CERT" (wait for response from ECSO), "CERT is enroute to (location of request) for rehab."

2) On arrival at the scene, CERT will notify ECSO on AF&R Primary that they are "on-scene". Example; "Central, CERT" (wait for response from ECSO), "CERT is on-scene."

3) CERT member(s) will then make face to face contact with the IC. If this is not possible, CERT will hail the IC on AF&R Primary. Example; "Command, CERT" (wait for response), "CERT is on scene, ready for assignment."

4) At this time, the IC will assign the CERT member(s) and vehicle to "Rehab" which they will be known as for the remainder of the incident.

Site selection and set-up

The IC will normally designate the location for Rehab. The rehab team may be tasked by the IC to identify a location that includes the following characteristics:

• Sufficiently far away from the effects of the operation that responders can safely and effectively remove their PPE and SCBA, and can be afforded physical and mental rest from the stress and pressure of the emergency operation.

• Provides suitable protection from the prevailing environmental conditions as follows:

    1) During hot weather, it should be in a cool, shaded area.

    2) During cold weather, it should be in a warm, dry area.

    3) When possible, shelter should be provided from inclement weather.

• Enables personnel to be free of smoke, and exhaust fumes from apparatus, vehicles or equipment.

• Large enough to accommodate multiple crews based on the size of the incident.

• Easily accessible by EMS units.

• Allows prompt re-entry to the emergency operation or staging area.

• Space must accommodate area for responders to remove PPE and SCBA prior to entering the rehab area.

Operations

Rehab is responsible for the following;

• To provide responders with a place for rest

• Provide shelter, fluids and nutrition

• Maintain Rehab sign in / out (ICS Form 211)

1) Upon admittance to rehabilitation, responders should be evaluated for heart rate and mental status. Responders may be evaluated for blood pressure and core temperature as well.

2) Responders who have a pulse in excess of 120, elevated body temperature, elevated blood pressure and/or are showing signs of chest pains, shortness of breath, altered level of consciousness, extreme fatigue, poor skin color, and similar symptoms should be seen by medical personnel.

3) In the event that an individual requires medical treatment or transport, the IC shall be notified immediately.

4) Responders in rehab should be re-evaluated every 20 minutes, and prior to release.

Criteria to Return to Staging from Rehab

• Heart Rate >60 AND <100

• Normal Mental Status

• SPO2 >95%

• Systolic BP >100 and <160 / Diastolic BP >60 and <100.

• Temperature <100ºF

Formal Rehab Unsustainable

When formal rehab cannot be established or maintained, Rehab shall assist in the positioning of supplies of fluids and/or nutrition in accessible locations at the incident scene in accordance with the Incident Commander's direction.

Vehicle Operations

The CERT vehicle shall only be operated by members who have a current CERT driver authorization. The CERT vehicle driver policy and certification process is outlined in the "CERT Vehicle Guide." Any CERT vehicle operations must comply with provisions in Oregon Vehicle Code 820.300 - 820.380 and Ashland Fire & Rescue's Standard Operating Procedures.

The CERT vehicle is a retired emergency vehicle. There are specific laws regarding the use of emergency vehicles and their special capacities including the lights and siren. At all times, the driver of this vehicle must follow all traffic laws, signs, and signals.

- At no time are you permitted to speed while operating this vehicle.
- CERT members are not authorized to use any of the sirens
- If noise is required, use the normal vehicle horn
- CERT members shall not use any of the emergency lights while the vehicle is being driven
- During an emergency, emergency lights may be used when parked in a nontraditional location to alert traffic
- Emergency lights may be used to attract the attention of emergency personnel
- Flood lights may be used in both emergency and non-emergency situations to illuminate working areas.

Driver Responsibilities

- Responsibility for the safe operation of fire department vehicles rests with the driver. Passengers must advise the driver if they observe or anticipate unsafe driving conditions or practices that might jeopardize the safety of others or cause damage to the vehicle.
- Seat belts shall be worn by all personnel any time a fire department vehicle is in motion.
- If equipped, fire department vehicles should have a wheel chock placed at the rear tire when parked on a steep incline.
- Prior to starting and moving the vehicle, the driver shall complete a 360° walk-around (circle of safety) to ensure all doors and equipment are secure, no hazards exist, and the wheel chock(s) have been stowed.
- Headlights will always be turned on when the vehicle is in operation (day or night)
- Whenever possible, vehicles should be positioned in such a way to avoid backing.

Backing of CERT Vehicle

- Backing of fire department vehicles requires the assistance of a backup person, when available.

- Before backing the vehicle, the driver and backup person shall communicate face to face regarding where and how the vehicle will be backed up.

- While backing, the backup person must always be visible to the driver. If the backup person is not visible, the driver must immediately stop the vehicle.

Common Hand Signals

Straight Back   **Turn**   **Stop**

Radio Operations

Public safety radio systems are restricted, and shall only be used for authorized activities. All frequencies are monitored by Emergency Communications of Southern Oregon (ECSO). Dispatch should be notified before any training activities occur on the public safety radio system. When performing training that simulates an emergency transmission, ensure to state "this is a drill" before and after the transmission.

Tips for Effective Radio Communication

- Know your crew name, radio channel, location, and status of operation.
- Listen and respond when your crew's identifier is called.
- When calling, wait for other conversations to finish before transmitting.
- Use to-from format when communicating via radio. For example, "Incident Command from CERT Team 1" (call, then wait for acknowledgement prior to transmitting complete message).

When to Communicate via Radio

- Before leaving base - "enroute" is the radio check
- Upon reaching your initial location - "On-scene"
- To answer when someone calls your crew
- When reporting significant or priority information
- When you are finished and instructed to return - "returning"
- When back at base or command post - "at base"

If you do not hear traffic during a CERT exercise or event:

- Check your radio is on the right channel

- Check that the power is on and battery is ok

- Check that the volume is up ¼ to ½ way

- Check in every half hour when radio is not busy

Know what needs to be reported

Use the **PCAN** template to make your report

Position "We're on the corner of Ridge Rd and Terrace St."

Conditions "Several buildings in the area have significant damage."

Actions "Assessment is 50% complete and in progress."

Needs "Need a ride back from Terrace St and Holly St in about 20 minutes."

Channels used by Ashland Fire & Rescue and Ashland CERT

Ashland Fire Local Emergency Traffic Only, Primary Dispatch Channel

AFR OPS 1 AF&R tactical frequency, sometimes used for training

AFR OPS 2 AF&R tactical frequency, sometimes used for training

CERT Repeater CERT tactical frequency, sometimes used for training

RVTAC1–RVTAC6 County-wide tactical frequencies

Mass Casualty Incident (MCI) Triage & Assessment

"Mass Casualty" refers to natural or human-caused incidents where the number of victims overwhelms the available professional response. This is the traditional mission of CERT as defined by FEMA. Members may always refer to the FEMA CERT Curriculum for more information. Perform simple triage and rapid treatment of victims. Evaluate patients by doing head-to-toe assessments. Perform basic first aid. Practice in a safe and sanitary manner. If needed, transport patients to a medical treatment area to stage patients for pickup by EMS. First-aid treatment may include treating for closed head, neck, or spinal injury, burns, wounds, amputation, impaled objects, fracture, dislocation, temperature-related injury, bite, sting, and allergic reaction. CERT is limited to basic first aid—CERT does not practice medicine. Only operate within your CERT training.

Briefing Elements

- Spontaneous volunteers can assist with simple patient care (e.g., apply direct pressure to wounds), stay with patients in a safe location, or deliver supplies and documents.

Qualifications and Roles

- Active Member
- Triage Team Member
- Medical Treatment Team Member
- Morgue monitor – responsible for security of morgue and identification of dead victims

Checklist (examples of elements potentially needed include):

- CERT medical supplies

- Canopies, large tents, tarps (including colors)

- Blankets, camping pads, cots

- Backboards

- Triage section signs

- Patient exam cards

- Medical Treatment Area log

- Colored triage marking tape or tags

Evacuation Notification

Deliver evacuation notice door-to-door in the assigned area. Knock on every residence door, notify face-to-face when possible, and always leave evacuation notice. Record each visit result per address (contact, no answer, etc.). Report residents with special needs or requests for evacuation assistance immediately. This mission may also include posting flyers or posters.

Briefing Elements

- Protocols for encountering private property, back yards, animals, etc.

- Responding to questions, refusals, requests for assistance

- Appropriate locations for posters, flyers, and notices

- Responding to public questions

Qualifications and Roles

- Active Member
- Appropriate Field Team size (two when posting flyers, 3-5 when going door-to-door)

Checklist

- Obtain sufficient copies of any notice, flyer, or poster for assigned area
- Assignment maps with house outlines/addresses (or area maps for posturing)
- Fill in specific info on evacuation notice form; make sufficient copies
- Parameters of evacuation notice area for CERT / identify area to be covered
- Note location of risks (fire, etc.) on a map if possible
- Clarify preferred order of notifications within the assignment area
- Plan team transportation
- Radio / Communications

Traffic Control

During emergencies or special events such as parades, and under the direction of police, fire, or other officials, CERT volunteers may staff street closure barricades, parking lots, and pickup areas.

Briefing Elements

- Traffic Safety

- Remind members they are not law enforcement

- Identify how to handle difficult drivers

- Identify reportable situations

- Provide only verified information

- Identify who is allowed through your control point

Qualifications and Roles

- Active Members

- Traffic Control Training

Checklist

- Traffic wands that light up (if needed)

- Traffic paddle (stop/slow sign)

- Traffic cones

- Traffic barricades

- Field radio

- Approved safety vest

Sandbagging

Assist with filling sandbags for resident pickup at B Street Yard with Ashland Public Works. A bucket brigade is preferred for moving sandbags from one place to another. In some situations, CERT may assist with loading and transportation of sandbags if assigned.

Briefing Elements

- Safety: Lifting, moving heavy objects, overexertion
- Site and operational safety
- Efficient sandbag production (reduced movement, bucket brigade best practices)
- Effective water barriers with sandbags, plastic sheeting, and improvised materials
- Public information regarding sandbags (how to use)
- Review FEMAs "Flood Response for CERT" for training tips on-line if accessible
- Rotate team members frequently

Qualifications and Roles

- Active Member
- Able to lift 25 pounds continually
- Ability to manually fill a bag with sand
- Familiar with bucket brigade technique

Checklist

- Helmet, safety glasses, gloves, and close-toed shoes must be worn

- Rotate team members frequently

- Sandbags (acquired from Ashland Public Works)

- Shovels and other bag-filling tools (available at Ashland Public Works yard)

Wildfire patrol

Typical assignments include searching areas near a live or recently extinguished fire looking for, reporting, and extinguishing (if safe) hotspots. Identify and report other hazards and problems when encountered.

Briefing Elements:

- Hotspot protocol review

- Traffic safety awareness and review

- Trespassing and animal issues

- Possible risk mitigation actions (open attached gates, etc.)

- Qualifications and Roles

- Active Member

Checklist

- Verify exact assignment area boundaries (map)

- Transportation approved by AF&R

- Form teams of three (preferred)

- Appropriate gear (fire extinguisher, shovels, water bags, etc.) tested/checked

- Public information handout (if requested)

Damage Assessment

A damage assessment is a systematic process of determining the type, extent, and impact of damage suffered by a community in a disaster. The FEMA CERT program covers damage assessment in Unit 6, and the IS-559 online course is also informative. Local damage assessments need to be rapid, detailed, and accurate. They must be reported promptly through appropriate channels so that available resources can be used effectively.

During a self-deployment, which is only authorized in a disaster, and after helping one's own family and neighbors, CERT members make their way to a CERT Base (or other designated staging area) doing damage assessments using the default damage assessment form. The information is given to the next level authority as soon as possible.

In addition, the Ashland Emergency Operating Plan states for recovery operations: "The City Department of Public Works will provide personnel to lead damage assessment teams. Volunteers may be trained and can be expected to lead damage assessment teams for Priority #2 initial damage assessments (IDAs). Ashland's CERT is trained for damage assessment." And for earthquakes: "The initial damage assessment should be augmented by

"windshield" surveys and CERT Team reports, in order to provide an estimate of numbers of private homes and businesses affected. This survey should be completed as soon as possible." A windshield survey involves documenting damage by driving around in a vehicle to visit more areas, and is usually done by professional responders.

Briefing Elements

- Clarify lead agency and supervisor
- Present and explain forms to be used
- Explain the reporting process and priorities
- Review damaged building and environmental safety

Qualifications and Roles

- Leadership Members as Team Leaders (if needed)
- Active Members on teams
- Understanding of CERT damage assessment levels and reporting

Checklist

- Appropriate forms for agency
- Appropriate equipment testing / checking

Emergency Shelter Support

Shelter operation is a major undertaking requiring trained shelter organizers. Shelters are opened for short-term relief to the public by the City or other coordinating agencies. Each CERT Base is near a facility that could be opened for this purpose. The public may be directed to these facilities in the aftermath of an emergency or disaster, as a starting point and / or to receive additional relief. Other agencies may coordinate or take over for longer term incidents.

Briefing Elements

- Expected duration (2 – 48 hours)
- Specify check-in rules and documents
- Review Guide: Emergency Shelter Operations
- Establish local short-term emergency shelter(s) via Ashland Parks & Recreation when applicable

Qualifications and Roles

- Active Member
- Checklist
- Use the Task Guide checklist
- Take appropriate security measures
- Collect appropriate data
- Evaluate clients for medical needs

- Notify medical response if needed

Point of Distribution (POD) Support

A Point of Distribution (POD) is a publicized location, such as a building or parking area with good resources to support public access. Health & Human Services (HHS) may use this model to efficiently dispense medicines and other necessities during an incident. However, the POD concept can be implemented for a variety of purposes, such as distribution of food and water. A POD plan may include several ICS functions for the overall operation or specific sites, including security, transportation, communications, and information management.

CERT volunteers may be mobilized through an official activation to support a POD under the supervision of HHS personnel, helping unpack and prepare supplies for distribution to large numbers of people and help with recordkeeping. They might also pass out supplies or manage ancillary tasks, such as directing traffic.

Briefing Elements

- POD operation assignment details
- Additional required PPE

Qualifications and Roles

- Leadership Team Member - POD leaders
- Active Member assisting

Checklist

- Additional materials as needed for POD management (will be situational)

Search & Rescue Support

This is an outside agency assist mission that Ashland CERT performs, helping Jackson County Search and Rescue (JCSAR) in the Ashland area when requested through official channels. Extensive walking, searching, talking to people, and posturing assignments are likely. Members should be prepared for weather, able to follow instructions, be able to use a two-way radio, and document their activities. Members will be placed on teams based on their availability and capability.

Three operational models are most likely in this kind of response. In most, if not all cases, CERT will provide a Level 1 liaison or Incident Management Team (IMT) to help the CERT responders interface with the requesting agency, providing a single point of contact between CERT and the outside agency to ensure that problems are handled appropriately. CERT members should be tracked (sign-in/out) by CERT even if the outside agency is accounting for them, as a safety measure. In addition:

Mode 1: CERT teams are created, receive outside agency assignments and report to CERT Command

Mode 2: CERT teams are created, receive outside agency assignments and report to OA Command

Mode 3: CERT members are assigned to outside agency team leaders and work on OA teams

Briefing Elements

- Assignment specifics - type, area, duration
- Just-In-Time training elements such as search tactics
- Members understand assignments and are physically able to complete them
- Never exceed current level of training

Qualifications & Roles

- Canvass (search), distribute flyers, drive personal vehicles, provide support functions
- CERT Mobile Command Post (8889) deployment to support CERT response (Certified Driver required)
- Active Member
- Management Team Member(s) or a CERT- outside agency liaison

Checklist

- Write down all information given about the search subject
- Ask questions - not much may be known; more info will be briefed later
- Additional sign-in and sign out may occur at the JCSAR Command Post

Ashland Emergency Operations Center (EOC) Support

The Ashland Emergency Operations Center (EOC) needs significant staffing support during an expanding or long term incident. CERT volunteers may serve in roles such as scribe, typist, message runner, and other tasks supporting Operations, Planning, Logistics, or Finance Section Chiefs. Tasks may also include printing, copying, filing, food service, and other support functions as necessary.

Briefing Elements

- CERT ID required
- Report to CERT point-of-contact upon arrival
- Do not perform functions outside of your skill or training levels
- Just-In-Time training may be provided for some assignments

Qualifications and Roles

- A CERT liaison, typically the CERT Program Coordinator, may be present at the EOC
- EOC Training for CERT members is required (conducted annually to bi-annually)
- Active Member
- Scheduling assistant for long-term CERT involvement

Checklist

- Logistics: Materials used in the EOC are provided there. However, CERT members should bring a binder with their training materials, additional forms, and any notes to aid their success in supporting EOC functions.

Information Management & Support

Respond, set-up, and manage Information Hubs, or bulletin boards, where assigned. Teams receive information via telephone, text, radio, computer, and/or in person. The information is posted in a layout that segregates official information from other information. Info Hubs may be staffed or unstaffed.

If vehicles or other transportation devices are used (bicycles, etc.) proper protocols and operating procedures apply such as valid driver license, bike helmet, etc.

Briefing Elements

- Staffed Hub: Establish communications and update approved official information
- Unstaffed Hub: Deliver and collect information to/from multiple hubs
- Do not ad lib

Qualifications and Roles

- Leadership Team Member (multi-hub managers)
- Active Member (general staffing)
- Strong communication and organizational skills
- Must be able to communicate with the public in potentially challenging situations

- Must demonstrate good situational awareness and understand personal safety is the highest priority
- Runners (possibly with bikes or vehicles) may send/receive Info Hub information

Checklist

- Prepare an informational package and any important details for posting
- If initiating a hub, get the Info Hub setup kit and know how to use (electric screwdriver, staple gun, etc.)
- Review info materials and ask questions to clarify assignment and info
- Office supplies: Stapler, tape, pushpins, markers, paper, page protective sleeves, etc.

Spontaneous Volunteer Management

Assemble, process, train, assign and demobilize spontaneous volunteers during an emergency activation. Determine priority needs, roles, and skills needed. Estimate the number of volunteers needed to complete tasks. CERT support staff could include at least one management team member when organizing spontaneous volunteers.

Briefing Elements

- Personal safety, liability issues
- How to identify yourself to public

- Media relations

- Identify how Spontaneous Volunteers can assist in event (what to expect)

- Just-In-Time training

Qualifications and Roles

- Spontaneous Volunteer Training preferred

- Support Staff

- Volunteer registrar (sign-in/intake)

- Waiting Area Monitor

- Scheduler

- Just-In-Time Trainer

- OPS: Team building, assignments, briefing, deployment

Checklist

- Deployable Resource Bin

- Assign sign-in personnel

- Set-up and operate volunteer reception center

- Conduct a screening of volunteers through reception center

- Develop demobilization plan

- Have a method for removing and/or reassigning a volunteer that is not good match for role

- Conduct Just-In-Time training and briefing on expectations dependent on need

- Hotwash following shifts

This position / mission set has pre-made deployable resources for use at each CERT base.

- ICS 211-B Form

- Non-member Sign-In

- Spontaneous Volunteer Questionnaire (see forms)

- Spontaneous Volunteer Release Form (see forms)

- Just-In-Time training kits

- Radios

- ID badges / name tags, vests, and identifying lanyards

CERT Code of Conduct

Volunteers with Ashland Fire & Rescue - CERT shall comply with the following rules of conduct:

Safety

1. CERT volunteers will make safety their priority. When a disaster occurs, CERT volunteers first responsibility is to their own safety and the safety of their family.

2. CERT volunteers will only undertake activities within their capabilities and within the scope of their training and will not take risks that are likely to cause injury to themselves or others. CERT Volunteers will promptly notify their supervisor for issues beyond their training and/or capabilities.

3. CERT volunteers shall not participate in official CERT activities if they are impaired in any manner by alcohol or drugs (including prescription drugs).

4. CERT Volunteers will utilize, wear appropriate safety gear during all activations, when required by the CERT guidebook or supervisor, and for other events such as training or pre-planned events.

Professionalism/Ethics/Confidentiality

5. CERT volunteers agree to be courteous and respectful with public safety agency personnel, other professional responders, fellow CERT volunteers, and the public.

6. CERT volunteers must hold in confidence all sensitive, private, and personal information to include information transmitted over radio equipment, telephone, computer devices, or otherwise.

7. CERT volunteers will not use their participation in CERT to promote politics, religious matters, or positions on any non-CERT related issues.

8. CERT volunteers will represent themselves in a manner consistent with their position within the Incident Command System, following the established chain of command.

9. CERT volunteers will not make statements to the media or share information (including photos) about an activation to the public, i.e., social media, unless authorized by the CERT Team Leader, Incident Commander for the responding event, and/or their agency or sponsoring agency leadership.

10. CERT member identification cards, jackets, vests, and hats will only be utilized during official CERT activities, and they will not be used to gain favors, preferential treatment or to influence others for any purpose other than official CERT activities.

Participation in Training/Exercises/Assigned Equipment

11. CERT volunteers will comply with all training requirements as outlined in the Standard Operating Guidelines.

12. CERT volunteers must maintain equipment in good working condition, and they must store equipment in a place that will prevent items from being used by unauthorized persons.

Response

13. CERT Volunteers acknowledge they do not serve in the capacity of a professional emergency responder; they function as an extension of the sponsoring agency's response team when requested to do so.

14. CERT volunteers will self-activate only in a catastrophic disaster when response by professional emergency responders is not likely due to the severe conditions.

15. CERT volunteers will represent themselves as volunteers and not city employees.

Termination

16. Failure to abide by any of these guidelines may result in immediate termination of the CERT volunteer's services, for any and all cause, including the discretion of the supervisor.

17. CERT volunteers will return their identification card and equipment if they are no longer active CERT volunteers.

I, (print name) _____ , have read, understand, and agree to abide by the above Rules of Conduct. Failure on my part to comply with any of these rules could result in the termination of my volunteer service on the Community Emergency Response Team.

_____   _____

Member Signature   Date

Reference Materials

Checklists

Field Team Leader Checklist.pdf

IC/TL Checklist.pdf

Logistics Checklist.pdf

Operations checklist.pdf

Planning Checklist.pdf

Safety Officer Checklist.pdf

Scribe Checklist.pdf

Staging Manager Checklist.pdf

Ashland CERT Documentation

Basic Training Final Exercise Guide

CERT Document Flow

Defensible Space

Evacuation Zones

July 4th Parade Radio Support Briefing

Phonetic Alphabet

Ready Pack Suggested Items

Ready, Set, Go

Transportable Radio Instructions

Ashland CERT Forms

Background Authorization Form

CERT ICS-205 Incident Radio Communications Plan

CERT ICS-309 Communications Log (prefilled)

CERT Liability Waiver

CERT Member Sign-In

CERT Registration

Damage Assessment

Equipment Inventory Form

Evacuation Notification Form

Medical Treatment Area Log

Non-CERT Sign-In

Patient Exam Card

Release of Liability Waiver

Resource Status Board

Spontaneous Volunteer Intake Registration Form