Massachusetts Emergency Management Agency

Community Emergency Response Team

Best Practices Guide

May 2014

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Introduction

The Massachusetts Emergency Management Agency's (MEMA) Community Emergency Response Team (CERT) Best Practices Guide provides guidance for developing and enhancing CERT programs. It promotes a common understanding of the fundamentals of CERT and describes best practices for program development and maintenance. The goal of the CERT Best Practices Guide is to assist local Emergency Management Directors (EMD), local Citizen Corps Councils, and local CERT leaders in their efforts to develop and expand CERT programs.

The guide was developed by MEMA with input provided by local CERT's from across the Commonwealth. While the focus of this guide is on CERTs, it may be used by other Citizen Corps Program (CCP) groups. This is a living document and will be updated periodically.

CERT structures and programs will vary from community to community. The intent of this guide is not to replace or supersede local CERT policies and procedures but rather provide a tool and guidance document for local CERT program development and maintenance.

Acknowledgements

Chris Besse (MEMA)
Michael Britton (Pittsfield CERT)
Pat Carnevale (MEMA)
Kathy Cederberg (MEMA)
David Cramer (MEMA)
Richard Curtis (Templeton CERT)
Brian Falk (East Longmeadow CERT)
David Grunes (Bedford CERT)
Kristen Jerome (MEMA)
Chrystal LaPine (Barnstable CERT)
Rich LaTour (MEMA)
James Mannion (MEMA)
Alvin McMahon (Greater Fall River MRC)
Carol McMahon (Gloucester CERT)
Allen Phillips (MEMA)
Rich Reuss (Holbrook CERT/MRC/VIPS)
Lynne Shaw (Petersham CERT)
Dawn Sibor (Brookline MRC)
Marc Spigel (Framingham VIPS)
Melissa Surette (FEMA)
Lindsay Tallon (DPH)
Jeff Timperi (MEMA)
Paul Topolski (Gardner CERT)
Eric Volheim (Hardwick CERT)
Sara Zalieckas (MEMA)

Massachusetts Department of Public Health
Federal Emergency Management Agency
Gloucester CERT
Maine CERT
Mansfield CERT
Norton CERT
Petersham CERT
Region 4B MRC
Vermont CERT
Western Massachusetts MRC

CERT Overview

Per FEMA, the mission of the CERT program is to train citizens to be better prepared to take care of themselves, family, friends, neighbors and/or co-workers in the event of an emergency or disaster that may impact their community until trained emergency first responders arrive.

CERTs may be formed by local Citizen Corps Councils, Local EMD's or citizens, interested in preparedness.

MEMA highly recommends that local CERTs be developed in coordination with the local Emergency Management Director[1].

Citizen Corps Councils were created as part of the USA Freedom Corps initiative in 2002 as a result of the terrorist attacks which occurred on 9/11/01. The CERT program was initiated in the State of Massachusetts in 2002.

CERT promotes a partnering between emergency management and response agencies and the people in the community that they serve. The goal is to train members of neighborhoods and workplaces in basic response skills. CERT's are formed and maintained as part of the emergency response capability for their area.

If there is a natural or man-made event that overwhelms or delays the community's professional responders, CERT members can assist others by applying the basic response and organizational skills that they learned during their CERT training. These skills can help save and sustain lives until help arrives. CERT members may also volunteer for special projects that improve a community's preparedness.

[1] MEMA has a list of Local EMDs on its website here:
http://www.mass.gov/eopss/agencies/mema/emergency-management-directors-listing.html

Citizen Corps Group Descriptions

State Citizen Corps Council

The State Citizen Corps Council and CERT coordinator is responsible for keeping in touch with and supporting regional and local programs, and ensuring that the online profiles of State and local programs are up to date. Statewide training initiatives, conferences and other statewide CCP Activities are coordinated by the Statewide CCP Coordinator.

Local Citizen Corps Council

Citizen Corps Councils bring together representatives of the whole community so that they can build relationships, plan for disasters, and identify community needs and resources before disasters occur, which can improve coordination with these partners during an actual incident. Councils can provide a seat at the table for each whole community partner, including faith-based, non-profit, and private sector organizations, schools, and emergency management and first responder agencies. In addition to whole community planning, Councils can also organize a wide variety of activities for their communities, including service projects, training sessions, exercises and drills, preparedness education and outreach efforts, and more. **On FEMA's CCP website you may:**

Find your nearest Council – http://www.citizencorps.fema.gov/cc/searchCouncil.do?submitByZip
Register Your Council – http://www.citizencorps.fema.gov/councils/registry.shtm
Council Admin Login – http://www.citizencorps.fema.gov/cc/secure/index.do

NOTE: CCP Councils are separate from CERTs and a CERT does not need a CCP Council.

A CCP Council is typically an administrative group that would meet to discuss how to involve community members in emergency preparedness activities.

A CERT is a group of trained community members who serve as volunteers on emergency preparedness activities - in coordination with the community's emergency management department.

Community Emergency Response Team

CERT programs provide basic response training to citizens in local communities. Participants learn about how to prepare for hazards that may affect their communities, and are trained in basic disaster response skills, including fire safety, light search and rescue, team organization, and disaster medical operations. Training includes classroom instruction and hand-on activities and exercises. Once trained, communities can ask trained CERT volunteers to support local response and recovery efforts. CERT members can also use their training to assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. In between disasters, CERT volunteers can also stay engaged and help their communities by organizing or participating in drills and exercises and organizing or supporting other community events, like local fairs, where they can do anything from traffic direction to running a first aid booth (provided they've received appropriate training). CERT volunteers can also participate in or develop emergency preparedness projects to help educate others in their communities. **On FEMA's CCP website you may:**

Find your nearest CERT – http://www.citizencorps.fema.gov/cc/searchCert.do?submitByZip
Register your CERT – http://www.citizencorps.fema.gov/cc/CertRegWizard.do
CERT Admin Login – http://www.citizencorps.fema.gov/cc/secure/index.do

Beyond Disaster Response

Initially, CERT programs were developed to assist communities in taking care of themselves in the aftermath of a major disaster when first responders are overwhelmed or unable to respond immediately. As the CERT concept has taken hold across the country, CERTs have become much more than originally envisioned. CERTs have proven themselves to be an active and vital part of their communities' preparedness and response capability. Some additional activities that CERTs have been used for include:

- Staffing local emergency operations centers (EOCs) during disasters.
- Shelter operations staffing during emergencies.
- Staffing Community Points of Distribution (C-PODs) for commodity distribution during disasters.
- Assisting during vaccination clinics.
- Provide home inspections to citizens, to share basic safety information with homeowners.
- Assist with large scale searches for missing persons.
- Provide community training to citizens in Cardiopulmonary resuscitation /First Aid.
- Assisting in rehabilitation efforts at emergency scenes.
- Supplement staffing at special events, such as parades.
- Participate in training and exercises.

CERTs are an investment of local government's time and resources. To capitalize on this investment, program sponsors can view CERT members as a volunteer resource that can assist with public safety activities. Such an approach will actively involve members in serving their communities beyond disaster response and add value to the CERT program.

Recommendation On Starting A Community Emergency Response Team[1]

First determine whether a CERT presence is needed in your community. **This should be discussed with your community's EMD**. To inform your decision, review: what a CERT can do; what gaps (if any) it can meet; and how it may be managed and sustained. It is recommended that you contact neighboring community CERTs as well – it may be better to partner with an existing CERT than develop a new CERT.

Identify Program Goals

Clear program goals establish the basis for the CERT program in your community. One of your CERT's first tasks should be to develop goals that reflect what you want the program to do. The following are examples of CERT program goals:

- Enable neighborhood or workplace teams to prepare for and respond effectively to an event until professional responders arrive.
- Provide a link between neighborhood or workplace teams and professional responders.
- Improve community preparedness by improving the credibility of neighbor-to-neighbor information.
- Support the community's public safety efforts.

To find additional information on how CERTs can benefit your community, review FEMA's CERT website, and talk to local first responders, citizens, and employers.

Once you have obtained sufficient information about CERTs, use that information to develop one or more goals for your CERT program.

Identifying Resources

Starting a CERT program requires resources (personnel, equipment, and materials) and in some cases funding. Local government and grants may be your primary source of funding; however you may have to be creative in how you fund your program.

Funding a CERT Program

Determining the amount of funding required to start and maintain a CERT program can be determined by your CERT goals and will be based on factors, such as:

- The number of CERT members that you will train, initially, then on a continuing basis.
- The role that CERT members will play in your community.
- Equipment that you will supply to each team member (e.g., hardhat, vest, ID, gloves, goggles, medical kits).
- Costs for instructors, training facilities, and equipment.
- Costs for supplemental training, exercises, and team maintenance activities.
- The demographic makeup of the community (e.g., size, economic makeup, languages spoken, etc.).

[1] The FEMA CCP website has this information on its website: http://www.fema.gov/start-and-maintain-cert-program

Obtaining CERT Resources

As you arrange for funding, remember that some communities may not be able to establish a separate account for CERT funds. Be sure to check with the appropriate personnel locally within your town government to determine the process required to receive funding for the CERT program.

- **Request a line item in the community budget.** Communities may be able to support at least part of your program costs on a continuing basis.

- **Charge a fee.** Some communities charge a small fee to cover the costs of their materials and equipment.

- **Solicit donations.** Some corporations, businesses, and service clubs have a history of supporting community programs and include it in their donations plan.

- **Solicit in-kind contributions.** Local corporations and/or businesses may be more willing to donate materials or supplies for CERTs, rather than money.

- **Apply for a grant. MEMA, as funds are available, provides grant opportunities to CERTs.** Remember, though, that grant funding may not be a consistent funding source. Even if you get a grant to get your program started, you should work to find a permanent source of funding for program maintenance.

  MEMA posts grant announcement on its website here:
  http://www.mass.gov/eopss/agencies/mema/grants.html

  In addition, CERTs may go to www.grants.gov, which is the **federal** 'clearinghouse' for all **federal** grant opportunities.

  CERTs may also want to, in coordination with their Local EMD, participate in their Regional Homeland Security Advisory Council meetings. More information on these Councils may be found on the Metropolitan Area Planning Committee's website here:
  http://www.mapc.org/homelandsecurity

- **Establish a Not-For-Profit Organization.** Some CERTs have established themselves as not-for-profit organizations, which are also called 501c (3) organizations.

  IRS Information for Tax Exempt Organizations:
  http://www.irs.gov/Filing/Charities-&-Non-Profits

What You May Accomplish Without Funding

While funding is always beneficial to organizations, there is a good amount of work that may be done without funding. As some examples:

- MEMA is sometimes able to provide free supplies to CCP organizations. Please contact your respective MEMA Region to inquire.

- CERT Training Cache: To support CERTs and reduce training-related costs at the local level, MEMA has purchased four CERT Training Caches for local CERT use. The CERT Training Caches are located at MEMA's Regional Offices and may be requested by a CERT (ideally the CERT Team Leader and/or Local EMD) for supporting local CERT training efforts. (See resource section on page 56 for more information).

- Working with a neighboring community, CCP group may be able conduct training and/or exercise together which can: help defray costs; and provide good networking opportunities.

- FEMA is able to provide free training materials to registered CERTs:

  The FEMA Individual and Community Preparedness Division (ICPD) will now offer printed CERT Basic Training Manuals for free out of the FEMA Publications Warehouse. You may find a copy of the order form, in the Resource section page 57, that you can use to request free printed CERT materials from the FEMA Warehouse.

Because of limited quantities, FEMA wants to ensure that these materials are meeting legitimate needs; ICPD will be reviewing incoming orders to ensure they are coming from registered programs, so the name on the order form should be the designated State or local point of contact on the Citizen Corps/CERT website.

The form will allow you to request quantities of the CERT Basic Training Instructor Guide and Participant Manual in both English and Spanish, as well as the new Teen CERT Basic Training Participant Workbook in English. You will also be able to order the CERT Participant Workbook in Braille - please only order what you need as each workbook is very large to ship and store.

Forms should be sent to the FEMA Publications Warehouse. Orders can be placed through email, fax, mail, or over the phone. We recommend that you use email to place your orders and to copy the State POC – this will create a "digital receipt" that will make it easier to track what was requested and when and maintain visibility at the State level:

It should take approximately one week for the FEMA Publication Warehouse to process your form upon receipt.

Once your form is processed, if your order is approved, your requested materials should arrive at the address provided on the form within 2-4 weeks.

Should you have any questions about this process, please direct them to the CERT inbox at CERT@fema.dhs.gov and they will be answered within 48 hours.

CERT Program Personnel Resources

Typically, the CERT Program Coordinator is responsible for the overall coordination of the program for your community. Some of the key responsibilities are:

- General Management
- Marketing
- Training
- Administrative Assistance (Paid or Volunteer)

The Program Coordinator may be able to delegate these and/or other responsibilities. CERT members may have leadership, administrative, and creative talents that can help you. Remember, it is a community program.

Recruiting

Regardless of how well you organize your CERT program, it can't succeed unless you have the support of the key stakeholders in your community. These stakeholders include, but are not limited to; chief elected and appointed officials; first responders, and citizens.

Developing Your Program Strategy

Experienced CERT Program Coordinators suggest that a good way to develop the program strategy is by preparing a "white paper" that presents an overall approach to CERTs within the context of the community, its hazards, and its response requirements. After development, you can use the information from your "white paper" to market your program. It is recommended that you contact a neighboring community CERT and ask how they have developed their program strategy.

Developing CERT Partnerships

One of the most important steps you need to take is to identify key stakeholders in your community and recruit individuals, businesses, government officials, service groups, and others to support the CERT program. While every citizen is a potential stakeholder, some will be more willing or able to form partnerships than others.

Some partners, such as homeowner's associations, Neighborhood Watch groups and school groups are "ready-made" partners.

Marketing CERT

Suggested steps for marketing your CERT program:

Identify Potential CERT Partners

- "Ready-made" partners for CERT exist in nearly every community.
  - Homeowner associations
  - Neighborhood associations
  - Communities of faith
  - Business district associations
  - Schools or Parent-Teacher Associations (PTA)
  - Scouting organizations
  - Amateur Radio Emergency Service/Radio Amateur Civil Emergency Services (ARES/RACES)/Amateur radio associations
  - Community organizations
  - Veteran organizations
  - Colleges & Universities

Develop an Outreach Program

- After identifying audiences that may be interested in joining a CERT, arrange to speak to potential audiences.

Develop and Disseminate Marketing Materials

- Get your message out! Prepare media releases, distribute flyers in target neighborhoods, place articles in neighborhood association newsletters, or distribute information at community events.

Pitch to the Media

- Provide the media with footage or photo opportunities involving CERTs in action. Develop media releases that send the message about CERTs.

Gaining Support from Local Leaders

- The support of local elected and appointed officials may be necessary. In some communities you may need the support of local leaders **prior** to startup.

- If your CERT program is established but doesn't have the support from local leaders that it may need, try scheduling an exercise or other event to demonstrate how CERTs operate and the benefits that a CERT can offer to the community and invite local officials to observe.

Acquiring Training Materials

The basic CERT Student Manual is provided in English and Spanish on the FEMA CERT website and is also available through FEMA (see Resources section page 57).

In an effort to support CERTs and reduce training-related costs at the local level, MEMA has purchased four CERT Training Caches for Local CERT use.

The CERT Training Caches are located at MEMA's Regional Offices and may be requested by a CERT (ideally the CERT Team Leader and/or Local EMD) for supporting Local CERT training efforts (see Resources section page 56).

Establishing a Core Training Group

The initial success of your program will depend on the quality of the basic classroom instruction. To ensure that your program is successful, you will need to establish a group of qualified trainers. The number of trainers will depend on the size of your program, the number of students per class, and the frequency of your training. All instructors should be subject matter experts on their topic to teach the required material.

Selecting Instructors

You will need to select your instructor group carefully and train them so that they are able to present the course in a way that relates to the students.

In addition to being a certified CERT instructor, an instructor should:

- Be interested and enthusiastic about the CERT concept.
- Be able to make the training hands-on and fun.
- Enjoy working with people.

Establishing Instructor Standard/Strategy

You will need to ensure that all instructors fully understand the materials and are equally qualified to present the training.

- Review your training group's professional background. Most professional first responders have been trained in emergency medical procedures and team organization and have at least some familiarity with disaster psychology.
- Develop an instructor strategy. Decide if you want all instructors to be able to train all CERT topics or if you want them to specialize.
- Develop a train-the-trainer strategy. This strategy should be based on the instructors' backgrounds and your instructor strategy.
- Do a trial run of your program with the instructors conducting the training to each other and to you.

Preparing Instructors

Even if the instructors you select are experienced, you should meet with them as a team to help them see the big picture and their role in it.

Experienced CERT Program Coordinators have been successful in training their instructors using the following steps:

- Provide an orientation to the CERT program and to the training.
- Allow new instructors time to review the materials carefully.
- Do a dry run of the training.
- Have new instructors observe the training.
- Schedule a practice session for new instructors to present the session that they will train to the Program Coordinator and other instructors.
- Require new instructors to co-train with an experienced instructor.

Be sure that all instructors are aware of your expectations for them and for the training. Provide constructive critique of training skills, and incorporate lessons learned into future classes.

Modify Training

The CERT training manual uses an all-hazards approach and is intended for a national audience. All CERTs should receive training on the skills in the basic program. However, some of the information may not be relevant to your area. The CERT Program Coordinator may modify training information by:

- Incorporating photographs of local hazards and your CERTs performing skills.
- Incorporating photographs of local CERTs performing trainings, exercises and drills.
- Teaching local protocols. Because teams are local resources, they need to interact effectively with local agencies using local standards and protocols.

Delivering Training

Delivering training requires much more than merely "presenting" the training. Training delivery requires that all of the students are registered, class registration systems are in place, materials are copied, equipment is purchased, facilities are arranged, and instructors are trained and ready to go.

Training Tips

- Start slowly. Don't take too much on in the beginning. Identify a target audience and deliver the training to that group.

- Allow plenty of lead time. Be sure to allow enough lead time for the first delivery to ensure that your training is not affected by outside issues.

Conduct a Pilot-Test Session

- Having a "dry run" of the curriculum with the instructors will provide the opportunity for them—and you—to identify issues with the curriculum, the facilities, or the instructors before they are identified by the class.

- Observe the pilot session. You know how the CERT program should work, and perhaps, you will be able to identify nuances in the training that no one else will.

- Evaluate the pilot program. Your first or "pilot" offering of the CERT program will set the tone for future deliveries—and for the continued growth of the entire program.

The curriculum, What worked well? What parts of the curriculum need some revision to make them more effective?

The Delivery

- Be sure to monitor the class and get feedback from the participants on how the materials were delivered.

- Arrange facilities and take the time to get feedback on the facilities from the class. Be sure to include factors, such as accessibility, parking, restroom/break facilities, lighting, temperature, visibility, and ability to hear the instructors on the feedback form.

- When planning for training facilities, you may want to weigh the advantages and disadvantages of using a single facility versus taking the training on the road. A single facility limits your logistical challenges but may be inconvenient for the participants.

As an example one CERT program held the training in different fire stations throughout the community area and introduced firefighters from the station to the CERT volunteers and the program.

Another option may include field trips to various facilities such as the police and fire department, emergency operations center, department of public works and other facilities. This would help the students know what the capabilities various town departments are and how CERTs can interact with and be best used by those departments.

Start on the Right Track

Inspect the classroom, materials, and all other support equipment before the session begins. Show your instructors how to operate all equipment during the dry run. Use the materials checklists at the front of each unit in the Instructor Guide to ensure that everything that will be needed for each session is actually in the classroom, accessible, and working.

Make a Good First Impression

- CERT participants are making an investment of time and energy in CERT and the community. Make them feel welcome. Have signs that help them with parking, bathroom facilities etc. Greet them when they arrive. Consider having snacks and break food available.

- Take time to learn the students' motives. Make time in the training to talk to the students about why they enrolled. Find out:

  - What prompted them to enroll?
  - How they found out about the training.
  - Their satisfaction level with the program, the schedule, and the training intensity.
  - Their suggestions for improving future deliveries.
  - What you can do to sustain their interest in participation.

Gaining this information from the students themselves can tell you more about the volunteers' needs, changes you need to make in the future, whether your marketing program is working, and what you need to do to maintain and grow the program.

Much of the above is taken from the FEMA website, for additional information and sample documents; Download the ***Starting and Maintaining a CERT Program*** document.
http://www.nationalserviceresources.org/files/tads-CERT.pdf

Basic Training

The safety of CERT members is the top priority. Members should receive appropriate training before exercising and/or deploying with their CERT.

The 20 hour CERT Basic classroom training is available from established CERT groups throughout the Commonwealth and is best coordinated through the local EMA Director. The purpose of the *Basic Training* is to provide individuals with the basic skills they will need to respond to their community's immediate needs in the aftermath of a disaster, when emergency services are not immediately available. By working together, CERT members can assist in saving lives and protecting property using the basic techniques in this course. The target audience for this course is individuals who desire the skills and knowledge required to prepare for and respond to a disaster. The topics are as follows:

Unit 1: Disaster Preparedness

Unit 2: Fire Safety and Utility Controls

Unit 3: Disaster Medical Operations - Part I

Unit 4: Disaster Medical Operations - Part II

Unit 5: Light Search and Rescue Operations

Unit 6: CERT Organization

Unit 7: Disaster Psychology

Unit 8: Terrorism and CERT

Unit 9: Course Review, Final Exam, and Disaster Simulation

The CERT Introduction Independent Study course can be taken in addition to the CERT classroom training and is available on the FEMA CERT website at: http://www.citizencorps.fema.gov/cert/IS317/ .

Specialized Training

These courses (and/or outside materials) may be found online and may be used to supplement your CERT training:

- Incident Command System (ICS) 100, 200 & National Incident Management System (NIMS) 700
  - http://www.fema.gov/training
- CERT Animal Response Module I
  - https://www.fema.gov/media-library/assets/documents/27983?id=6212
- CERT Animal Response Module II
  - https://www.fema.gov/media-library/assets/documents/27990?id=6213
- CERT Emergency Communications Module
  - https://www.fema.gov/media-library/assets/documents/28059?id=6223
- CERT Tools for Leadership Success Module
  - https://www.fema.gov/media-library/assets/documents/28083?id=6225
- CERT Traffic and Crowd Management Module
  - https://www.fema.gov/media-library/assets/documents/28662?id=6358
- Flood Response for CERTs
  - https://www.fema.gov/media-library/assets/documents/28668?id=6359
- CERT Firefighter Rehab
  - https://www.fema.gov/media-library/assets/documents/28674?id=6360
- CERT Exercise Swaps
  https://www.fema.gov/media-library/assets/documents/28680?id=6361
- CPR Certifications
  American Heart Association CPR
  - http://www.heart.org/HEARTORG/CPRAndECC/CPR_UCM_001118_SubHomePage.jsp

  Red Cross CPR
  - http://www.redcross.org/take-a-class/program-highlights/cpr-first-aid
- Shelter Operations
  Red Cross Shelter Operations
  - http://www.redcross.org/ma/boston/take-a-class/emergency-service-courses
- Emergency Operations Center (EOC) Operations
  IS-775: EOC Management and Operations
  - http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-775
- Volunteer Management
  IS-244.B: Developing and Managing Volunteers
  - http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-244.b

CERT Membership

Once an individual has completed the CERT Basic Course, they should work with their local EMD to form a local CERT or become a member of a local CERT. Membership on a team commits the team member to attend scheduled meetings and obligates that the member is willing to follow through on any appropriate requirements as set forth by the team.

CERT membership is open to all individuals regardless of race, color, religion, sex, disability, or national origin.

It is recommended that a Massachusetts Criminal Offense Record Information (CORI) check be conducted on all potential CERT members and that each member sign a Code of Conduct form.[1] This process should be articulated in your CERT's procedures and developed and reviewed in coordination with your Town's General Counsel and Police Department to cover such areas as appropriate use of CORIs and storing of records.

Membership also necessitates that the team member be able to appropriately perform assigned duties during any emergency or non-emergency activation.

It is recommended that CERT members be issued a Standard CERT Kit and an identification badge.

Remember, the conduct of CERT members reflects on their CERT organization, their community, and the requesting organization they are assisting.

[1] See the City of Gloucester CERT Standard Operating Guidelines, Page 40 in Resources section

CERT Gear

The safety of CERT members is the top priority. Members should receive appropriate gear and equipment before exercising and/or deploying with their CERT.

CERT members should be supplied with the following items:

- CERT shirt or vest
- Personal all weather gear if needed
- CERT backpack – Suggested items for backpack include the following:

- Adjustable Wrench, 10"
- Disposable Medical Gloves
- Duct Tape, 2" x 10 yards
- Dust Mask
- Emergency Blanket
- First Aid Kit
- Flashlight (with extra batteries)
- Hard Hat with CERT logo on front
- Leather Work Gloves
- Light Stick
- Safety Goggles
- Whistle
- CERT Waterproof Reference Pad
- Waterproof Pen
- Pad of Paper – 8 1/2” x11”
- Portable Family Radio Service (FRS) Radio with Weather Frequencies
- Pencils
- Pens
- Sharpie Markers
- Marker (Red)
- 4 Small Rolls duct tape, Red, Green, Yellow, and Black - 2" x 10 yards
- Wax Pencil (Red)
- Wax Pencil (Black)
- Assorted Size Zip Lock Baggies (gallon , quart, snack – size)
- Trash Bags (13 Gallon)
- Orange Spray Paint (For Building Marking)
- Pink Flagging tape (For Marking long driveways, “being checked”)
- Blue Flagging tape (For Marking long driveways, “occupied”)
- White Flagging tape (For Marking long driveways, “checked clear”)
- Triage Tags
- Large Chalk (Red and White)
- Trauma Shears
- Bottled Water and Purification Tabs

Any other equipment as needed and directed by CERT leadership

CERT Standard Operating Procedure (SOP) and Standard Operating Guidelines (SOG)

Each CERT should develop Standard Operating Procedure (SOP) or Standard Operating Guidelines (SOG) that include protocols for activation, and contact information.

- SOPs are a detailed explanation of how a policy or procedure is to be implemented. SOPs may appear on the same form as a policy or may appear in a separate document. The main difference between a SOP and a policy are details. An effective SOP communicates who will perform the task, what materials are necessary, where the task will take place, when the task shall be performed, and how the person will execute the task.

- SOGs state in general terms what the guideline is expected to accomplish. All major assignments are defined in general terms. The use of words like “shall” and “will” leave no room for modification or flexibility. These words must be used carefully.

For example, please see CERT SOG example from Gloucester CERT on page 40 and SOP example from Petersham CERT on page 49 in the Resources section.

Activation and Deployment

A CERT member's first responsibility is personal and family safety. Only after personal and family safety is secured, should CERT member deploy.

CERT teams should be activated and deployed in accordance with the Standard Operating Procedures adopted by the Team. The SOP should be reviewed and approved by the local EMD.

MEMA does not activate or deploy Local CERTs. CERTs are a local resource and the decision to activate and/or deploy is determined by the community.

Part of a Team's emergency management activity may include training and/or participation in emergency exercises.

If during an authorized emergency response or training activity an individual is injured or thought to be injured the first priority will be the safety and well-being of the team member. As medical assistance is being sought, the EMA Director should be contacted by the Team Leader or designee and a verbal summary of the event should be provided.

For non-emergency CERT response to drills and other non-emergency activities, the team should work with the team leader and the EMA Director. A CERT volunteer acting on their own does not have any authority beyond serving as a "Good Samaritan" and should not represent themselves as a CERT member or wear or use CERT equipment.

When deployed by proper authority CERTs complement and enhance response capability in neighborhoods and workplaces. CERTs are not intended to replace a community's response capability, but rather, to serve as an important supplement to it. CERTs must keep their own safety in mind as their first priority. CERTs must know their capabilities and the limitations of their training and equipment and work within those limitations

In an emergency, CERTs can be activated by the following authorities: the local Emergency Management Director, the Incident Commander on scene, or by a city/town elected official (i.e. the town mayor)

The CERT Team Leader should notify the Local EMD who should authorize the activation.

- It is recommended that a Team Member contact list is developed and maintained and that the notification process is documented and understood by the Team.

Volunteers should never self-deploy. Self-deployment should be grounds for dismissal.

Emergency notification systems could include the following systems:

- Health and Homeland Alert Network (HHAN)
- Reverse 911 or similar system
- Mass e-mail
- Phone Tree
- Group Text

Point of Contacts (POC) may be:

- CERT Team Leader
- EMD

The CERT will operate under the control and command of the Incident Commander and follow ICS.

All CERTs responding should wear their CERT identifying gear and carry their badges (if provided).

Recommended Protocol for CERT Response to Local Non-Emergency Request

CERT members may be asked to provide assistance to Police, Fire and/or the Local Emergency Management Director to support local events such as:

- Community events
- Festivals
- Fairs
- Parades
- Traffic control
- School events
- Public gathering event

All CERT team members should wear their CERT clothing as outlined by team's policies.

CERT members may also participate in non-emergency events such as:

- Training exercises and drills
- Public awareness of emergency preparedness
- Promotion, public relations, recruitment
- Joint exercises with other CERT's

Volunteers and Liability

This is a common concern amongst CERTs, and the easiest way to resolve may lie within the community. It is recommended that CERTs approach their municipal official to start this discussion. During the meeting with your local official, it is recommended you provide:

- services your CERT provides.
- estimate of the volunteer's time given and money saved by the community.
- a brief description on what is being asked of the community.
- an estimate of the cost to the community.

CCP Groups That Have Addressed Liability Concerns for their Members

Auburn, MA CERT
The Town of Auburn has a liability insurance policy to protect its regular employees and the Town when a lawsuit is filed. CERT members are covered under this policy provided they are unpaid and trained CERT volunteers acting under the direction of Town employees (police, fire, emergency management). In addition, the Town of Auburn insurance policy states that the town has an obligation to train CERT members, and have them work and execute their functions within those training parameters.

For more information on what Auburn has done, please contact:

Auburn CERT
Tony Pellegrino
CERT Coordinator
(508) 832-7720
tonypell@aol.com

Brookline, MA MRC
As of 2006 Brookline MRC volunteers are approved as "special town employees" under the Tort Claim Act, Chapter 258.

For more information on what Brookline has done, please contact:

Brookline MRC
Dawn Carmen Sibor
Emergency Preparedness Coordinator
Brookline Health Department
617-730-2656
dsibor@brooklinema.gov

Cohasset, MA CERT
Members of the Town of Cohasset MA have approved all CERT volunteers and the Cohasset Emergency Management Director be designated as “special municipal employees “pursuant to M.G.L. c. 268A, 5.1. (n).

For more information on what Cohasset has done, please contact:

Cohasset CERT
Rich Hynes
CERT Coordinator
508-395-3308
rich.hynes@hotmail.com

Gloucester, MA CERT
The City of Gloucester agreed to obtain insurance for Excess Medical Coverage for CERT team members. This coverage applies to emergency activations under the direction of the City’s Emergency Management Director and is limited to events that occur within the City.

For more information on what Gloucester has done, please contact:

Gloucester CERT
Carol McMahon
Assistant to the Emergency Management Director
CERT Program Manager
978-281-4315
carol.mcmahon@comcast.net

Southborough, MA CERT/MRC
The Town of Southborough provides limited Liability and Medical Coverage to documented Southborough CERT/MRC (& Teen CERT) members when acting in a capacity under the direction of the Town of Southborough.

Coverage applies to emergency incident activations under the direction of the Town of Southborough and limited Town events.

For more information on what Southborough has done, please contact:

Southborough CERT
Lt. Neal P. Aspesi
Director of Operations: Southborough Emergency Management
508-485-3235 ext. 403
naspesi@southboroughma.com

Southwick, MA CERT

The CERT team is sworn in as volunteer town employees of the Town of Southwick on an unpaid status. The CERT members also are sworn in as one of the following: Emergency Management / RACES / Auxiliary Police and wear dual hats. The liability is only for within Town limits of Southwick while under activation by the Town Emergency Management Agency.

For more information on what Southwick has done, please contact:

Southwick CERT
Charles Dunlap
CERT Director
SEMA Director / CERT Coordinator
413-569-0308
ema@southwickma.net

Marketing CERT

CERTs should market the concept of a local CERT program to local elected officials, employers, and citizens in order to gain visibility within the community and attract new members.

There are some "ready-made" volunteers for CERT in nearly every community. The groups listed below are good examples of "ready-made" CERT volunteers.

- Homeowner associations
- Neighborhood associations
- Communities of faith
- Business district associations
- Schools or Parent-Teacher Associations (PTA)
- Scouting organizations
- Amateur Radio Emergency Service (ARES)/ Radio Amateur Civil Emergency Services (RACES)/Amateur radio associations

Public Engagements - Arrange to speak to potential audiences. Explain the issues involved in emergency response and explain how CERT training can improve preparedness and enable neighborhoods or workplaces to take care of themselves.

Develop and Disseminate Marketing Materials - Prepare media releases, distribute flyers in target neighborhoods, place articles in neighborhood association newsletters, or distribute information at community events.

Pitch to the Media – Ask CERT volunteers to speak to the media about the benefits they've received through CERT training. Develop media releases that send to Local cable, newspapers, websites, etc.

Affiliate Programs and Organizations – Affiliate programs and organizations offer communities resources for public education, outreach, and training; represent volunteers interested in helping to make their community safer; or offer volunteer service opportunities to support first responders, disaster relief activities, and community safety efforts. For a list of affiliate programs and organizations can be found at the ready.gov website under Citizen Corps Affiliate Program at this link - http://www.ready.gov/citizen-corps-affiliate-programs

Working with Neighboring CERTs and other CCP Groups

CERTs are encouraged to find out if neighboring communities have CERTs or other CCP Groups (e.g., Medical Reserve Corps or Volunteers in Police Service).

Forming relationships with neighboring CCP groups can provide your CERT with valuable opportunities to learn from one another.

To find other CERTs in Massachusetts, go to FEMA's website here:
http://www.citizencorps.fema.gov/cc/CertIndex.do?reportsForState&cert=&state=MA

To find Medical Reserve Corps (MRC) groups in Massachusetts, go to the MRC website:
http://www.medicalreservecorps.gov/FindMRC

To find Volunteer in Police Service (VIPS) groups in Massachusetts, go to the CCP website:
http://www.citizencorps.fema.gov/cc/listPartner.do?partner=3&state=MA

Maintaining a CERT Program

Continuing training, exercises, and projects will be important for several reasons. It will help CERTs to maintain and improve their skills, it will keep volunteer involvement and interest high, and it will benefit the entire program and community.

Benefits of Continued Training
Training provides an opportunity for you to interact more directly with the volunteers and it helps to maintain volunteer interest and involvement. Remember, you are building a local resource to help you and others.

Offering Advanced Training
You may also wish to present training to enhance CERT members' skills beyond the basic level. Some CERT program coordinators have offered training in:

- Incident Command System (ICS)
- Cardiopulmonary Resuscitation (CPR)
- Automatic External Defibrillator (AED)
- Advanced First-Aid Techniques
- Donations Management
- Community Relations
- Damage Assessment
- Traffic Control
- Animal Control
- Shelter Operations
- Community Points of Distribution (CPOD)
- Emergency Operations Center Support (EOC)

❖ (See specialized training page 16)

CERT National Newsletter
The CERT National Program Office publishes the CERT National Newsletter. This publication offers updates on the CERT Program, highlight successes of local programs and provide valuable information for current and prospective CERT programs.

The FEMA CERT newsletter can be found on the Citizen Corps website under CERT National Newsletter or by following link to current newsletters:
http://www.fema.gov/community-emergency-response-team-national-newsletter

Sign Up for CERT Updates
Sign up to receive emails that let you know when CERT web pages are updated or news is added on the FEMA website:
https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?topic_id=USDHSFEMA_183

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‘How to Guide’: Navigating the FEMA CCP website

MEMA encourages all CERTs to register their Team on FEMA’s CCP website: http://www.fema.gov/community-emergency-response-teams. MEMA requires all CERTs that received federal homeland security funds to register their Team and update (at least annually) their profile. This document provides a quick reference guide to help CERTs navigate the FEMA CCP website.

The **Community Emergency Response Team (CERT)** program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.

About the CERT Program
http://www.fema.gov/community-emergency-response-teams/about-community-emergency-response-team

CERT State Directory
http://www.citizencorps.fema.gov/cc/CertIndex.do?reportsForState&cert=&state=MA

Find a nearby CERT Program
http://www.citizencorps.fema.gov/cc/searchCert.do?submitByZip

Starting a CERT Program
http://www.fema.gov/start-and-maintain-cert-program

Register a CERT Program: This page is used to register CERT Programs; the information about your program will be posted on the national CERT website. Your information will help individuals interested in CERT from your area contact you. Being listed in the National CERT Registry will also allow you to share information on CERT and other programs.
http://www.citizencorps.fema.gov/cc/CertRegWizard.do

Login and update your CERT Program: Your CERT point of contact (administrator) will have access to your registration page and be able to update the posted content as needed. This point of contact will also receive an automatic reminder to update the information every six months.
http://www.citizencorps.fema.gov/cc/secure/index.do

Training Materials
http://www.fema.gov/community-emergency-response-teams/training-materials

Video Training Materials
http://www.fema.gov/video-materials

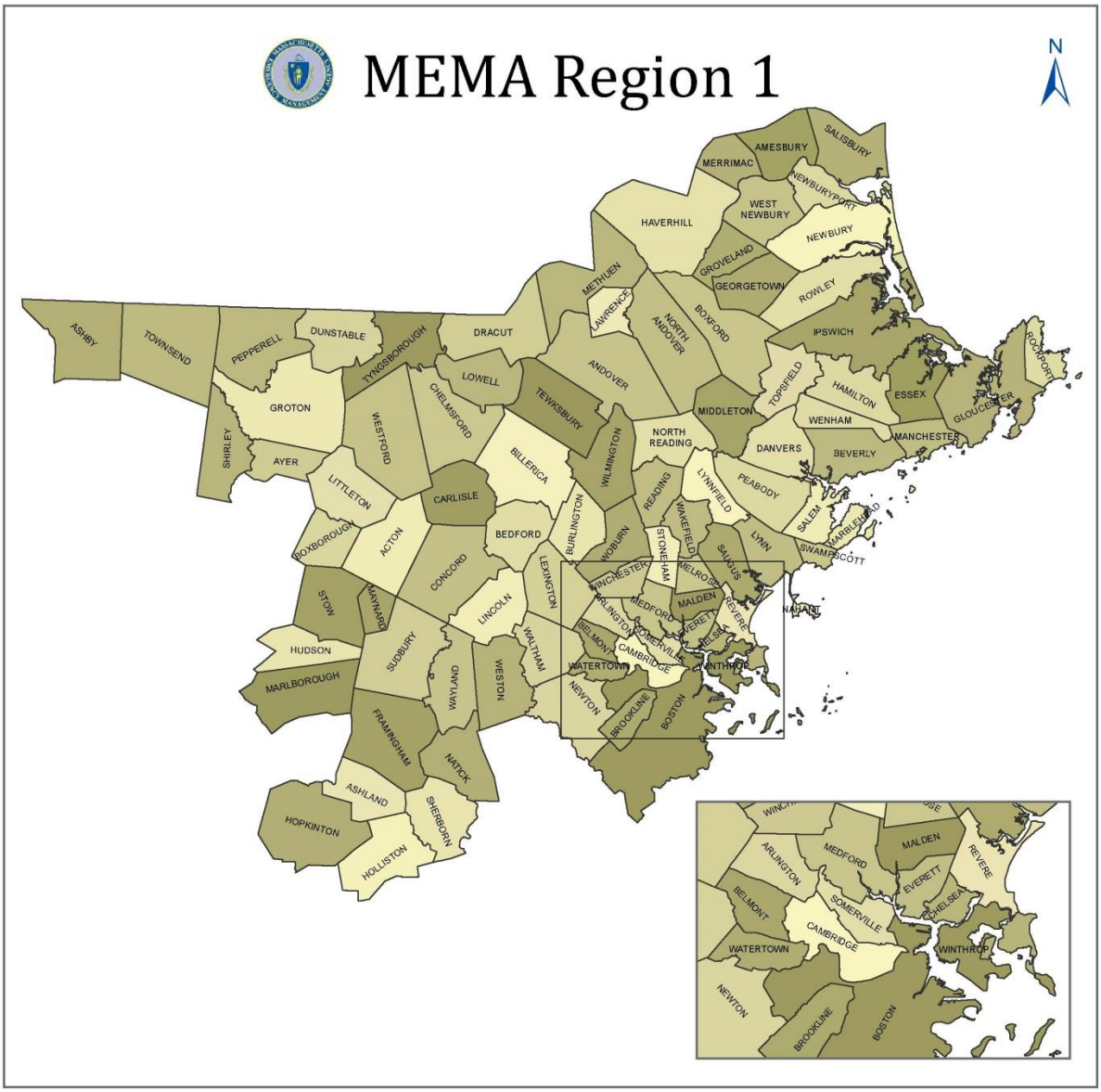
FEMA IS-317: Introduction to CERT
http://www.citizencorps.fema.gov/cert/IS317/

FEMA Community Emergency Response Team Liability Guide
http://www.fema.gov/cert-liability-guide

FEMA Frequently Asked Questions
http://www.fema.gov/community-emergency-response-teams/frequently-asked-questions

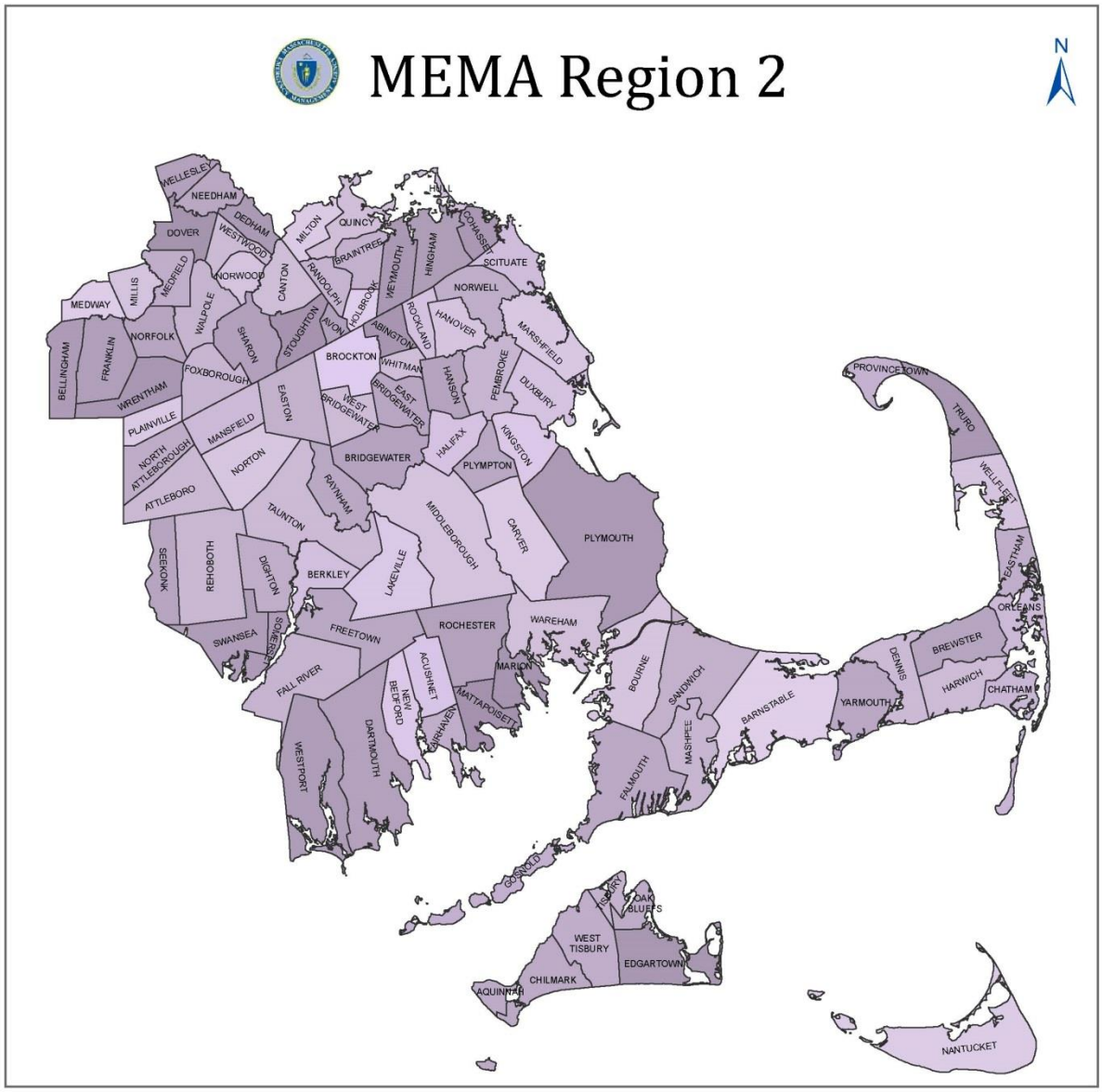
For additional questions and support please contact MEMA’s Statewide Citizen Corps Program Coordinator, David Cramer at 508-820-1407 or David.Cramer@state.ma.us

Local MEMA Regional Contacts



Region 1 Contacts

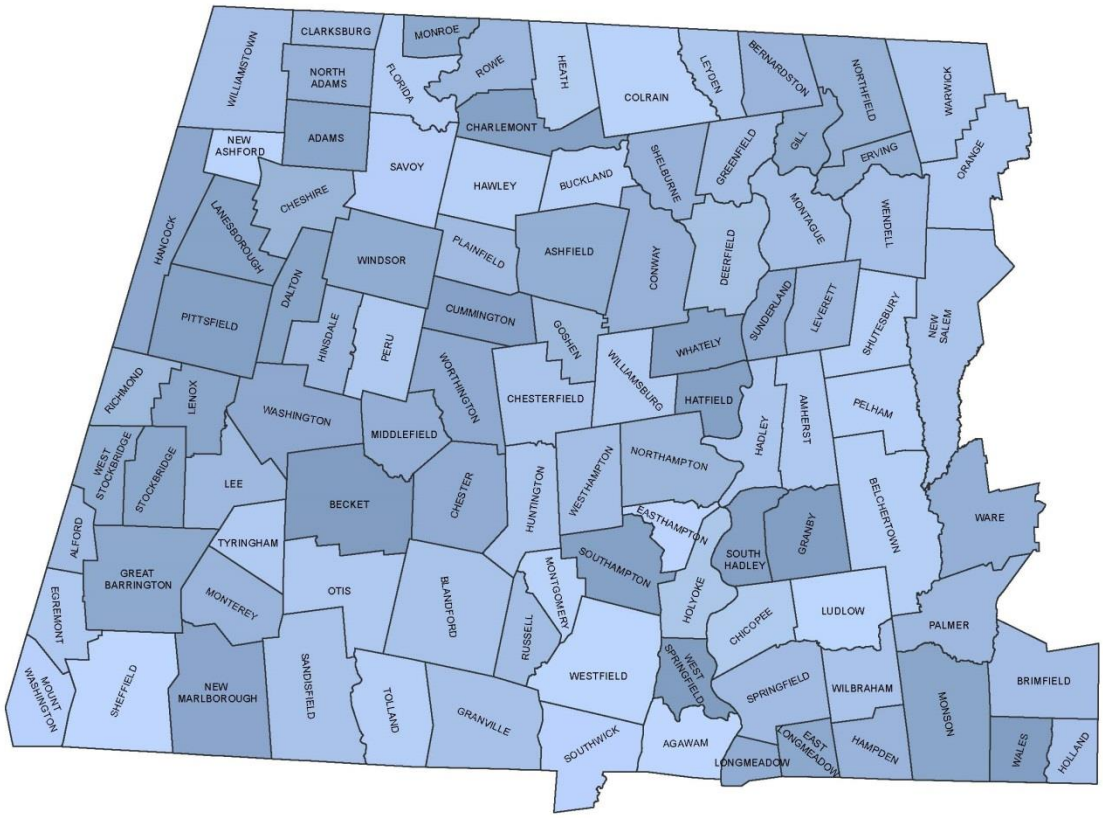
Regional Manager – Mike Main – 978-328-1502, Mikael.Main@State.MA.US
Local Coordinator (CERT Contact) – Allen Phillips – 978-328-1504, Allen.Phillips@State.MA.US
Local Coordinator – Heather Tecce – 978-328-1503, Heather.Tecce@State.MA.US



Region 2 Contacts

Regional Manager – James Mannion – 508-427-0401, James.A.Mannion@State.MA.US
Local Coordinator (CERT Contact) – Rich LaTour – 508-427-0406, Richard.LaTour@State.MA.US
Local Coordinator – Doug Forbes – 508-427-0403, Doug.Forbes@State.MA.US

MEMA Region 3



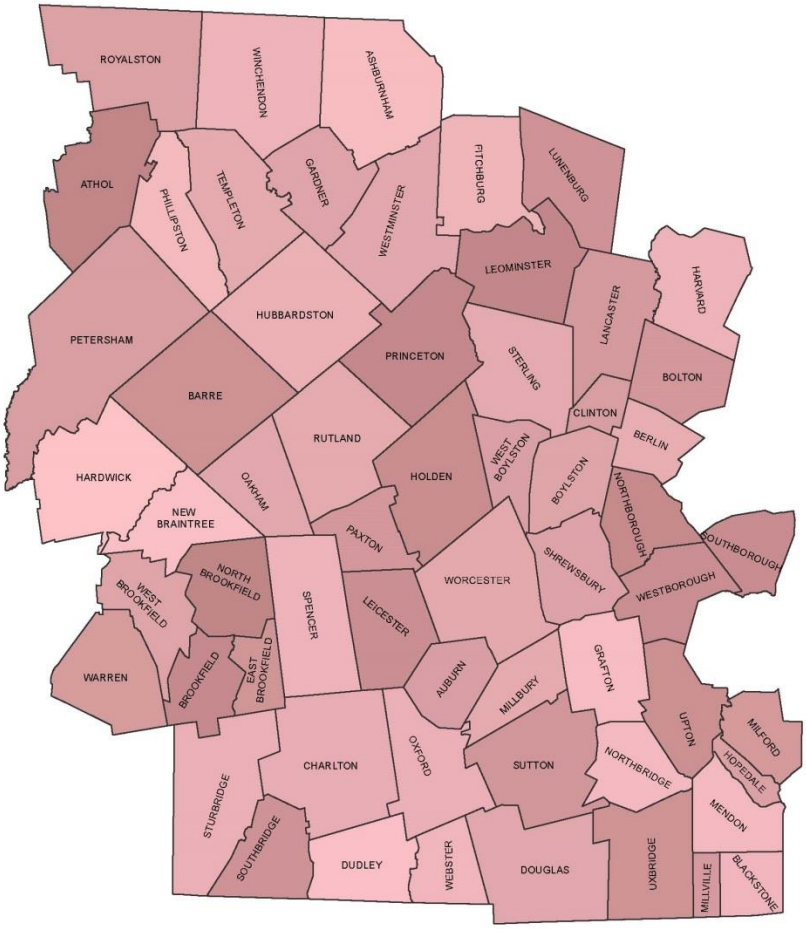
Region 3 Contacts

Regional Manager (CERT Contact) – Pat Carnevale – 413-750-1410, Patrick.Carnevale@State.MA.US
Local Coordinator – Bob Barry – 413-750-1404, Robert.D.Barry@State.MA.US
Local Coordinator – Bruce Augusti – 413-750-1407, Bruce.Augusti@State.MA.US

0 2.5 5 10 15 20 Miles

March 2014

MEMA Region 4



Region 4 Contacts

Regional Manager (CERT Contact) - Pat Carnevale – 413-750-1410, Patrick.Carnevale@State.MA.US
Local Coordinator – Kristen Jerome – 413-750-1402, Kristen.Jerome@State.MA.US

Resource Websites

FEMA
Federal Emergency Management Agency
http://www.fema.gov

MEMA
Massachusetts Emergency Management Agency
http://www.mass.gov/eopss/agencies/mema

FEMA
Community Emergency Response Teams
http://www.fema.gov/community-emergency-response-teams

FEMA
CERT Liability Guide
A Risk Management Overview For Local CERT Programs
http://www.fema.gov/cert-liability-guide

FEMA
Starting & Maintaining a CERT Program
https://www.nationalserviceresources.gov/files/tads-CERT.pdf

Connecticut CERT Program
Connecticut Emergency Management Agency
http://www.ct.gov/demhs/cwp/view.asp?a=2610&q=318056&demhsNav=|

Maine CERT Program
Maine Emergency Management Agency
http://www.maine.gov/mema/prepare/prep_display.shtml?163654

New Hampshire CERT Program
New Hampshire Emergency Management Agency
http://www.volunteernh.org/html/certteams.htm

State of Rhode Island Emergency Management Agency
http://www.riema.ri.gov/

Vermont CERT Program
Vermont Emergency Management
Department of Public Safety
http://vem.vermont.gov/programs/cert

Massachusetts Department of Public Health
http://www.mass.gov/eohhs/gov/departments/dph/

Medical Reserve Corps
https://www.medicalreservecorps.gov/HomePage

Volunteers in Police Service
http://www.theiacp.org/VIPS

Massachusetts Volunteer Law Enforcement Officer Association
http://www.mavleoa.org/

Massachusetts Department of Public Health
Volunteers and Liability

LIABILITY PROTECTIONS FOR NON-HEALTH CARE PROFESSIONAL VOLUNTEERS

Depending on your role and responsibilities, you may be protected by one or more of the following.

1. Federal Volunteer Protection Act (42 U.S.C. § 14501)

You have immunity from (no liability for) negligence if you volunteer for a nonprofit organization or governmental entity. No need for federal funding.

You must act within the scope of your responsibilities in the organization.

You must be properly licensed, certified, or authorized to act. Protection is not limited to emergencies.

You are not protected if the harm occurred through your operation of a motorized vehicle.

You are not protected for reckless misconduct or gross negligence.

2. Protection for Public Employees under Mutual Aid Agreements (Mass. General Laws, chapter 40, sections 4A or 4J)

If your city or town has entered into a mutual aid agreement under section 4A or opted into the statewide mutual aid agreement under section 4J, AND if you are a municipal employee or special municipal employee, you are protected under the Mass. Tort Claims Act, chapter 258.

- To be a special municipal employee, you must be so designated by a government entity, e.g. the select board or city council.
- You must be under the direction and control of your appropriate supervisor and must act within the scope of your official duties.

NOTE that you must be sent by a city, town, or county, not a group of municipalities.

3. Protection for Persons Performing Emergency Services Including CPR or Defibrillation (Mass. General Laws, chapter 112, section 12V)

You have immunity from negligence if your usual and regular duties do not include the provision of emergency medical care and you attempt to render emergency care including, but not limited to, cardiopulmonary resuscitation or defibrillation,

You must act in good faith and without compensation.

You are not protected against gross negligence or willful or wanton misconduct.

NOTE that this law only protects you from liability in an urgent situation. If an individual in your vicinity has a sudden emergency need and you respond, you will be protected.

Disclaimer: This information is only a brief outline of liability protections in Massachusetts. It is provided for educational purposes only and is not to be construed as legal advice. Consult your own attorney for legal advice.

Revised October 2013

CITY OF GLOUCESTER VOLUNTEER AND RELEASE AGREEMENT

FOR C.E.R.T. PARTICIPATION

I, _____, volunteer to serve as a certified Community Emergency Response Team (CERT) member, in responding, during a disaster or as a certified CERT instructor and/or committee member within the boundaries of the City of Gloucester.

Address: _____Phone:_____Email:_____

BACKGROUND CHECK AND LIABILITY RELEASE

As a condition of volunteering, I give the City of Gloucester permission to conduct a thorough background check on me, which may include a review of sex offender registries, criminal history records, and law enforcement records. I give the City of Gloucester permission to inquire into my background, references, licenses and employment and/or volunteer history. I also give permission to the holder of any such information to release it to the City of Gloucester. I understand that all volunteer positions are conditioned upon favorable background information as determined by the City of Gloucester. I hold the City of Gloucester harmless of any liability criminal or civil that may arise as a result of release of this information about me. I also hold harmless any individual or organization that provides information to the City of Gloucester. I understand that the City of Gloucester will use this information only as part of its verification of my volunteer application.

I attest that I am in good health and have no medical or physical limitations or other circumstances that would prohibit me from executing the duties of a CERT volunteer. If I do have limitations, I have disclosed these to the CERT Manager/Training Coordinator.

I understand that the City of Gloucester is not obligated to provide me with a volunteer placement. I also understand that I am not obligated to accept the volunteer position offered. I understand that the City of Gloucester reserves the right to terminate my volunteer status at any time and that I may withdraw as a volunteer at any time. I understand that volunteer positions are charitable contributions to the City of Gloucester without anticipation of compensation of any kind or consideration of future employment.

I agree to follow the program rules established by the instructors and to exercise reasonable care while participating in the CERT program. I understand that if I fail to follow the instructor's rules and regulations, or if I fail to exercise reasonable care, I can be administratively removed from the program. In addition to the rules set forth by the CERT program, I also agree to conform to all rules and regulations of the City of Gloucester. I understand that I will begin service on a reciprocal trial basis.

It is understood that some activities involve an element of risk or danger of accidents, and knowing those risks, I hereby assume those risks. It is further understood and agreed that this waiver, release and assumption of risk is to be binding on my heirs and assigns.

CONSENT FOR TREATMENT

By applying for, and participating in this CERT program, I hereby give my consent to be treated by emergency medical personnel, a physician, or surgeon, in case of sudden illness or injury while participating in the training and response activities. It is understood that the City of Gloucester provides no medical insurance for such treatment, and that the cost thereof will be at my expense.

AS A CERT VOLUNTEER:

1. I understand that while responding of my own accord to assist my family and others in times of need, I am acting as an unaffiliated CERT volunteer and not an official volunteer of the City of Gloucester.
2. I understand that I become an official City of Gloucester CERT Volunteer only at the request of the City of Gloucester upon registering at a City established Emergency Operations Center (EOC) and receiving a specific assignment from the City of Gloucester I may be notified to respond to a City EOC during a disaster or emergency by the notification system established by the City. I understand that the City of Gloucester, in its sole discretion, has the right should this job placement be inappropriate, to suggest alternative placement or terminate my volunteer services.
3. I will strictly observe all safety rules and use care in the performance of my assigned tasks. I will perform only those assigned tasks that are within my physical capability and will not undertake any tasks that are beyond my physical capability or ability.
4. I will maintain the same confidentiality of information that is expected of paid employees. I agree to refrain from divulging to any unauthorized employees or any outside source any confidential information obtained while I am an official City of Gloucester CERT Volunteer. I realize that this is privileged information and is not to be shared with anyone other than a current authorized employee of the City of Gloucester, and then, only as necessary to carry out my assignment. I understand that I am obligated to report to my Program Manager any information which may affect any records of the City.
5. I will observe all staff rules and policies, accept supervision, and give my assigned supervisor and the City of Gloucester CERT Coordinator adequate notice before terminating either a specific volunteer assignment that I have accepted, or my general availability as a CERT volunteer. I will not undertake to operate or use vehicles, equipment or tools that I am unfamiliar with or have not been trained to operate properly and safely, and have not received specific authorization to use from my supervisor.
6. I understand that as a CERT Volunteer, in both an unaffiliated and an official capacity, I do not have the authority to act as a City Official, Police Officer, Firefighter, EMT or Emergency Services Personnel.
7. The training that I receive as a CERT Volunteer consists of approximately 20 hours class instruction, and includes 9 units: Disaster Preparedness, Fire Safety, Disaster Medical Operations Part I and II, Light Search and Rescue Operations, CERT Organization, Disaster Psychology, Terrorism and CERT, and Course Review/Disaster Simulation. This training constitutes a Basic Skills Training Class and not an Advanced Training Class. This training is not intended to provide me with the qualifications to act as a professional.
8. I will carry out CERT responsibilities and assignments to the best of my ability.

9. If I am currently a City employee, I know that any volunteer work to be performed is outside of my regular job classification, and is separate from any paid work responsibility/compensation.
10. I understand the City has a zero-tolerance policy against any type of harassment or discrimination and agree to comply with this policy.
11. I understand that the City has a zero-tolerance policy against any type of violence, threat or intimidation, implied or actual, in the workplace, and agree to comply with this policy.
12. I understand that the City has a zero-tolerance policy against any use of, or being under the influence of, illegal drugs or alcohol in the workplace and/or while performing my duties and agree to comply with this policy.
13. I understand that the City has a zero-tolerance policy against carrying, or use of any type of weapon or firearm by individuals other than active members of the City of Gloucester Police Department and its Police reserves while executing the duties of a CERT member and agree to comply with this policy.
14. I understand that the City is not responsible for loss or damage to personal belongings or personal vehicles.
15. I will treat everyone with respect, patience, integrity, courtesy and dignity. I will not use profanity or make humiliating, ridiculing, threatening or degrading statements.
16. I grant permission to the City of Gloucester to reproduce and publicize pictures and/or news articles pertaining to my services to, or interest in the City of Gloucester CERT volunteer program.
17. I verify by my signature below that information I have provided the City is accurate to the best of my knowledge, and I have read each of the above items and agree to be bounded by them.

_____ _____

Volunteer Signature Date

_____ _____

CERT Program Manager-Signature Date

CERT Program Manager-Carol McMahon

CITY OF GLOUCESTER
Community Emergency Response Teams (CERT)
Standard Operating Guidelines (SOG's)

ARTICLE 1. AUTHORITY

A. The City of Gloucester Community Emergency Response Teams (CERT) receives its direction and operates at the sole discretion of the City of Gloucester Fire Department (also referred to as the Gloucester Fire Department or Fire Department).

ARTICLE 2. MISSION STATEMENT

A. The Gloucester Community Emergency Response Team (CERT) program will train individuals in neighborhoods, businesses and industries in emergency preparedness and basic disaster response techniques, thereby enabling them to prepare, as volunteers, to take an active role in providing critical support in a safe manner to emergency service personnel during emergencies/disasters. The CERT team will also be trained to be a valued resource of neighbors helping neighbors for non-emergency or routine special events.

ARTICLE 3. NAME

A. The name of this organization is the City of Gloucester Community Emergency Response Team or CERT, formed July 2010.

ARTICLE 4. GOALS AND OBJECTIVES

A. CERT is about readiness, people helping people, rescuer safety, and doing the greatest good for the greatest number. CERT is part of the National Citizen Corp effort endorsed by the President of the United States and the Department of Homeland Security.

B. CERT is a positive and realistic approach to emergency and disaster situations where citizens may initially be on their own and their actions can make a difference.

C. CERT is designed to train, educate and inform the public regarding emergency preparedness.

D. With the assistance of the CERT Finance Section Chief, CERT may seek and apply for grants from state, federal and private organizations to fund the activities and objectives of CERT. Said grant applications require pre-approval of the City of Gloucester Fire Department and the Gloucester City Council. Any applications for grant funding must adhere to the appropriate Federal, State and Municipal laws including the Gloucester City Ordinances and established procedures regarding applying for, acceptance of and the expending of any grant award. Guidance in this manner can be acquired from the Gloucester Treasurers Office or the CERT team liaison to the City of Gloucester Administration.

E. CERT members may be assigned other duties by the request of the Gloucester Fire Department.

City of Gloucester CERT Standard Operating Guidelines

ARTICLE 5. LOCATION

A. CERT will hold meetings at City facilities or at neighborhood community centers with the City of Gloucester.

ARTICLE 6. MEETING DATES

A. Division Coordinators will meet with a representative of the Gloucester Fire Department every other month or not less than four times per year.

B. Neighborhood Teams Leaders will meet with a representative of the Gloucester Fire Department twice per year.

> a. Combined meetings where both the Division Coordinators and Neighborhood Team Leaders meet with the Fire Department representative shall be acceptable for compliance with this requirement.

C. Division Coordinators will meet with the Neighborhood Teams Leaders in their Division four times per year.

D. Each Neighborhood Team Leader will hold Neighborhood Team meetings every other month or not less than four times per year.

ARTICLE 7. RULES OF CONDUCT

A. Members of CERT serve at the sole discretion of the - (CERT team managers).

B. CERT members are volunteers of the City of Gloucester. As such, their status as a volunteer is contingent on performing their assigned duties with the utmost care and consideration.

C. CERT members are not emergency services personnel as defined by state law and as such are not exempt from federal, state and local traffic laws when responding to emergencies. Therefore, all CERT members must use due care, diligence, and appropriate safety measures when responding or reporting, as directed, to emergencies.

D. All participating volunteers must be trained and understand the coordinated command and control structure of CERT (see Article 11) and agree to operate within its constraints.

E. Members of CERT shall make no representations on behalf of CERT in any manner to any party and shall direct all requests and inquiries from the media and others directly to the CERT team Public Information Officer (IPO) or CERT Team Leader.

F. CERT members shall not carry or possess any weapons or be intoxicated or impaired while undertaking activities as a CERT member.

G. CERT members shall not engage in harassment or discrimination.

H. CERT members shall conduct themselves in a professional manner at all times. This includes but is not limited to avoiding or removing themselves from conflicts, and not intentionally discrediting CERT.

I. Training topics, subject matter or activities not covered by these Standard Operating Guidelines or the CERT Citizen Corp Program, must be approved by the CERT Training Coordinator in conjunction with the Gloucester Fire Department prior to undertaking.

J. All CERT members are subject to dismissal from the program for not adhering to the CERT Standard Operating Guidelines at the sole discretion of the CERT Team Managers. Some examples of actions that could result in removal from the CERT program are:

a. Self-deployment to an incident or scene without following Article 9

b. Unprofessional, aggressive, insubordinate, discriminatory or harassing behavior toward other CERT members, residents, first responders, or other authorities

c. Failure to follow direction of public safety personnel identified as having been in a supervisory position.

d. Conviction of a felony, or a misdemeanor, including pleas of guilty or nolo contendere.

ARTICLE 8. MEMBERSHIP

A. Any City of Gloucester resident may apply to be a member of the Gloucester CERT Program. Membership in CERT is unpaid and voluntary.

B. Volunteer applicants must be at least twenty-one years of age to apply.

C. Applicant approval is at the sole discretion of the CERT Team Managers.

b. All applicants will be subjected to a CORI check.

D. All members of the Gloucester CERT Community must read and sign this document (see last page: Standard Operating Guidance Agreement) and the Hold Harmless/Permission Request form, become a Disaster Service Worker (by filling out the appropriate form) and complete Incident Command System (ICS) 100.

E. CERT members must satisfactorily complete all modules, including Skill's Day, of the CERT Training Program.

F. Members are required to attend at least two training classes or neighborhood meetings per year provided by (or in conjunction with) the CERT Training Coordinator or other recognized training agency...

G. CERT membership, unless revoked for just cause, is valid for a period of 2 years. After 2 years, membership will be evaluated by the CERT Team Managers and the Neighborhood Teams Leaders, at which point updated identification will be issued if all requirements of membership have been met. All team members shall have their team membership readily visible on their person for all training and team activations. Any person not having their team identification on their person may be asked to leave the training or incident. Failure to leave when asked to do so may result in dismissal from the team.

H. Members shall not use their CERT membership for personal gain.

I. Many members of CERT have skills beyond what is taught through the CERT program, e.g. physicians and other health professionals, heavy equipment operators, advanced search and rescuers, etc. While these skills may be helpful during an emergency or disaster, they are outside the CERT scope of practice as a Gloucester CERT member and not to be normally practiced when deployed as a CERT member. All members are strongly encouraged to inform the CERT Team managers of any such special skills, so these resources can be employed during an emergency. Such special resources shall not be utilized until after meeting with public safety personnel at the Incident Command Post.

J. The Gloucester CERT Team and the City of Gloucester respect the confidentiality of any information provided by CER T members. The CERT Team will maintain contact information (including home address, email and phone number) and will only release said contact information to Neighborhood Team Leaders and Division Coordinators for the purpose of communicating about CERT-related topics or as otherwise required by law. CERT members must appraise Team Leaders regarding changes in contact information.

K. At any time, a CERT member may choose to "opt-out" and will not be contacted unless they request it. Any request to "opt-out" shall be submitted in writing to that CERT member's immediate supervisor and to the Documentation Unit Leader.

L. If a member leaves the CERT program for any reason, all issued equipment and identification shall be returned to the CERT Logistics Manager within 30 days of their notifying the team of their leaving.

ARTICLE 9. ACTIVATION

A. During an emergency, CERT Team activation must be approved by the Gloucester Fire Chief or his/her designee. Individual team members shall be contacted/activated by their CERT team managers.

B. No member of CERT can self-activate. If a CERT member self-activates he/she will forfeit all protection from liability provided by the CERT program. Furthermore, the individual will be terminated from the CERT program immediately.

C. CERT members shall follow the Gloucester CERT Activation guidelines (see attached).

D. Any time a CERT member is activated; information regarding the extent of activation needs to be documented by an individual CERT member on ICS Form 214 – Unit Log. This information needs to be returned to the CERT Team Leader at the conclusion of the operational period. At minimum, this information should include:

a. Name of CERT member

b. Name of CERT Team Manager who notified you to activate

c. Assignments given and actions taken

d. Any outcomes, positive or negative, especially any injuries sustained.

E. CERT members must operate within the scope of their CERT training, as well as comply with all federal, state and local laws when functioning as a CERT member.

F. Non-CERT trained volunteers are NEVER to be recruited by Gloucester CERT Members to perform CERT related duties during an emergency. If approached by non-CERT trained volunteers wanting to assist, please ask that they report to the Incident Command Post or other area as may be designated for this purpose.

G. Any CERT member sustaining any injuries no matter how minor shall report those injuries to the CERT Team Safety Officer who shall ensure proper medical care is arranged for if needed and that there is proper documentation of the injury. The Safety Officer shall then report any injuries to the CERT Team Leader.

H. Once the emergency has been resolved, the Incident Commander will deactivate the CERT team. Individual CERT Team members shall be released by their team supervisors in an orderly and documented manner

City of Gloucester CERT Standard Operating Guidelines

ARTICLE 10. CERT ROLES DURING EMERGENCIES

A. When a disaster occurs, and while CERT members are waiting to be officially activated by their Team Manager, CERT members are to first take care of themselves and their families, and conduct an initial size-up of their homes or workplace. CERT members must also reduce immediate dangers by turning off utilities, suppress small fires, evacuate their immediate area, and secure their family.

B. Once CERT members, their family and their home are secure, CERT members should wait to hear from their Team Managers before responding as a CERT member. If contacted by their managers, team members should report to their assigned location , gathering information along the way. Members can still assist in their neighborhoods as private citizens as they would normally while waiting to be activated as a CERT member.

C. If needed and directed, work with CERT members to establish a CERT command post, staging area, and medical triage and treatment areas. These areas may or may not be in the same location as the overall Incident Command Post.

D. Collect damage information and develop a plan of operation based on life-saving priorities and available resources. Be ready and able to pass this information along to the CERT team managers who will be in contact with the Incident Command Post.

E. Apply their training to situations where CERT members can make a difference.

F. Establish and maintain communication with responders.

ARTICLE 11. ORGANIZATION

See Figure 1.

ARTICLE 12. ROLES AND RESPONSIBILITIES

A. Division Coordinators

e. Appointed by the CERT Coordinator

f. Terms normally last no more than 2 years. Terms may be extended by the CERT Coordinator.

g. Meet with and provide updates to the CERT Coordinator every other month or not less than four times per year

h. Meet with their Neighborhood Team Leaders four times per year

i. Provide guidance and support to the Neighborhood Team Leaders in the following areas:

i. Training
ii. Meetings
iii. Maintenance of records
iv. Recruiting.
v. Other issues as they arise

j. The role of Division Coordinator is administrative in nature, not operational. In a disaster Division Coordinators or Neighborhood Team Leaders may or may not act as the Incident Commander or even work at the Incident Command Post. B.

B. Neighborhood Team Leaders

k. Appointed by the CERT Coordinator

l. Terms normally last no more than 2 years. Terms may be extended by the CERT Coordinator.

m. Hold Neighborhood Team meetings every other month or not less than four times per year.

n. Meet with your Division Coordinator four times per year

o. Meet with a representative of the Gloucester Fire Department twice per year.

p. Plan training exercises for their team in accordance with Article 14: Training.

q. Maintain attendance records (training & meetings)

r. Maintain meeting notes & training records.

s. Develop their skills and their team's ability to respond in a disaster

t. Neighborhood Team Leader's role is administrative in nature, not operational. Division Coordinators or Neighborhood Team Leaders may or may not act as the Incident Commander or even work at the Incident Command Post.

C. Topic-specific coordinator positions

u. Appointed by the CERT Coordinator

v. Terms normally last no more than 2 years. Terms may be extended by the CERT Coordinator.

w. Plan and conduct training exercises in accordance with Article 14: Training.

x. Create training materials, with approval of the CERT Coordinator.

D. Team Members

y. Comply with the standards established in these Standard Operating Guidelines.

ARTICLE 13. IDENTIFICATION

A. CERT identification must be worn on the outermost garment at all times. If the card is lost it will be the responsibility of the team member to request a replacement.

B. In emergency situations, members must wear the issued green CERT vest, identification card and appropriate PPE's (Personal Protection Equipment).

City of Gloucester CERT Standard Operating Guidelines

ARTICLE 14. TRAINING

A. CERT training is in accordance with the current Federal Emergency Management Agency and Massachusetts Emergency Management Agency guidelines.

B. Each CERT member will receive a book or digital copy of the CERT Participant Manual.

C. All training presented to CERT members, including materials, must be reviewed and approved by the Gloucester Fire Department prior to use and distribution.

ARTICLE 15. FINANCES

A. With oversight of the CERT Finance Section Chief, All funds received by Gloucester CERT, including but not limited to grant awards, donations, proceeds from fund raising will be deposited with and controlled by the Gloucester Fire Department.

B. All purchase requests shall be submitted in writing, by the CERT Finance Section Chief to the Gloucester Fire Department for review and approval as in accordance with the procedures established by the City of Gloucester No contracts or purchases of goods or services may be made without first obtaining authorization (from the City Fire Dept.) that funds have been put into place for said expense (usually by means of a valid Purchase Order).

C. Receipts for goods and or services as well as invoices shall be checked for accuracy prior to approval of payment for same. The City of Gloucester does not pay taxes on goods or services and will not approve payment of same.

ARTICLE 16. ELECTRONIC, PRINTED MEDIA AND INTERVIEWS

A. The Gloucester Fire Department shall approve the substance and content of all electronic and printed media that is associated with or related to the Gloucester CERT Program. Included is anything that is identified with the Gloucester CERT logo or the Gloucester CERT name or acronym.

B. The exception is personal e-mail, or correspondence between members.

ARTICLE 17. ADDENDUMS

A. In order to address specific needs or future topics, addendums may be added to these Standard Operating Guidelines.

Standard Operating Guidelines Agreement

I have read and understand these CERT Standard Operating Guidelines. I agree to follow these Standard Operating Guidelines while participating in the Gloucester Fire Department CERT program. I understand that not following these Standard Operating Guidelines may result in my termination from the program at the sole discretion of the Gloucester CERT team managers. [See Article 7 (A)].

_____

Signature Date

_____

Printed Name

_____

Neighborhood

Gloucester CERT Activation

The City of Gloucester will activate you when they feel the professional first responders need additional assets and the task is within our CERT training. The most likely event that will cause this activation would be a large scale weather event or other area wide emergency.

We do not self-activate.

The most likely ways we would be activated are listed below:

1. An official announcement over the Gloucester emergency ham frequency of 147.570 MHz

2. Gloucester TV on channel 12.

3. An announcement from your Neighborhood Team Leader, who has received an official announcement from a Gloucester Fire Department representative, on the assigned FRS/GMRS radio channel for your neighborhood.

4. Addition means of activation are being negotiated and this section will be expanded to reflect these changes.

When you receive official activation notification, first take care of yourself, your family and your home, and then respond to the designated Field Incident Command Post for your neighborhood.

8/6/10

Petersham CERT Policy and Procedures
Developed for the Town of Petersham, Massachusetts
Created September 21, 2004 – Updated and reviewed Jan , 12, 2013

Policy

Residents and other interested parties may volunteer to be trained and become a Community Emergency Response Team member.

Authority

Members are under the authority and direction of the Town's Emergency Manager (or his/her designee) and may only act, respond and function as a CERT member when requested to do so by the Emergency Manager. There will be no self-deployment. The Emergency Manager will identify and make known the date, time of the activation of any or all CERT members and identify the purpose of the activation. Activations will be logged by the Emergency Manager in the CEMP (Community Emergency Management Response) log. The log will be kept in the master CEMP. The Emergency Manager or designee will complete the required Federal Forms and make notification to the State that the CERT team was activated.

Accountability and Responsibility

CERT members are responsible to act in a safe and cautious manner at all times and not carry out any duties or activities for which they have not been trained to do for the purposes of CERT response. CERT training and response is a volunteer position. All CERT members will complete the 20-hour training program and any refresher programs as offered.

CERT members when activated will:

1. Assure that their own safety, as well as that of their family and home is intact before responding.
2. Report and sign in at the designated location.
3. Carry and produce personal identification.
4. Report off and sign off when dismissed or allowed to leave.
5. Don and utilize all required safety equipment.
6. Notify higher levels of emergency responders when situations or events require review, assessment or action by a person or department with more training or expertise. This will include fire suppression, police action, rescue operations, debris removal, medical care, or any like or similar activity.
7. Communicate their location, nature of events, findings, needs and status at regular intervals as determined by the Emergency Manager. The time intervals and method of communication will be determined at the time of the event.
8. Maintain and submit all required documentation.
9. Maintain confidentiality of any and all medical information about a resident while on duty or as learned on duty as CERT member.

Off duty activities will include:

1. Assisting with inventory checks of equipment and completion of the equipment log annually and after each activation.
2. Update the Emergency Manager as to relevant resident or Town property information as it changes for the CEMP.

Activities and Responses

The following activities may be requested of CERT:

1. Respond to check on individuals/residents as requested
2. Patrol CERT response sectors when activated
3. Set up the Center School Shelter
4. Pick up and deliver food stuffs and prepared meals to and from designated locations within the community
5. Pick up supplies as authorized
6. Assist with non-emergency community activities
7. Set - up and man the CERT safety booth at Town functions and events
8. Participate in training as offered by the Town or region

Compensation

Training and response as a CERT member is voluntary. Equipment, supplies and training aides will be supplied by the Town. The CERT program is funded on the basis of State/Federal grants and may be used for only those purposes as outlined by the grant funding.

Signed: _____ Petersham Emergency Manager

Date:_____

Agreement and Parent/Family Informed Consent

Registration/Permission for student

Name:_____

Email:_____

Birth date:_____ Age: _____ Sex:_____

Parent/Guardian for children age 14 –17.

Name:_____

Home Address:_____

Home Phone:_____

Business Phone:_____

Cell Phone:_____

We the undersigned parent and youth agree to the youth's participation in the 'Teen CERT' Training Program. This program is a Teen Community Emergency Response Training Program designed to target the adolescent population.

1. This program consists of 3 training modules that will be delivered to your son/daughter.
2. CERT will provide students with a knowledge based on an all hazard approach to mitigation, preparation, response, and recovery from a technical and natural disaster.
3. CERT will build decision-making and problem solving skills and strategies to help students make informed decisions regarding readiness, response & recovery and mitigation efforts to reduce loss of life and property in a disaster.
4. CERT will provide students with hands-on training using reality-driven drills and exercises.
5. Specially trained, primary responders will participate in the classroom lessons. The responders range from Emergency Medical, Search and Rescue, Law Enforcement, Firefighting and Emergency Management Personnel.

As with all programs, there lies a slight risk of injury from hands-on participation. We understand that any medical bills are the responsibility of the parent/guardian. We agree to hold The Towns of Petersham, Barre and all participating government agencies and other agency volunteers involved in this program harmless from all claims that might come from participation in this program.

We understand that the student is expected to attend all scheduled sessions and no makeup sessions are scheduled. We understand that the student will provide their own lunch or funds to purchase lunch. Parents or guardian may visit the program site during any program session as observed. There is no charge for the training.

Publicity

Photographs, or video tape recordings of participants involved in the Teen CERT Program may be used by staff for publications or advertising materials. In addition, local news organizations may hear of our activities and we would like to extend our invitation to photograph or record our activities. This consent includes, but is not limited to: photographs, videotape, and audio recordings.

This training is purely voluntary and the student may at any time opt out of the training.

_____	_____
Signature of Parent/Guardian	Signature of Student
Date _____	Date_____

News Release 2-20-2014

Mansfield/Norton EMA to offer CERT Training Including Optional CPR/First Aid/AED Certification

Mansfield and Norton Emergency Management Agencies are offering Community Emergency Response Team (CERT) program. This program will begin Wednesday night, February 26, from 7- 9:30 PM at the Mansfield Emergency Management Agency, 35 County Street, Mansfield, MA 02048.

Mansfield and Norton CERT training is a nine (9) week program meeting once a week, including optional CPR/First Aid/AED certification training and Final Exercise on two separate Saturdays. The Mansfield and Norton CERT program follows the national and state standards and the needs of our community. This program is open to all and will be limited to 25 participants. Instructors will be from the Mansfield and Norton Public Safety Community, state agencies as well as from the Mansfield and Norton Emergency Management Agencies. You must complete all classes to receive a CERT Certificate and be eligible to apply for membership to Mansfield or Norton CERT Team and Emergency Management Agency. This program is being offered at NO COST as a community outreach service by Mansfield and Norton EMA and CERT Teams. For additional information and registration, please contact David Cramer, Deputy Director of Operations Mansfield EMA, Email: mansfieldema@comcast.net , Phone: 508-261-7307, Ray Cord, Deputy Director Norton EMA, Email: raycord@aol.com . Please include your full name, address, Email address and phone number.

Community Emergency Response Teams (CERT) is a Citizen Corps program. Visit the CERT web site at www.citizencorps.gov/cert.

Mansfield EMA will be offering optional CPR/First Aid/AED Training certification for attendees in addition to the CERT course. In this course, students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult, child and infant CPR and AED use. Upon successful completion of the course, including a First Aid, CPR and AED skills test, students receive a Heartsaver First Aid/CPR/AED course completion card, valid for 2 years.

Contact information
Deputy Director David Cramer, Mansfield EMA
mansfieldema@comcast.net
508-261-7307

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PRESS RELEASE

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The Towns of Petersham and Barre, utilizing combined CERT (Community Emergency Response Team) grant funding offered by the Department of Homeland Security and its Citizen's Corps Program will be holding a CERT and TEEN CERT combined program. Many communities in Massachusetts have CERT teams, as does Petersham and Barre. Teen CERT programs are used widely in many states that are impacted more heavily by natural disasters than those that occur in New England. The Teen Community Emergency Response Team (Teen CERT) Program educates students about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, Teen CERT members can assist others in their schools, neighborhood or workplace following an event to assist the professional responders that they are assigned to. Teen CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community. CERT teams are activated under the authority of a local official, such as the Fire Chief, Emergency Management Director or Police Chief, in a community disaster or major crisis, but can also assist as requested at community events under their local authority. This is an ideal training for youth organizations such as 4-H, Girl Scouts, Boy Scouts, church projects or various scholastic community projects.

The 20 hour CERT program focuses on the following topics: disaster preparedness, fire safety, disaster medical assistance, light search and rescue operations, disaster psychology, and terrorism. The same outline is used for TEEN CERT programs, with the additional or adjusted focus on those types of activities that teenagers are involved in such as school, sports, field trips, club activities, etc. The combined program helps adults and teenagers work cohesively together and foster a bond of trust and cooperation in disaster situations.

The core CERT and TEEN CERT program has three main goals. First, it will seek to provide students with a knowledge base on the effects of natural and man-made disasters and their emotional, social, and economic impacts. Secondly, it will aim to build decision-making and problem solving skills and strategies to help students make informed decisions regarding readiness, response & recovery and mitigation efforts to reduce loss of life and property. Lastly, an integral part of the CERT program will be to provide students with hands-on training using reality-driven drills and exercises.

Training in disaster response should not be a one-time event. Awareness, commitment, and skills must be reinforced through follow-up training and repeated practice to maintain the edge necessary for effective response in the face of a disaster. The curriculum is not meant to replace those of previously established initiatives, rather it incorporates them in their entirety and focus on increasing knowledge and skill development in seven areas as they relate to disasters: 1) cognitive information, 2) recognizing hazards, 3) planning skills, 4) consequential thinking and risk taking, 5) team-building and communication skills, 6) decision making, 7) individual responsibilities within the

community. Some of these lessons will focus on raising awareness in skill areas, while others emphasize their practical application.

For those ages 14-17 who wish to attend, parental consent is required and the interested students will be given a form to complete and signed by the parent. The class is limited to 30 student's total. Training is free and each student receives a student manual at no cost. Attendance is mandatory for all 20 hours of the course. The classes will be held on 3 Sundays in the lower level of the Barre Office Building in the Barre Rescue Squad Training room. The dates and times are: Sunday March 3, Sunday 10, and Sunday March 17, 2013. All classes are taught by trained CERT Instructors with additional subject matter experts such as Police Officers, EMTS, Firefighters and Registered Nurses assisting with practical skills.

All classes are from 10AM - 5:30 PM with lunch and breaks. Lunch is on your own

Registration is required and those between the ages of 14 and 17 must complete the parental consent form. To register or for more information, please email Coleen Guertin at cpguert@hotmail.com.
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MEMA CERT Training Cache Request Form

I,(*Print Name*) _____, am receiving a CERT Training Cache that contains the following items:

- (1) One Rolling Carrying Case - **Permanent**
- (1) One Electric Breaker Box – **Permanent**
- (1) One ABC Fire Extinguisher – **Permanent**
- (12) Twelve Wood Splints – **Permanent**
- (2) Two Cardboard Splints - **Permanent**
- (1) One Tourniquet – **Permanent**
- (7) Seven Polyester Blankets – **Permanent**
- (1) One Mannequin Torso – **Permanent**
- (1) One pair of Magnum EMT Utility Scissors - **Permanent**
- (50) Fifty Non-Latex Gloves – Disposable
- (24) Twenty-four Triangle Bandages – Disposable
- (20) Twenty Roll Bandages – Disposable
- (50) Fifty 4 x 4 Bandages – Disposable
- (1) One Space Blanket – Disposable
- (1) One Roll of Masking Tape - Disposable

By signing this document, I agree to the following:

- This Cache shall be returned to MEMA on or about (*Print Date*) _____.
- I have inspected all **Permanent** items within this Cache and they are all in good working condition.
- All **Permanent** items within this Cache shall be returned in the same condition, and I bear responsibility for replacing any **Permanent** item that is lost and/or damaged[i].
- Disposable items that are not used should be returned in original condition.
- The Fire Extinguisher is for **display purposes only** and not to be discharged.

Signed: _____

Date: _____

Telephone Number: _____

Email: _____

CERT Team: _____

MEMA Regional Staff: _____

[1] MEMA HQ must be notified of any such occurrences.

CERT MANUAL ORDER FORM

Qty	Inventory #	Publication Title
	P-924	CERT Basic Training Manual **INSTRUCTOR GUIDE**
	P-924 S	***Spanish***—CERT Basic Training Manual **INSTRUCTOR GUIDE**
	P-925	CERT Basic Training Manual **PARTICIPANT MANUAL**
	P-925 S	***Spanish***—CERT Basic Training Manual **PARTICIPANT MANUAL**
	P-927	Teen CERT Basic Training— **PARTICIPANT WORKBOOK**
	P-856	CERT Braille Manual— **PARTICIPANT WORKBOOK**

CERT Publication quantities are limited. Please review program training needs before placing your order.

Name: _____
Company/Agency: _____
Delivery Address: _____
_____
City _____ **State:** _____
Zip Code: _____
Phone: _____
Fax: _____

To place an order:

email: fema-publications-warehouse@fema.gov

phone: 1 (800) 480-2520 (8 am—5 pm EST, M-F)

fax: 1 (240) 699-0525

mail: FEMA Distribution Center
4440 Buckeystown Pike
Frederick, MD 21704

Allow 4-6 weeks for shipping.

Certificate of Completion

This certificate is to acknowledge that

_____

has successfully completed the Inaugural Basic Community Emergency Response Team Training offered by the City of Gloucester, Massachusetts

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Issued On this _____ Day of _____ In the Year _____

THE HONORABLE CAROLYN KIRK
Mayor of City of Gloucester

DEPUTY CHIEF MILES SCHLICHTE
Emergency Management Director

MR. JOHN MANEY - TEAM LEADER
Gloucester Community Emergency Response Team (CERT)

CERT Instructors: LEE ANN DELP & CAROL MCMAHON

Certificate of Participation

This certificate is to acknowledge that

Participant

Participated as a Community Emergency Response Team Volunteer
Magnolia Field Team
During Hurricane Irene, August 28th, 2011

Issued on this 30th day of September in the Year 2011

Deputy Chief Miles Schlichte
Emergency Management Director

Carol McMahon
Gloucester CERT Program Manager

Certificate of Completion

Is presented to

Participant

In recognition of completing the 20 hour Department of Homeland Security Community Emergency Response Team course and your commitment to emergency preparedness in your community.

Presented March 17, 2013

Barre Massachusetts

_____ _____

Lynne Shaw RN, Program Manager Colleen Guertin EMT, Lead Instructor

Community Emergency Response Team

Mansfield

Norton

Participant

Has successfully completed the

Community Emergency Response Team Training

Nine week classroom and practical exercise course

Completed June 1, 2013

Mansfield Emergency Management Agency

Robert Button
Director

Norton Emergency Management Agency

Chief Paul J. Schleicher
Director

Community Emergency Response Team

A proud part of
USA Freedom Corps
The President's Call to Service

Participant

Has successfully completed the
Community Emergency Response Team Training to
become a member of the President's Citizen Corps.

Norton Emergency Management Agency
Sponsored By
Ray Cord
Course Manager

CERT
COMMUNITY EMERGENCY RESPONSE TEAM

U.S. DEPARTMENT OF HOMELAND SECURITY

March 2006
Date

Glossary

CERT member: An individual who has successfully completed the Federal Emergency Management Agency's CERT Basic Training course.

Hold harmless and indemnification agreements: An agreement, often part of a contract or memorandum of understanding, in which one person agrees to assume the liability and risk that may arise from an activity.

Indemnity: Protection against hurt, loss or damage; exemption from liabilities or penalties.

Immunity: Exemption from liability under the law in situations where liability would otherwise exist.

Incident Command System: The command and control structure that is the organizing principle for emergency response in the United States and in many areas of the world, and is used by CERTs.

Liability: A legal responsibility, especially for one's acts or omissions. The term "liability" is often used to mean direct adverse financial consequences, such as payment of damages, legal costs, and fines and penalties.

Negligence: Failure to act as a reasonable person would act under similar circumstances, which can result in liability for damages arising from resulting bodily injury, property damage, and personal injury.

Professional errors and omissions/malpractice: Similar to negligence, but for someone with professional skills or expertise: the failure to provide professional services as would a reasonable person with similar skills or expertise. Medical malpractice is a familiar example.

Sponsoring agency or organization: A government agency that endorses a CERT and, in many cases, funds and administers the program, conducts training, organizes teams, and sets program policies. Sponsoring agencies are typically the local fire department, emergency management agency, or law enforcement agency.

Tort: A negligent or intentional act that violates a duty owed by a person or entity to someone else, other than a breach of contract or statutory law, and that causes damages that are recoverable under the law.

Acronyms

AED _____ Automatic External Defibrillator

AHA _____ American Heart Association

ARES _____ Amateur Radio Emergency Service

C-POD _____ Community Points of Distribution

CCP _____ Citizen Corps Program

CEMP _____ Comprehensive Emergency Management Plan

CERT _____ Community Emergency Response Team

CORI _____ Criminal Offense Record Information

CPR _____ Cardiopulmonary resuscitation

DHS _____ Department of Homeland Security

EMA _____ Emergency Management Agency

EMD _____ Emergency Management Director

EOC _____ Emergency Operations Center

FEMA _____ Federal Emergency Management Agency

FRS _____ Family Radio Service

GMRS _____ General Mobile Radio Service

HHAN _____ Health and Homeland Alert Network

IC _____ Incident Commander

ICPD _____ Individual and Community Preparedness Division

ICS _____ Incident Command System

ID _____ Identification

MA-VLEOA __ Massachusetts Volunteer Law Enforcement Officer Association

M.G.L. _____ Massachusetts General Law

MEMA _____ Massachusetts Emergency Management Agency

MRC _____ Medical Reserve Corps

NIMS _____ National Incident Management System

POC _____ Point of Contact

PTA _____ Parent-Teacher Association

RACES _____ Radio Amateur Civil Emergency Services

SOG _____ Standard Operating Guideline

SOP _____ Standard Operating Procedure

U.S.C. _____ United States Code

VIPS _____ Volunteers in Police Service