

Statement of Operations

Tri Community CERT (Community Emergency Response Team) Highland Heights, Mayfield Heights, Mayfield Village, Ohio

Prepared April 10, 2012

Edit 1 March 25, 2013_ Edit 2 April 4, 2014_ Edit 3_____

Edit 4 _____ Edit 5 _____ Edit 6_____

I. Introduction

The communities of Highland Heights, Mayfield Heights and Mayfield Village, Ohio recognize:

- That in the event of a major emergency or disaster within the communities, there is a likelihood that emergency management and public safety resources such as fire and rescue, emergency medical services, and law enforcement agencies may benefit from the availability of additional trained resources like the Tri Community CERT.
- That assistance from neighboring communities is probable; however, response time cannot be determined.
- That citizens within the Tri Community CERT communities may benefit from immediate response by CERT.
- That the Tri Community CERT program offers a resource in the form of residents trained by local emergency management, public safety professionals, and trained and certified volunteer instructors, who can provide an immediate and deliberate response that may have the capability to save lives, reduce the severity of injuries and preserve property.

A. Purpose

The purpose of this document is to provide standard operating processes for the Tri Community CERT.

B. Scope

This applies to Tri Community CERT operations and administration for emergency or non-emergency actions, from the date of promulgation until formal deactivation of the Tri Community CERT. Changes may be incorporated as required.

C. Authority

The following entities will be advised as to activities in which Tri Community CERT has been duly trained. Authority is stated in order from most direct and local to least direct and distant.

Fire Chiefs

Police Chiefs

As indicated and/or required:

Mayors

City/Village Councils

Cuyahoga CERT Association

Cuyahoga County Emergency Management Agency

State of Ohio, Emergency Management Agency

US Department of Homeland Security

D. Background

The Tri Community CERT program operates in accordance with CERT requirements as set forth by Federal, State and Local controlling entities. This document provides additional information pertaining to structure, policies and process descriptions as developed by the Executive Board (“the Board”). The Board has primary responsibility for maintaining this document.

E. Applicability

This applies to Tri Community CERT operations, and is to be followed by all CERT members.

F. Mission Statement

The mission of the Tri Community CERT is to provide assistance to the Public Safety Departments in our communities and be prepared to deploy to other communities when needed. We will work together as community-based volunteer teams that will train, inform and educate our volunteers on disaster preparedness. We will be ready to support our emergency personnel in doing the “greatest good for the greatest number of people” while upholding the CERT protocol.

II. Personnel

This section provides information relating to participation in and leadership of the Tri Community CERT. See Appendix i for the current Executive Board and Chiefs.

A. Requirements for Membership

Membership is open to residents age 18 and older of our member communities, and to others such as Safety Forces members serving on our Board or in other leadership positions so designated and approved by the Board. Membership is also open to nonresidents who meet certain requirements relating to place of employment, family in member communities, and distance from member communities, subject to Board approval. There are no barriers to participation on the basis of gender, sexual orientation, ethnic group or race, functional need or religion. It is our goal for each CERT member to

be able to execute competencies taught during basic CERT training either independently or with support of a reliable accompanying assistant. Volunteers will be subject to a criminal background check. Exclusion based on the outcome of the criminal background check is at the discretion of the Fire Department Chiefs in the member communities, who may also seek review by members of the command structure at the Police Department. Members may not be a member of any terrorist or subversive organization. They must be of a character that can be trusted under adverse conditions where victims of disaster could be at a disadvantage. CERT members must be trusted to treat victims and their property with highest respect and dignity. They must complete and return the following documents: (1) Hold Harmless Agreement (2) CERT application form (3) Acknowledgment of Completion of Criminal Background Check form (4) CERT Backpack and Supply Receipt Form(s) and must register with Ohio Responds.

B. Executive Board

The Executive Director will be appointed by the Fire Department Chiefs. The Executive Board will be comprised of graduates of the CERT program and members of community Safety Forces. Recommendations for creating new Board positions and/or changing titles is at the discretion of the Executive Director, subject to approval by a majority of Board members. The Board will meet regularly and vote on all decisions specific to the operations of CERT according to standard rules of procedure.

The following titles are designated for Board members:

Executive Director
Liaison Officer
Finance Officer
Safety Officer
Logistics Officer
Deputy Director
Public Information Officer (PIO)
Training Coordinator
Community Event/Recruiting Coordinator
Safety Forces Liaison

General Role Descriptions:

Executive Director

The Executive Director shall act as liaison between CERT and other related entities on local, county, state, and federal levels, serve as primary citizen liaison between CERT and city officials, police and fire safety forces, and service personnel, oversee all CERT activities, act as primary incident commander for CERT operations, distribute material relating to Board meetings, direct Board meetings. The Executive Director can designate another Board Member or Team Member to assume temporary responsibilities relating to these activities.

Liaison Officer

The Liaison Officer shall handle all administration relating to team operations, serve as an additional liaison between CERT and other related entities on local, county, state, and federal levels, handle record-keeping, attend meetings as CERT representative and provide other assistance to the CERT as deemed necessary.

Logistics Officer

The Logistics Officer shall handle supply management including coordination of acquisition and distribution, and maintenance of the central supply area, procurement of items for distribution to the community, supply chain management, and in coordination of general CERT activities.

Finance Officer

The Finance Officer shall communicate regularly with communities for updates on the funds available, assure that all reimbursements are processed in a timely manner, work with those seeking grants and other sources of funding and assist in applying for them, maintain financial records, and insure that funds are used appropriately and within the stated time frame when applicable.

Safety Officer

The Safety Officer will coordinate activity to ensure that CERT actions are performed in accordance with sound safety standards. This position is subject to varying responsibility based on the risk management and safety skill and experience level of the designee.

Safety Forces Liaison

The Safety Forces Liaison will be a member of the Safety Forces in a member community, who will assume primary responsibility for handling various communication, coordination of activity, training and leadership activities, and will also assume a leadership role in assisting with and directing team activity in the event of an emergency deployment.

Deputy Director

The Deputy Executive Director shall assist the Executive Director as needed, and assume the primary leadership role in the organization as needed.

Public Information Officer (PIO)

The PIO will handle communication in accordance with ICS in the event of a disaster or emergency situation in which they are so designated to fulfill this responsibility. They will also handle communication management for the team including community outreach, recruitment, public relations and public event display. The CERT PIO will communicate with the city's PIO and obtain approval for communication as warranted.

C. Team Composition

The ideal CERT is staffed to respond to the major challenges expected at a disaster scene. It is intended that the CERT program be operated in the form of teams rather than individuals. Team operations have a greater scope of capability which

assures that more can be accomplished with greater efficiency, effectiveness, and safety. Operating in teams provides safety to the members as well as accountability of personnel. Although there is a basic CERT organizational template, we will adjust and adapt the structure of our CERT as required. Members will be advised of any changes once they are approved.

D. Position Descriptions

The Incident Command System (ICS) is utilized for CERT deployments. In the event that the CERTs are the only personnel on-scene able to provide immediate assistance (Fire, Medical, Law Enforcement, or Emergency Management personnel are not available or present), one of the members will be designated as Incident Commander(IC), who will coordinate the efforts of the CERTs as a whole until trained emergency personnel arrive, when the CERTs will relinquish command to professional responders.

Positions required by the Incident Command System

Incident Commander

Logistics Section Chief

Planning Section Chief

Operations Section Chief

Administration Section Chief

(The IC will assign positions as needed)

Incident Commander. The IC coordinates and directs the efforts and resources of the CERT team(s) operating on the scene; makes initial assessment of the scene and determines appropriate course of action for team members; establishes and maintains internal and external communication; checks team members prior to deployment to ensure they are safe and equipped for the operation; determines safe or unsafe working environment; assigns team member roles if not already assigned; designates triage area, treatment area, morgue, and vehicle traffic routes; coordinates and directs team operations; determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and determines ways to meet those needs through team members or citizen volunteers on the scene; ensures team accountability; ensures operation is properly documented for handoff to professional public safety or emergency management official when IC responsibilities are passed.

Once professional responders are attending to the situation, CERT will provide a liaison to be stationed at the professionals' command post, at the discretion of the professional IC. This liaison may be the CERT IC. The liaison will communicate directly with the professional IC as long as CERT remains operational to that incident. As is necessary and possible, the IC will designate members to coordinate: Operations, Logistics, Planning, and Administration.

Operations Section Chief. Works under the supervision of the IC, coordinating and directing the efforts of the CERT teams; helps to set work priorities; establishes communication between teams and IC; ensures information and documentation is passed to IC or to team leaders; allocates manpower and equipment to meet the needs of the situation; other duties as assigned. May follow structure as diagrammed below:

CERT deployment should operate with Team Leaders, and may include the following:

Operations Section Chief
Search and Rescue Group Leader
Fire Suppression Group Leader
Medical Group Leader
Fire Suppression Team A
S & R Team A
Triage Team
Fire Suppression Team B
S & R Team B
Treatment Team
Fire Suppression Messengers
S & R Messengers
Morgue Team Staging Area
Staging Area Triage, Treatment, and
Morgue Areas

A. ***Fire Suppression Team.*** Works under the supervision of the Team Leader to suppress small fires in designated work areas or as needed; when not accomplishing their primary mission, other duties as assigned; maintains communication with Team Leader.

B. ***Search and Rescue Team.*** Works under the supervision of the Team Leader, searching for and providing rescue of victims as is prudent under the conditions; when not accomplishing their primary mission, other duties as assigned; maintains communication with Team Leader.

C. ***Medical Triage Team.*** Works under the supervision of the Team Leader, providing triage for victims found at the scene; marking victims with category of injury as taught during basic CERT training; when not accomplishing their primary mission, other duties as assigned; maintains communication with Team Leader.

D. ***Medical Treatment Team.*** Works under the supervision of the Team Leader, providing medical treatment to victims within the scope of their training. This task is normally accomplished in the Treatment Area, however, it may take place in the affected area or in the safest place possible out of harm's way but accessible to possible incoming professional medical response or evacuation capabilities. When not accomplishing their primary mission, other duties as

assigned; maintains communication with the Team Leader.

E. Other teams as deemed necessary

Logistics Section Chief. Works under the supervision of the IC, coordinating and directing logistical support to the operating CERT teams; assists the IC and Operations Section Chief in the overall plan of operation by providing logistical information input; acquires logistical items such as water, food, medical supplies, transportation, equipment, etc for team use; ensures logistics for the operation are documented and provided the IC; other duties as assigned.

Planning Section Chief. Works under the supervision of the IC planning use of CERT teams for various types of disaster scenarios; other duties as assigned.

Administrative Section Chief. Works under the supervision of the IC, ensuring documentation has been secured and safeguarded; establishes personnel list of CERT team members and victims; assists others in the overall plan of operation by providing administrative information input; other duties as assigned.

E. Chain of Command

1. Chain of command is a critical function that maintains the continuity of operation and ensures that there is a structured conduit for operational communications and decisions. It also establishes a line of succession for leadership of the organization.
2. For the overall disaster or emergency, the ICS will be used to establish leadership and operational and support functions of the available resources.
3. Initially, the first person of competent authority arriving on scene will be designated as the IC.
4. Once the IC has been established, chain of command will be as follows:
 - a. If the Team Leader/IC is unable to maintain command, the Operations Section Chief will assume the role of IC.
 - b. If the above are unable to maintain command, the Planning Section Chief will assume the role of IC.
 - c. If the above are unable to maintain command, the Logistics Section Chief will assume the role of IC.
 - d. If the above are unable to maintain command, the Administrative Section Chief will assume the role of IC.

F. Injuries

While there may be an opportunity for medical expenses to be paid by a governmental entity, there is no assurance that expenses arising from any CERT activity will be paid by any governmental source. The CERT team does not have private insurance coverage of any type. Members are encouraged to ensure they have private medical coverage or coverage for some other source that would apply to CERT activities. See Appendix iii for updated information regarding limited excess insurance coverage that may apply.

G. Liability

CERT members may have access to defense and indemnification by the member communities pending the nature of their involvement, type of event and authorization of that event and facts specific to the occurrence. The Tri Community CERT makes no assurances that defense and/or indemnification of members will take place. Each event will be evaluated separately in conjunction with referral to the Chiefs, Mayor and Law Director of the involved community. CERT members must register at Ohio Responds to obtain access to immunities offered by the State of Ohio. Also, they must act within the scope of their CERT training while engaged in any CERT function. The following guidelines also apply:

- CERT Instructors have been trained by the State Emergency Management Agency Train-The-Trainer Course, or the same course offered by the Federal Emergency Management Agency at the Emergency Management Institute at Emmitsburg, Pennsylvania.
- CERT Instructors teach the CERT program according to the CERT Instructor and Participant Manuals promulgated by the Federal Emergency Management Agency, and there is no topical variance from these manuals. Instructors should ensure that each student has demonstrated competencies in all topics of discussion to the best of their abilities.
- CERT members will have completed the CERT Course and have received their training certificate.
- CERT members will be aware of the limits of operation as CERT members. This means that if they have received other specialized training in such things as First Responder, Emergency First Aid, CPR, AED, Chain Saw Operation, etc., that they must step outside their CERT role when exercising competencies not trained in the CERT program.
- CERT members will activate and deploy only as specified in this Standard Operating Guidelines.
- CERTs will rehearse and train using skills taught in their basic CERT training course.
- CERT members will communicate all important issues to their leadership during the course of operation, and proper documentation will be prepared in accordance with instructions and CERT protocol.

See Appendix iii for updated information regarding limited excess insurance coverage that may apply.

H. Personnel Accountability

1. In all CERT operations, training, or actual emergency response, personnel accountability will be established and maintained. Leaders will know the location and

missions of their personnel. CERTs conducting emergency operations or training operations will use a Group Status Sheet. This sheet will be maintained by the Administrative Section if there is more than one CERT operating together or it will be maintained by the IC if the CERT is operating independently.

2. Personnel accountability will be checked at the initiation of the emergency operation, at regular periods thereafter, and at the end of the CERT emergency operation. If a member is missing, the team will make every attempt to determine whereabouts and re-establish accountability immediately or as quickly as possible.

3. Victims under control of the CERT will be carefully accounted for using Group Status Sheets in the Medical Triage and Medical Treatment areas. The list will be checked frequently and time logged to ensure victims are present and/or accounted for. All transfers to other locations or release to EMS or ambulance will be documented.

I. Identification

Tri Community CERT personnel will be readily identified by wearing the CERT helmet and CERT vest issued during training which is recognizable to public safety, and will also wear photo badges. The ID will be returned should group termination or self-termination from the CERT occur. Members should also wear the CERT logo attire provided to them.

III. Operations

A. Utilization

1. CERTs are primarily intended for use during disasters or large scale local emergencies where firefighters, law enforcement officials and emergency medical services are overwhelmed. CERTs are not intended to be used for routine emergencies typically addressed by professional first responders.

2. CERTs should only be used in situations for which they are trained, and execute tasks within the scope of their training. This may include assisting professional public safety personnel by providing logistical and administrative support.

3. CERTs may be used in non-disaster situations as public safety or emergency management resources of a low risk nature.

4. Utilization of CERTs in support of local authorities will be documented with CERT names, addresses, and phone numbers, tasks, time on the scene, locations, etc. This documentation will serve as a basis for reporting to the State Emergency Management Agency. All CERT personnel responding shall submit their portable ID tags to the IC upon arrival for confirmation of identity.

5. CERTs may be used for non-emergency operations as long as these operations are related to the safety and well being of the citizens of the communities.

Examples of Non-Emergency Operations include, but are not limited to: CERT information booths at fairs, assisting at first aid tents, CERT demonstrations, and as ancillary members to fire department drills and regional mock disasters.

6. Members, whenever engaged in CERT activities, should avoid confrontation and should not engage in physical contact with anyone unless required in the fulfillment of emergency response activities. Members have no law enforcement authority as part of CERT operations.

7. Members must have a valid drivers license if they are engaged in driving while performing CERT functions. They must also have insurance in place and comply with all motor vehicle registration and driving laws promulgated by the State of Ohio

B. Self-deployment / Activation

1. **Self-Deployment.** CERTs may self-deploy if their neighborhood has been struck by a disaster. If self-deploying, CERTs shall contact an Executive Board member or Chief, and then assemble at a predetermined meeting place after ensuring that their homes and families are safe. There, they will follow CERT training protocol using the Incident Command Structure (ICS).

2. **Activation.** Deployment of the Tri Community CERT for any activity, whether community support at public events, for emergencies or for any other activity, should be at the direction of a Chief, Safety Forces member, or a government official in a member community. A roster of participants should also be prepared. County or city government may activate CERT. There is no requirement to participate in an activation.

3. **Staging Area.** The Tri Community CERT may have various staging areas. When activated, the CERT will move to the staging area as directed during activation procedures. The Incident Command System will begin to function immediately upon arrival of more than one team member.

C. Deactivation

CERT will be deactivated by the county Emergency Management Agency or local EMA authority, regardless of how they were activated. This is to ensure that all information has been passed on to the appropriate officials, and that everyone has been accounted for. Deactivation at non-EMA events will be completed in accordance with ICS protocol.

D. Search and Rescue

1. **Search.** CERT members may conduct light search and rescue operations within their zone of activity using the techniques and methods taught during their CERT basic training course. Search means to seek victims in the designated area using controlled and organized methods. CERT members will search with a partner at all times. Per guidelines taught during CERT training, structures will receive an external size-up prior to entry by CERT members. CERTs may only enter structures that are undamaged or have evidence of light or moderate damage. Structures judged as unsafe will not be searched by CERT members. The size-up will include locating and turning off of utilities such as gas, electricity, and water **ONLY** if appropriate. Once turned off, utilities will be marked at the shutoff point (valve or box) with the date, time, and who shut it off. Gas lines and electrical power will **NOT** be turned back on by anyone other than gas or electric company personnel or the local EMA's designee.

2. **Rescue.** CERT team members may conduct light rescue. "Rescue" means to

remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc. should not exceed the capabilities of the team, nor should they degrade the safety of anyone present by changing the integrity of the structure during rescue attempts. CERT members should not attempt rescues alone, and should keep their IC or designated contact informed of their activity.

E. Medical

CERT Medical Operations consist of medical triage and medical treatment as taught in the CERT basic course. CERT members are not responsible for knowing or practicing medical skills beyond the scope of their training. CERTs will use personal protective equipment (exam gloves, masks, and goggles) to the greatest extent possible while conducting triage and treatment of the victims. For organization of the medical operation, see page 4-4 of the CERT Participant Manual and page 4-12 of the instructor manual.

- 1. Triage.** CERTs are instructed to ***“do the greatest amount of good for the greatest number of people.”*** This means that as the team moves through the area, the preliminary triage is conducted and the team keeps moving after assessing each victim for up to 60 seconds. The team will not stop during initial triage other than to correct airway and/or severe bleeding problems. They will attempt no other treatment at that time that will commit the team and keep them from helping others. However, after the initial triage has been completed, they may return to offer first aid to the injured until they can be removed to the treatment area. A more thorough triage will be conducted when the victims have been transported to the treatment area.
- 2. Medical treatment.** CERTs have been trained to provide limited medical treatment. CERT members will not conduct medical treatment beyond the limits of their training. If a CERT has received higher levels of medical training such as First Responder, CPR, AED, etc., and they choose to apply these skills, they should do so outside of CERT. When practical, they will remove their CERT-issued helmets and vests and notify the CERT team leader that they will be temporarily acting in another capacity until the situation has been controlled, after which they may return to CERT status. This procedure helps to eliminate any confusion that while acting in a non-CERT capacity, the rescuer conducted a procedure he or she was trained to do outside of the CERT basic training program.
- 3. Documentation.** CERTs will maintain documentation for all victims treated. A copy of the documentation will accompany the victim if responsibility for care shifts to anyone else, including a competent authority such as the local Emergency Medical Services personnel. The CERT team will retain documentation on the victim including name, gender, location found with date and time, known injuries, treatment, who assumed care and when, anticipated care facility sent to, along with any other relevant information. Actions performed outside of CERT, i.e. CPR, should be so designated on the documentation.
- 4. Triage and Treatment Areas** A secondary triage area in a safe location will be designated and used to conduct a more thorough triage, to care appropriately for

the victims, and provide opportunities for more detailed documentation. Providing shelter to the victims, accessibility to the work site, and emergency vehicle accessibility and/or evacuation will be considered when establishing the triage and treatment sites. CERT recognizes three triage categories: immediate, delayed, and dead. The treatment area will be divided into these three areas so that appropriate levels of care may be given.

5. **Morgue.** The morgue will be established by appropriate authorities outside the view of victims in the triage and treatment area. If a victim is not breathing and two attempts to restore respirations have failed, the victim is categorized as “dead” and will be moved to the morgue at an appropriate time.

6. **Biological Waste.** Management of human and biological waste will be considered when necessary. Considerations such as weather conditions, drainage, and security will be addressed. These areas will be marked and protected.

F. Fire Suppression

1. The local fire department will be notified when fire is identified and if suppression has been undertaken.

2. When performing fire suppression, CERT members must use the buddy system.

3. CERTs are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. CERTs will not attempt to suppress large or well developed fires. CERTs will not attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.

4. CERTs will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials.

5. CERTs will check the smoke level before entering a burning structure. If it is thick and black or instantly causes coughing and eye irritation, they will not attempt to enter the building to suppress the fire. They will exit from the area and wait for professionally trained responders.

6. CERTs may use fire extinguishers, hoses, or other available means appropriate to the type of fire, size of fire, and their ability to fight the fire.

G. Operations and Terrorism

CERT teams are not intended to combat terrorism, nor are they expected to operate in the presence of a high risk environment. CERTs that discover or strongly suspect that an incident was caused by a terrorist act will immediately leave the area and report all known or suspected information to the first public safety officials they can contact. CERTs may work as a response element only after a site of suspected or actual terrorist activity has been deemed safe and is under control of the proper EM units.

IV. Logistics

A. Individual Member Equipment

1. CERT backpacks are issued to CERT members during training sessions and are initially stocked with a flashlight, protective helmet, CERT vest, goggles, multi-purpose tool, glow stick and gloves. CERT members are encouraged to customize their own backpacks by adding equipment and tools specific to their individual preferences and abilities. They should only add items that are within the scope of their capacity and training to use. All items should have a direct basis for use in an emergency situation. The Tri Community CERT and its communities make no warranty, guarantee or assurance as to the workmanship, performance, safety or integrity of any of the supplies we provide.

2. CERT kits have been distributed to graduates, but remain the property of Tri Community CERT. They may be retained as long as the member is an active member of CERT. The backpack and CERT-issued equipment will be returned to CERT administration immediately should group termination or self-termination from CERT occur.

3. Backpacks will be brought to all training events unless otherwise specified. Backpacks will be brought to all emergency response missions.

4. CERT Members are responsible for maintaining their own equipment, including city or village-issued supplies. Regular periodic inspection of equipment and provision of necessary maintenance is encouraged.

5. Any available additional or specialized equipment or materials needed by the team to accomplish its mission but not carried in the backpacks may be used within the scope of CERT training.

6. The Team was provided with AEDs from the Cuyahoga County Office of Emergency Management on November 21, 2011. They are in the possession of the Highland Heights Fire Department, Mayfield Village Police Department, and Mayfield Heights Fire Department, which may use them as they deem appropriate and have responsibility for their maintenance and upkeep. They are available to the CERT when requested based on need, which will be determined by the Chiefs at time of deployment or request for usage. The AEDs may only be used by individuals who have been trained and certified in their use.

MEMBERS. OTHER THAN SAFETY FORCES, MAY NOT BRING OR CARRY FIREARMS OR WEAPONS TO ANY CERT FUNCTION INCLUDING DEPLOYMENTS.

B. Equipment Storage

1. Equipment is stored primarily at the Mayfield Village Fire Department.

2. This storage area is to be used for equipment specific to CERT training and deployment. Equipment will be maintained on a regular basis.

3. Access to the equipment will be determined by the Chiefs and Executive Board.

C. Transportation

1. The member communities will use any means available to transport supplies and

materials to CERT teams in operation. Primary means will be city vehicles that can be reasonably expected to reach the destination under emergency circumstances. If no city vehicles are available, the IC will attempt to find other methods which could include: National Guard assets (vehicles or helicopters), state vehicles (highway department), and as a last resort, civilian vehicles.

2. Normally, CERT members will not require transportation to or from the operation area. However, in the event that CERTs are not self-deployed and require transportation to a different location, transportation becomes the responsibility of the communities. Every effort will be made to provide safe and appropriate transportation for CERT members to and from the operations area. There is no guarantee that CERTs will have regular daily transportation to and from the operations area, therefore, CERT members must be prepared to remain in the affected area for up to three days (72 hours).

3. The IC or the Logistics or Planning designee is responsible for ensuring that routes for transportation are mapped and fully briefed to the driver. If possible, the driver will have 2-way communication.

D. Support During Emergency Operations

1. The IC will ensure that CERT members who must remain on-scene for extended periods of time receive rations of food and water and breaks from duty as appropriate.
2. The IC will ensure that CERT members who must remain on-scene for extended periods of time receive all possible logistical and administrative support by the communities.

V. Documentation

A. Training Documentation

1. All training conducted for and by CERT will be documented.
2. Training documentation will be maintained by the CERT Liaison Officer and be incorporated into quarterly reports submitted by the Executive Director to the state. The documentation will include but not be limited to:
 - a. Type of class
 - b. Date, time, location of class
 - c. Instructors, attendees

B. Emergency Operations Documentation

1. All CERT emergency operations will be documented.
2. CERT Team Leaders are responsible to furnish the IC documentation relating to the operation. Ideally, CERT forms found in the participant manual, section 6, labeled "Appendix 6-A: CERT forms" will be used for this purpose. (It is highly recommended that CERT members likely to be taking documentation during

emergency deployment of the team keep copies of these blank forms ready for use in their backpacks.) If said forms are not available, records of the same information will be kept in an organized format and transferred to the forms within 48 hours of the occurrence for official records. The completion of these forms will ultimately be the responsibility of the IC; they may be completed by either the IC or a designee.

3. CERT designees will consolidate all documentation and forward to the State Emergency Management Agency in compliance with Ohio EMA requirements. The county will maintain files on emergency response documents and keep for a minimum of five years.

All other document retention will be coordinated by the Liaison Officer, who will retain records until it is determined they can be destroyed. Records can be scanned and stored electronically at the discretion of the Liaison Officer.

VI. Communications

A. Written

When the use of telephone, cell phone, or radio is not possible, a written message may be conveyed by messenger. This method should be used only for required messages or urgent messages due to the risk to the messenger.

1. Along with the subject of the communication, written messages will include the following: date and time of message, sender's name title, location, receiver's name, title, location. Messages will also include alternate means of communication which may be employed if possible.

2. If the message requires acknowledgement, the receiver will acknowledge receipt of the message by signature, date, and time. The acknowledgement and return message will ideally be returned to the sender by the same messenger that delivered it.

3. Written situation reports may be periodically provided to update the IC. If professional first responders are on the scene, the IC will provide these reports to the individual in command as a result. CERT forms found in the participant manual in section 6 within the appendix will be used for this purpose.

B. Telephonic (voice or text)

Telephonic communication will include the name and location of caller/sender, phone number of the caller/sender, and the message. If the telephonic communication is received by someone other than the intended recipient, the sender will ask that the message be read-back for verification.

C. Radio

Messages by radio should be brief and to the point so that the frequency will not be cluttered and batteries can be conserved. When contact is established, the sender should ensure the receiver gets the following information: sender's name, location, message. If the individual receiving the call is not the person for whom the message was intended, the individual taking the call will be asked to read back the message for

accuracy and asked to relay the complete and accurate information to the party for whom it was intended. Simple, direct language without code words or phrases will be used for radio communications.

D. Transferring of Reports

When professional first responders arrive on site, all information acquired up to the time of their arrival will be passed from the CERT IC to their designated leader, which constitutes the CERT IC transferring command to them. Ideally, the information will be provided in writing with additional verbal explanation. As part of the After Action Report, the CERT IC will provide a copy of the same information to the Executive Director. If only one copy is available, it will go to the professional first responder who assumes command with a request that it be copied for the Executive Director at the end of the operation.

VII. Training

A. Basic

To be designated as a Member of the Tri Community CERT, residents from the member communities must first receive official CERT training in a 20 hour program of instruction which is taught in accordance with the guidelines established by the Federal Emergency Management Agency. A copy of the Standard Operating Guidelines will be available on the CERT website, or a printed copy may be obtained upon request. Participants will complete the required forms as designated by the Executive Board and provided by the Liaison Officer. If a citizen volunteer comes from outside the communities and indicates they have already taken the training, he or she must present documentation of CERT training to the Liaison Officer. The State Emergency Management Agency of Ohio provides signed certificates of training for all teams in Ohio. If there is a question about the validity of the certificate presented, the County CERT Coordinator may be contacted at (216) 443-3196 or the State CERT Coordinator may be contacted by calling (614) 728-2916.

B. Skills Refresher

CERT members will receive refresher/additional related training as deemed appropriate.

C. Exercises

CERT will be invited to local CERT events and meetings as well as mock disaster exercises. CERT may also conduct its own version of these exercises to identify weaknesses and strategies for operations and refresh member skills and competencies.

D. Additional Staff Training

Volunteers or selected members of CERT may receive additional specialized training related to the duties of specific CERT roles such as Operations, Planning, Logistics and Administration Leaders so that if a large scale operation occurs, those individuals will have additional specific training supporting CERT

operations. All members who wish to take additional training should contact the Liaison Officer.

VIII. After Action Review and Reporting

The After Action Reporting process benefits and supports emergency management and public safety activities. It is essential that this report be filed according to these Standard Operating Guidelines. The After Action reporting process is comprised of two parts: the After Action Review and the After Action Report.

A. After Action Review

1. An After Action Review is a facilitated group discussion of the key issues and actions that were observed or performed during a significant event. For CERT teams, each work site should hold an individual after action review whenever possible, led by the related CERT Team Leader.
2. The After Action review will occur within 3 days of the conclusion of the incident. It will be arranged and facilitated by the Executive Director. If prior individual reviews are facilitated by the CERT Team Leaders, the information presented during those sessions will be included in the whole group's review.
3. The purpose of the After Action Review is to insure that all information has been shared and areas of strength and those needing improvement have been identified. All personnel who had a role in the emergency response will be encouraged to participate and provide constructive comments to the group.
4. Notes on key issues discussed, considering the potential for both lessons learned and best practices, will be documented and kept on file with other CERT documents.

B. After Action Report

Once the CERT team has conducted its After Action Review, it will compile its written After Action Report, which will capture key issues and concerns provided during the group discussions and using the notes taken during those sessions. The report, once completed, will be forwarded to the Executive Director for review. This report will then become a part of the overall county and state After Action Report. Items recommended for inclusion are:

1. Evaluations of the following areas:

Activation/Deactivation

Personnel

Operations

Logistics

Documentation

Communications

Level of Training

2. Structures:

- a. How many searched

- b. Type of damage to each (light, moderate, heavy)
- 3. Victims
 - a. Total rescued
 - b. Number in each category (I, D, Dead)
- 4. Condition of infrastructure in affected area:
 - a. Streets and Roads.
 - b. Power lines.
 - c. Gas.
 - d. Phones.

C. Report to State

When a community emergency response team is deployed for either an emergency or non-emergency situation, the Executive Director will submit an Activation Report to the State within thirty (30) days after the end of this activation. This report shall be submitted on the report form developed and supplied by the State, and shall include all information required by the form and its accompanying instructions.

(Note: An emergency situation activation would include, but not be limited to, those situations where CERT members have been used to augment the County's emergency management capability. An example of a non-emergency activation would be a special project or activity in which a community emergency response team is used to enhanced a community's preparedness. In the event that such activation reports are not submitted within the time frame allotted, the State may withhold authorization for any payment request of the grant funds until such time as the deficiency is corrected.)

Appendix Page i

Tri Community CERT Executive Board and Chiefs, as of April 4, 2014

Tri Community CERT Executive Board:

- Paul Berne, Executive Director
- Jody Widmann, Liaison Officer
- Sarah Fanger, Logistics Officer
- Cheryl Garinger, Finance Officer
- Tom Ference, Public Information Officer
- Pat Gregoric, Training Coordinator
- Therese Marschall, Community Event/Recruiting Coordinator
- Sgt. Richard Whitehead, Safety Forces Liaison to the Board

William Turner, Chief, Highland Heights Fire Department
 James Cook, Chief, Highland Heights Police Department
 Bruce Elliott, Chief, Mayfield Heights Fire Department (Chief Elliott is also the contact for Cuyahoga County EMA call-out.)

Fred Bittner, Chief, Mayfield Heights Police Department
Gino Carcioppolo, Chief, Mayfield Village Fire Department
Richard Edelman, Chief, Mayfield Village Police Department

Appendix Page ii

CERT Typical Response Special Order of Procedures

Generally, upon receipt of a phone voice or text call-out, follow these steps:

If the call-out is generated by Code Red, you should follow the instructions and deploy to the designated area. There is no need to advise anyone that you are responding. You should note however the time you were contacted for post-response evaluation purposes.

If contacted by live voice call or text:

1. Let the caller/texter know whether or not you are able to respond
2. If able to respond, write down where you are to go and be sure to understand the nature of the call-out
3. Ensure your personal safety and that of your family before leaving your residence.

Make

sure someone knows that you are responding to a call-out.

4. Dress appropriately for weather and site conditions
5. Take your CERT backpack – make sure that it is up to date for what will be needed (batteries in flashlight, cell phone on and charged, safety equipment, etc.).
6. Go to the site and follow guidance of personnel there regarding parking and where to assemble. If parking guidance is not provided, park in an area far enough away from the emergency situation to ensure your personal safety.
7. Report to the Incident Commander (may be CERT member, Firefighter, or Policeman).
8. Sign in and make sure the appropriate person has your contact information (cell phone number you have with you or radio number if provided).
9. Gather information on what the nature of the emergency is and what your role will be. Follow the direction of the IC; do not make decisions on your own.
10. Maintain physical proximity with another individual who will be your “buddy”. Do not go anywhere alone. Maintain direct verbal communication with your buddy throughout the deployment. Be aware of where your buddy is and his/her status at all times; report any concerns to direct supervisor immediately.
11. Once at your designated task site, communicate to your direct superior that you have arrived and that your radio or cell phone is operable there.
12. Communicate frequently with your direct supervisor to let them know what the conditions are on site and whether or not you will be able to complete your assignment.
13. If the situation changes, you feel in danger, or you are not able to complete what was

assigned to you, communicate these changes immediately to your direct supervisor.
14. Once your assignment has been completed, communicate this to your direct supervisor
and wait for instructions before leaving for next assignment.

Appendix Page iii

Insurance

Tri Community CERT has purchased insurance through an outside company, CIMA Volunteer Insurance. Certain terms, conditions and restrictions apply, and the coverage is EXCESS over any other available coverage in accordance with the policy language.

The attached brochure describes the basic features of the policy, and the loss reporting requirements. It is essential that the claim submission process be followed in accordance with the insurance company's requirements.

More information can also be found at www.cimaworld.com.

THE ABOVE CAPTIONED INSURANCE MAY BE CANCELLED WITHOUT NOTICE TO THE TRI COMMUNITY CERT TEAM MEMBERS. FURTHER, THE TRI COMMUNITY CERT IS NOT RESPONSIBLE FOR THE ACTIONS OF THE INSURANCE COMPANY, HAS NO CONTROL OVER THE ACTIONS OF THE INSURANCE COMPANY, AND AS EACH EVENT IS UNIQUE, MAKES NO ASSURANCES, PROMISES OR GUARANTEES THAT COVERAGE WILL BE PROVIDED TO MEMBERS BY THE INSURANCE COMPANY.

LOG OF EDITS TO MANUAL

Edit March 25, 2013

1. Replaced information relating to Chiefs Donnelly and Mohr, added Andy Attina, PIO.
2. Add to Member Equipment statement on firearms and weapons.
3. Add non-residents to Requirements for Membership.
4. Statement on record retention added to Documentation section.
5. Statement on confrontation and physical contact, and drivers license and insurance added to Operations, Utilization section.

Edit April 4, 2014

1. Added Chief Carcioppolo, retitled position of Tom Ference as PIO, added Pat Gregoric and Therese Marschall and the positions of Training Coordinator and Community Event/Recruiting Coordinator.
2. Added Appendix Page iii, Insurance, to the manual. Added references to this appendix to the Liability and Injuries sections of the manual.

This Statement of Operations is not intended to be inclusive of all actions, activities or requirements of operations of or participation in Tri Community CERT. This may be amended by the Executive Board and/or Chiefs as they deem appropriate.