



City of Novi Office of Emergency Management

CERT Standard Operating Guidelines

Date: January 2018

Standard Operating Guidelines

Novi Community Emergency Response Team

Purpose

This Standard Operating Procedure (SOP) defines the mission, roles, objectives, protocols, and code of conduct for the City of Novi Community Emergency Response Team (CERT).

CERT Mission Statement

The City of Novi CERT will serve the community through emergency preparedness education and efficient, responsible, effective, and selfless commitment to volunteer service.

CERT Capabilities - CERT members are trained to perform the following operations and duties:

- Light Search and Rescue
- Fire extinguishment in the incipient phases only
- Triage of trauma victims
- Set up and staff rest and relaxation areas
- Crowd control on major incidents
- Provide basic first aid for public events
- Set up and staff emergency shelters
- Set up and staff a spontaneous volunteer POD, reception center, or intake facility
- Provide support at an incident site and/or at Emergency Operations Center

Qualifications

1. Novi CERT volunteers must reside, work or have an interest in participating with the City of Novi CERT Program. Team volunteers must be at least eighteen (18) years of age or older, have a valid driver's license and access to a vehicle. Team volunteers must pass a background check completed by the Novi Police Department. Team members must attend at least 20 (twenty) hours of Novi CERT training and complete the final "mock exercise" in order to receive a certificate of completion.
2. To become a member of the Novi CERT, an individual must:
 - Complete the program application
 - Successfully pass a background screening
 - Meet with the Novi CERT Program Manager for a final interview
 - Complete a "Hold Harmless/Permission Request" as well as other required paperwork

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Commitment

1. Once a member of Novi CERT, the individual must agree to be an active member for at least one year and may be asked to assist at two (2) or more community events each calendar year (January 1 - December 31).
2. Team members should attend quarterly meetings and training/in-service events. Novi CERT members should maintain contact with Novi CERT Program Manager regarding any extended absences that would prevent them from participating for more than 30 (thirty) days.
3. A team member may be declared inactive for failure to participate in program activities at the discretion of the Novi CERT Program Manager.
4. Team members should maintain their First Aid/CPR certification every two (2) years and participate in annual refresher training.

Program Rules and Regulations

There are important rules to follow to remain a member of Novi CERT in good standings:

1. Novi CERT candidates should complete the Basic Training Course in order to receive a certificate of completion. Failure to attend at least 2 (two) training classes may be cause for dismissal from the program.
2. A candidate may not receive a certificate of completion if they do not participate in the Basic Training Course "mock exercise".
3. Any absences from the Basic Training Course must be approved by the Novi CERT Program Manager.
4. Novi CERT requires that each individual is aware of and places safety of self and others as a priority at all times. This includes being aware of and communicating any physical limitations to the Incident Commander.
5. Communication is a key element for successful operations. Novi CERT members are expected to communicate any important issue and complete all necessary documentation following the Incident Command protocol.
6. Novi CERT members shall maintain the highest level of professionalism and respect in all circumstances.
7. In order to remain in good standing, all Novi CERT members must attend at least 2 (two) quarterly meetings.
8. In order to remain in good standing, all Novi CERT members must attend at least 2 (two) monthly training programs annually. (*Training dates will be announced in advance*).
9. Novi CERT Instructors are expected to wear approved Novi CERT or professional business attire when teaching an approved, scheduled class.

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Novi CERT Team Organization and Position Descriptions

CERT Incident Commander

An Incident Commander (IC) is assigned by the Novi CERT Program Manager depending upon the type and nature of the incident. Instead of directing team members' work, the IC will facilitate team activities toward goal accomplishment. The IC is not ultimately responsible for their team's performance. Instead, they assist in the teams efforts to plan, solve problems, acquire resources and work most effectively together. IC's should have a passion for coaching and working with others and be excited about helping their teams improve through hands-off guidance and leadership.

During large-scale emergencies, CERT teams become an integral part of the command and control structure upon arrival at a staging area. The command and control staff must understand the role and training level of CERT teams when deploying them as a resource. The Incident Commander will be the central point of coordination for the teams and will receive information from responsible parties.

The Incident Commander will be an individual who has demonstrated through training, knowledge and experience that he/she is capable of leading the team before and during the stressful environment of a large-scale emergency or disaster. This individual will have the capability to manage and seek advice from a diverse group of people and ensure the team has an integrated approach during a critical incident. The Incident Commander must possess knowledge of team functions, operations, and safety.

Assistant Team Leaders

Assistant Incident Commanders (AIC) provide necessary support to the IC in managing and accounting for all team members and their activities. They follow direction and job assignment of the IC. The AIC also assists in planning and coordinating activities and all efforts in reaching successful completion of the goal(s). AIC's must be able to step into the IC role as needed. AIC's must be familiar with the IC's role and be responsible for all duties and responsibilities of the IC when necessary.

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Team Members

The CERT program is intended to provide a coordinated response for assisting first responders in large-scale emergency situations. Team members will maintain a level of training in order to effectively respond to a situation. Team members work under the direction of the IC and/or AIC. They help plan and carry out all team functions. Every team member is responsible for the actions of their team.

Deployment

Only the Novi CERT Program Manager or Novi Public Safety Director may activate or deploy Novi CERT members. Novi CERT members, once activated, will report to the designated command post/staging area for deployment. Self-deployment of Novi CERT members or any individual is prohibited.

Activated CERT members can be utilized to assist with basic scene or support functions including:

- Basic First Aid
- Triage of Victims
- Extinguishment of small incipient phase fires utilizing makeshift aids or fire extinguishers.

(NOTE – No interior firefighting is allowed and CERT members will not be in a position where smoke inhalation or heat endangers their safety).

- Light Search and Rescue to include cribbing/leveraging and removal of patients from danger.
- Setting up treatment, rehab or similar sectors.
- Maintaining accountability for fellow CERT members.
- Supervising CERT work groups.

Any other operation required to remedy a given scenario that does not directly endanger the CERT members or move outside of their scope of operations. CERT members are instructed to stay within the scope of their training.

Self-Deployment/Freelancing

Team members should not self-deploy to an incident. Deployment will be as a team. If a person self deploys he/she will forfeit all protection from liability provided by the CERT program. Assistance may be given to an injured person if the CERT member is currently qualified in first aid training through the Red Cross and no first responder is available.

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The CERT member may continue to assist the first responder(s) if requested to do so. At no time should the CERT member place him/her in a dangerous situation.

Weapons

Under no circumstances shall CERT members be permitted to carry or possess any weapons while undertaking activities as a CERT member. Swiss Army knives or other utility blades may be acceptable.

Fitness for Service

No CERT member will be deployed if he/she is under the influence of alcohol and/or illegal drugs. The use of legal drugs should be avoided during deployment if use could impact the safety of the CERT member or others. If a CERT member feels he/she is not fit for service they should notify the CERT Program Manager and/or another individual in leadership.

Communications

The following equipment and communication system resources are capable of being utilized for CERT communications.

- Commercial telephone, email, text message and fax service is typically utilized by city officials and work under normal conditions. Outages may occur when infrastructure has been impacted or when the services are experiencing unusually heavy demand.
- Cell phone and/or portable radios can be furnished for certain operations.
- Amateur Radio Communications (some CERT members are licensed amateur radio operators). Additional CERT members are encouraged to obtain an amateur radio operators license.

Equipment and Supplies

1. Upon completion of the CERT course and registration as a CERT team member, the new team member will be issued a backpack including but not limited to the following equipment and supplies.
 - One (1) all-purpose tool
 - One (1) hard hat
 - One (1) flashlight with batteries
 - One (1) first aid kit with bandages, first aid tape, gauze, scissors
 - One (1) reflective vest
 - One (1) photo ID badge

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2. All equipment, identification, and reusable materials issued to the CERT volunteer are the property of the City of Novi and must be returned upon request. CERT volunteers are encouraged to supplement their equipment ensemble with items they feel are useful and appropriate. Equipment that is determined to be outside the “scope of practice” of CERT (firearms, chain saws, etc.) is not authorized for inclusion in the volunteer’s CERT equipment bag.
3. CERT volunteers are expected to maintain their equipment in proper working order and to bring the equipment to all necessary training sessions, exercises, and incidents. Equipment that is lost, stolen, or broken is to be reported immediately to CERT Program Manager. Remnants of broken equipment should also be returned.
4. Novi CERT volunteers will be readily identified by wearing the CERT green helmet, CERT vest, and photo ID badges. CERT volunteers will openly display the photo ID when in a duty status.

Training and Professional Development

1. All CERT members should have a current Medical First Aid/CPR certificate of completion. The CERT course is a minimum of twenty (20) hours of group class work. Individuals interested in completing the FEMA CERT on-line course are encouraged to do so but this course will not be accepted in place of the group class work.
2. Attend at least two (2) in-service/training opportunities and one (1) practice exercise during the calendar year. Other local or regional training, or exercises offered by an outside entity will be acceptable. Refresher medical First Aid/CPR courses may be offered annually for all team members.
3. Charges for all classes/courses are dependent upon any number of factors, including space availability, instructor(s), supplies, or equipment.
4. Novi Cert members who attend other local or regional training courses are responsible for providing their certificates of completion to the Novi Cert Program Manager as proof of attendance.

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CERT Meetings

1. Quarterly meetings will be scheduled with time, location and dates communicated by Novi CERT Program Manager. Team members should attend 50% of the meetings. A member may be declared inactive upon two (2) unexcused absences to meetings.

Activation and Call-Out Procedures for Teams

- a) Novi CERT Teams may be called upon by the Office of Emergency Management or specifically identified public safety administrator to provide specific aid or assistance in a manner determined by the CERT Program Manager or Incident Commander.
- b) Novi CERT Teams will be activated by the CERT Program Manager or designee of Public Safety Department when an emergency or other event requires additional human resources for assistance.
- c) Novi CERT trained individuals will act first to aid their families and adjacent neighbors. Once safety measures have been completed, team members will mobilize, assessing damages, problems, and conducting size-up of the situation while in route to their predetermined command post/staging location.
- d) The team will contact the Novi CERT Program Manager and/or incident commander with size-up information and will wait for activation deployment instructions.
- e) Teams will be given specific instructions on where to go, or procedures to initiate to begin the response and recovery process.
- f) CERT Program Manager will select an IC from those present at the scene. The IC will assess that all team members have completed Basic CERT training, have the appropriate safety and other equipment necessary and are physically capable of performing the assigned tasks.
- g) IC will set priorities and delegate responsibility and specific assignments for each team member.
- h) Teams will always have a minimum of two (2) members before activating, and those teammates shall stay together until reassigned.
- i) IC will be responsible for the team communications with the Novi Emergency Operations Center (EOC) and Command Post at the scene of deployment.
- j) Team members must stay together as assigned and will not "freelance" away from their assigned task.
- k) Team members will only perform tasks equal to their level of training, and at no time will they attempt to perform tasks beyond their scope of training and the assignment directive.

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Novi CERT Recognition Program

The City of Novi may recognize a CERT volunteer who demonstrates exemplary dedication to the community and adherence to the mission and core values of volunteer programs. The City may recognize a CERT volunteer for his/her exemplary efforts during an actual emergency deployment, community event, or sufficient contributions at quarterly CERT meeting. Any recognition of a Novi CERT member shall be conducted only by the CERT Program Manager in consultation with the Public Safety Director.

Grounds for Removal

All Novi CERT members are subject to dismissal from the program for any reason determined by the Novi CERT Program Manager and/or Public Safety Director. Some examples of actions that could result in removal from the CERT program are: (The following are intended as examples and should not be considered all-inclusive reasons for dismissal.)

- Self-deployment to an incident or scene
- Unauthorized use of CERT signage or logos
- Unprofessional or aggressive behavior toward other CERT members, residents, first responders, or other authorities
- Failure to follow the direction of authorities
- Being found guilty of a felony and/or sex offense, lesser crimes will be taken into consideration

A dismissed CERT member can appeal the decision to the Public Safety Director and/or CERT Program Manager. After a member has been removed, he or she must return all equipment provided by the CERT program within 30 days. This person will be charged for non-returned items.