UNIT 6: CERT ORGANIZATION

In this unit you will learn about:

- **CERT Organization:** How to organize and deploy CERT resources according to CERT organizational principles.
- **Rescuer Safety:** How to protect your own safety and your buddy's during search and rescue.
- **Documentation:** Strategies for documenting situation and resource status.
- **Team Organization:** A tabletop exercise to apply your knowledge of team organization.

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OBJECTIVES	At the conclusion of this unit, the participants should be able to: ▪ Describe the CERT structure. ▪ Identify how CERTs interrelate with the Incident Command System (ICS). ▪ Explain documentation requirements.
SCOPE	The topics that will be discussed in this unit are: ▪ Introduction and Unit Overview ▪ CERT Organization ▪ CERT Mobilization ▪ Documentation ▪ Activity: ICS Functions ▪ Tabletop Exercise ▪ Unit Summary
ESTIMATED COMPLETION TIME	1 hour 45 minutes
TRAINING METHODS	The lead instructor will begin this session by welcoming the participants to Unit 6: CERT Organization, and will introduce the instructors for the session. The instructor will then present a brief overview of this session. Next, the instructor will introduce the concept of the CERT organization — its objectives, history, and characteristics — and how CERT efforts fit into the overall Incident Command System (ICS). Next, the instructor will review how CERTs mobilize in a disaster situation. The instructor will introduce CERT decision-making, emphasizing the primary concern for rescuer safety. This discussion will include how CERT strategies are affected by the severity of structural damage. Then, the instructor will describe CERT documentation requirements. The emphasis will be on the importance of CERT documentation. The instructor will introduce some of the forms that CERTs can use to document different types of information.

TRAINING METHODS (CONTINUED)	Next, the instructor will conduct a brief activity during which the participants will match the five ICS functions with situations that could arise during a CERT deployment. After all of the material is presented and discussed, the participants will take part in a tabletop exercise that will provide experience in CERT planning and tactics. The plan developed during the tabletop exercise will form the basis for the full-scale exercise in which the groups will participate during the final session.
RESOURCES REQUIRED	▪ *Community Emergency Response Team Instructor Guide* ▪ *Community Emergency Response Team Participant Manual* ▪ PowerPoint Slides 6-0 through 6-21
OTHER RESOURCES	If time permits, the 19-minute video *CERT in Action* is recommended for this unit. The video portrays a CERT activating and setting up an ICS immediately following a major storm and conducting search, rescue, and medical operations according to CERT protocols. The video is available for download at the national CERT Web site, www.citizencorps.gov/CERT/.
EQUIPMENT	The following additional equipment is required for this unit: ▪ A computer with PowerPoint software ▪ A computer projector and screen
PREPARATION	Crime scene protocols. Consider whether or not you want to include basic crime scene protocols in this unit. If so, arrange for that information to be delivered. Forms. A set of CERT documentation forms is included in the Instructor Guide and in the Participant Manual. Other options may also be used. If your local program decides to use any of the forms listed below, before conducting this unit replace the forms in this unit of the Instructor Guide and the Participant Manual. It is useful to include a blank form and an example of the same form with information filled in. ▪ Some local CERT programs develop their own CERT documentation forms and/or adapt forms used by the agency that sponsors the CERT program.

PREPARATION (CONTINUED)

- Other CERT programs use forms originally developed by the Los Angeles CERT Program. These samples and other forms are available at www.cert-la.com/forms/forms.htm. The forms should be adapted to fit your program needs.
- The National Incident Management System (NIMS) requires adoption of the Incident Command System (ICS). If your department's NIMS compliance plan includes the use of ICS forms, some of these forms could be considered for CERTs as well. All of the ICS forms are available at www.fs.fed.us/fire/planning/nist/ics_forms.htm.

Tabletop exercise. For the tabletop exercise at the end of this unit, choose a situation that might occur in your community and to which your CERT would be deployed. Select and integrate into the exercise the hazards that your CERT members would face in the event. Select an actual location in your community and create maps of the scene to make the scenario more realistic.

As part of the exercise, you may wish to develop a list of potential situations that could occur in your community and ask the participants to prioritize their responses based on the goal of doing the greatest good for the greatest number.

Culturally Sensitive Topics. Working with a representative of the community in which you will be teaching, identify any potentially culturally sensitive topics in this module. Develop strategies for presenting any such topics in ways that will engage, rather than offend, participants.

In particular, look at ways to make the end-of-unit tabletop exercise culturally appropriate to the target audience. Consider how participants may react to discussions of leadership and other ICS roles. Some audiences may find the chain-of-command structure to be rigid and uncomfortable. Be sure to explain the critical importance of all ICS roles, and point out that the incident commander role is no more or less important than any other role. Focus on the concept of teamwork and the importance of team structure in a disaster.

NOTES

A suggested time plan for this unit is as follows:

Introduction and Unit Overview	5 minutes
CERT Organization	20 minutes
CERT Mobilization	10 minutes
Documentation	10 minutes
Activity: ICS Functions	10 minutes
Activity: Tabletop Exercise	45 minutes
Unit Summary	5 minutes

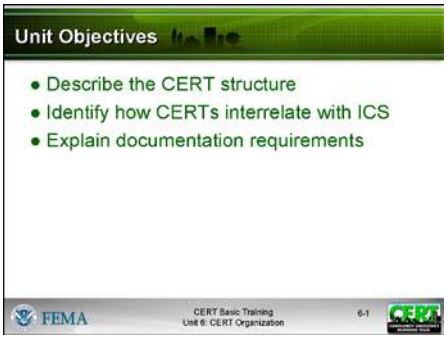
Total Time: 1 hour 45 minutes

Unit 6: CERT Organization

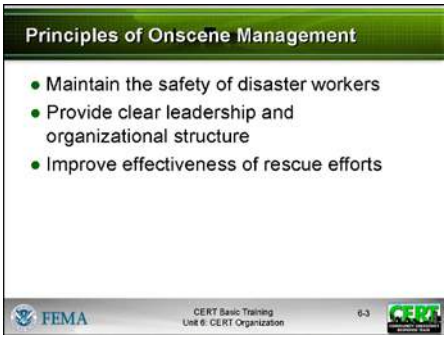
INSTRUCTOR GUIDANCE	CONTENT
 Display Slide 6-0	***Introductions and Unit Overview*** **Welcome** Welcome the participants to Unit 6 of the *CERT Basic Training.* Introduce the instructors for this unit and ask any new instructors to describe briefly their experience with CERT organization. Remind the participants that in previous units they learned specific strategies and tasks to use in specific situations. Tell them that in this session they will use that knowledge in a team environment, using the CERT organization as a foundation. Remind the group that they recently learned about teamwork during medical triage and search and rescue operations. Point out that team organization concepts can help them both operationally and psychologically. Working together and looking out for each other are important aspects of successful teams.

INSTRUCTOR GUIDANCE	CONTENT
	Briefly review Light Search and Rescue Operations.
	What is one of the objectives of interior and exterior searches?
Correct response: ▪ Maintain rescuer safety at all times. ▪ Rescue the greatest number of people in the shortest amount of time. ▪ Get the walking wounded and ambulatory victims out first. ▪ Rescue the lightly trapped victims next.	
	What is the CERT mission for an interior search if the damage to the building is heavy?
Correct response: Secure the perimeter and warn others.	

INSTRUCTOR GUIDANCE	CONTENT
  Correct response: ▪ When you enter a space or room, call out to victims. ▪ Use a systematic search pattern. ▪ Check six sides. ▪ Stop frequently to listen. ▪ Triangulate. ▪ Document and report.	**There are some specific techniques to follow when conducting an interior search. What are they?**
  Correct response: Leveraging and cribbing	**What is one way to remove debris and get access to trapped victims?**
  Correct response: As a team, use the log rolling technique to roll the victim as a single unit onto a blanket, backboard, or other support, e.g., door or table.	**There are several ways to remove a victim who can't walk on his or her own. How should you move a victim with a suspected cervical spine injury?**

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-1**	**Unit Objectives** Tell the participants that at the end of this unit, they should be able to: ▪ Describe the CERT structure. ▪ Identify how CERTs interrelate with the Incident Command System (ICS). ▪ Explain documentation requirements.
 Display Slide 6-2	**Unit Topics** Preview the unit topics by telling the group that this unit will provide them with a thorough understanding of CERT organization and policy. ▪ CERT Organization ▪ CERT Mobilization ▪ Documentation Note that effective CERT operations, like all aspects of emergency response, rely on effective communication. Ask the group to note how frequently effective communication underlies the operational guidance to be covered in this unit.

INSTRUCTOR GUIDANCE	CONTENT



Display Slide 6-3

CERT Organization

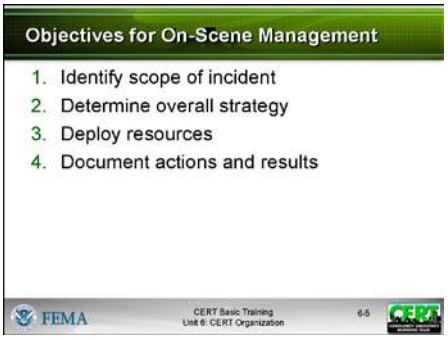
Principles of Onscene Management

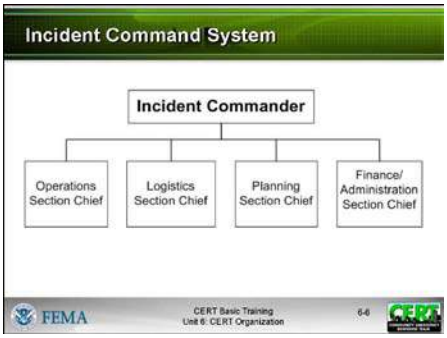
Explain to the participants that onscene management in a disaster situation has three primary goals:

- Maintain the safety of disaster workers. The CERT Incident Commander/Team Leader (IC/TL) must continually prioritize response activities based on the team's capability and training and the principle that rescuer safety is the number one concern. CERT functional leadership assigns activities and accounts for team members. CERT members work in the buddy system and respond based on their sizeup of the situations that they encounter.
- Provide clear leadership and organizational structure by developing a chain of command and roles that are known by all team members. Each CERT member has only one person that he or she takes direction from and responds to.
- Improve the effectiveness of rescue efforts. Disaster information is collected and responses are prioritized based on rescuer safety and doing the greatest good for the greatest number according to the team's capabilities and training.

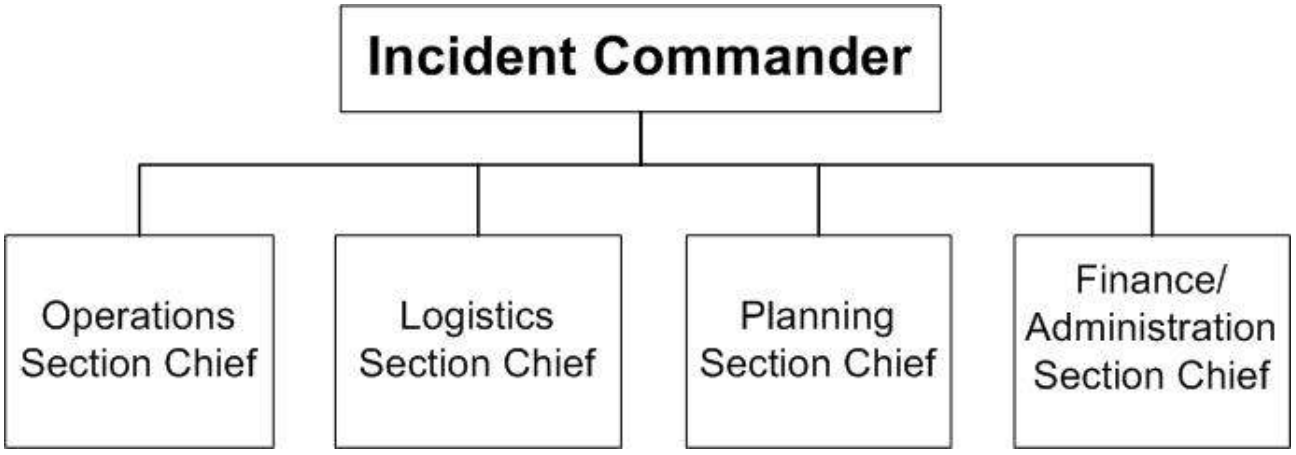
Point out that the CERT organization is based on the Incident Command System (ICS), which is a proven management system used by emergency responders.

INSTRUCTOR GUIDANCE	CONTENT
 Display Slide 6-4 You may want to review some of the key terminology used by CERT (e.g., delayed, immediate, minor, dead; light, moderate, and heavy damage, etc.).	**CERT Onscene Management** Tell the participants that the specific CERT organizational structure and protocols provide: ▪ A well-defined management structure (e.g., leadership, functional areas, reporting chain, working in teams) ▪ A manageable span of control that provides for a desirable rescuer-to-supervisor ratio of between three and seven rescuers per supervisor ▪ Common terminology that contributes to effective communication and shared understanding ▪ Effective communication among team members and with professional responders, including the use of radios ▪ Consolidated action plans that coordinate strategic goals, tactical objectives, and support activities ▪ Comprehensive resource management that facilitates application of available resources to the incident in a timely manner ▪ Accountability

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-5**	**Objectives for CERT Onscene Management** Tell the group that, in a disaster situation, the CERT: ▪ Identifies the scope of the incident (What is the problem?) ▪ Determines an overall strategy (What can we do, and how will we do it?) ▪ Deploys teams and resources (Who is going to do what?) ▪ Documents actions and results Stress that disasters create a dynamic, ever-changing environment. The CERT organizational framework is flexible so that it can expand or contract depending on the ongoing assessment priorities determined by the CERT Incident Commander/Team Leader (IC/TL), and people and resources available. This expansion and contraction helps ensure: ▪ Rescuer safety ▪ Doing the greatest good for the greatest number ▪ A manageable span of control ▪ Accountability of CERT members

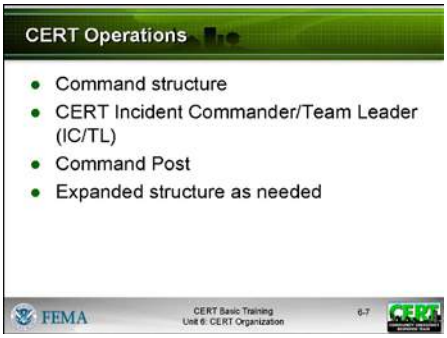
INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-6**	**Incident Command System** Tell the group that the Incident Command System (ICS) is the system used by emergency response agencies to manage emergency operations. When CERTs activate, they become part of that system. Explain that the basic ICS structure for CERT is established by the person who arrives first on the scene. This person becomes the Incident Commander/Team Leader (IC/TL). Initially, the IC/TL may handle all of the command positions of ICS but, as the incident evolves, he or she may assign personnel as needed to the four ICS Command Functions: ▪ Operations Section Chief ▪ Logistics Section Chief ▪ Planning Section Chief ▪ Finance/Administration Section Chief Emphasize to participants that through an effective ICS, all CERT members report through a chain of command to the IC/TL. The IC/TL reports to the first fire or law enforcement official at their location and takes direction from that person until otherwise directed or until the CERT is relieved.
PM, P. 6-5	Refer the participants to the organization chart *ICS Command Function Organization Chart* in the Participant Manual and on the following page in the Instructor Guide.

PM, P. 6-5	ICS Command Function Organization Chart



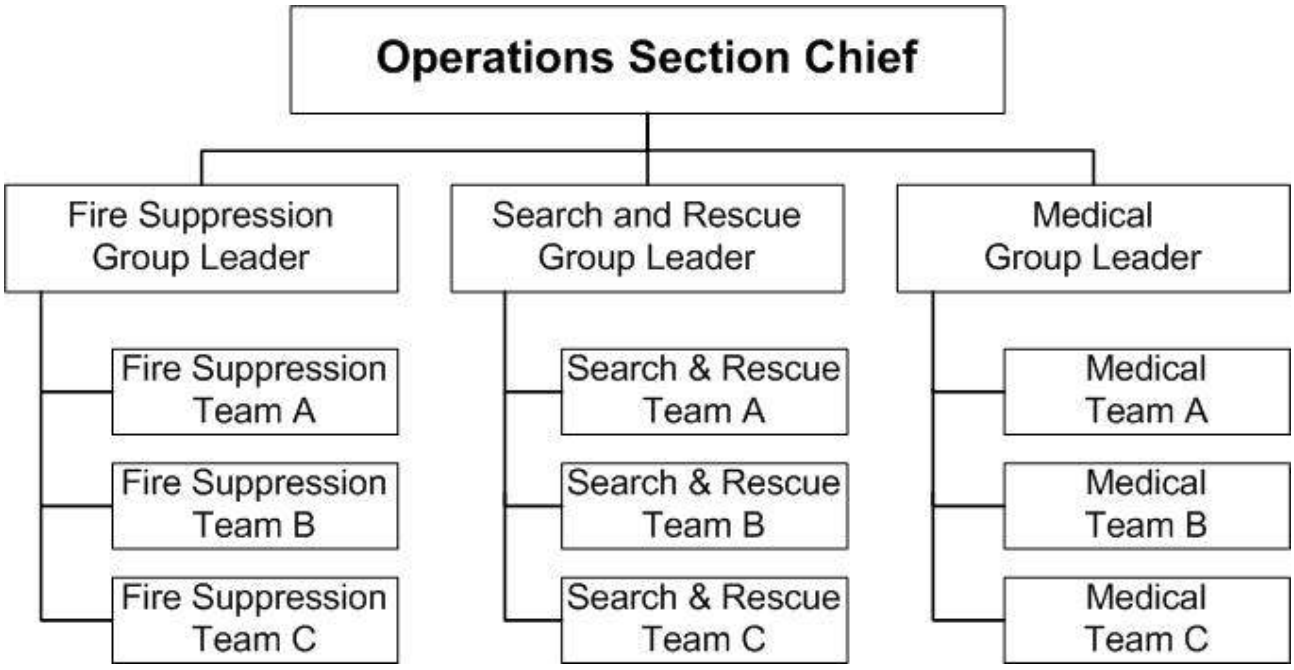
INSTRUCTOR GUIDANCE	CONTENT
	Emphasize that CERTs will typically require the Operations, Planning, and Logistics functions. The CERT Incident Commander/Team Leader (IC/TL) is responsible for handling or delegating each function. Say that, as the incident expands, it may be necessary to assign other personnel in each section to handle specific aspects of the response while maintaining an effective span of control.
Emphasize this point.	Explain briefly the responsibilities of each standard ICS function. Be sure to emphasize that, though there are a number of detailed responsibilities under each ICS function, the system itself is straightforward. CERT Incident Commander/Team Leader ▪ Provides overall leadership for incident response ▪ Ensures incident safety ▪ Establishes incident objectives ▪ Is responsible for all functions until delegated ▪ Delegates authority to others ▪ Provides information to internal and external parties ▪ Establishes and maintains liaison with other responders (e.g., fire, law enforcement, public works, other CERTs) ▪ Takes direction from agency official Operations Section ▪ Directs and coordinates all incident tactical operations ▪ Is typically one of the first functions to be assigned

INSTRUCTOR GUIDANCE	CONTENT
	Planning Section ▪ Tracks resource status (e. g., number of CERT members who have "reported for duty") ▪ Tracks situation status ▪ Prepares the Team's action plan ▪ Develops alternative strategies ▪ Provides documentation services Logistics Section ▪ Provides communications ▪ Provides food and medical support to Team members ▪ Manages supplies and facilities Finance and Administration Section ▪ Contract negotiation and monitoring ▪ Timekeeping ▪ Cost analysis ▪ Compensation for injury or damage to property Explain that Finance and Administration is a function in the formal Incident Command System; however, CERTs will have very limited need, if any, for this function.

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-7**	**CERT Operations** Explain to the group the following points about the principles of ICS and how CERTs follow these protocols: ▪ Each CERT must establish a command structure. ▪ The CERT Incident Commander/Team Leader (IC/TL) directs team activities. During activation for a disaster, the first person at a predesignated staging area assumes this responsibility. The initial IC/TL may hand off this role to a predesignated leader when that person arrives. ▪ The location established by the CERT IC/TL as the central point for command and control of the incident is called the Command Post for the CERT. The IC/TL stays in the Command Post. If the IC/TL has to leave, the responsibility of IC/TL must be delegated to someone in the Command Post. ▪ Using the ICS structure, CERT members are assigned to assist with a range of functions: • Logistics — managing resources, services, and supplies • Planning/Intelligence — collecting and displaying information; collecting and compiling documentation ▪ Operations — conducting fire suppression, medical operations, search and rescue

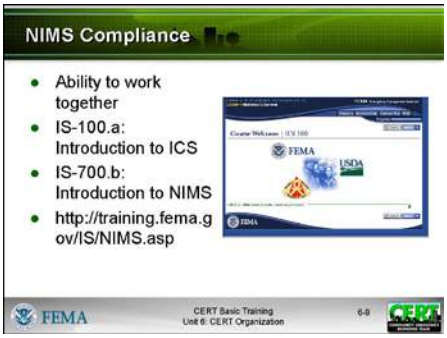
INSTRUCTOR GUIDANCE	CONTENT
	▪ In all situations, each unit assigned must have an identified leader to supervise tasks being performed, to account for team members, and to report information to his or her designated leader. In all situations, a manageable span of control is three to seven team members reporting to their designated leader.
PM, P. 6-9	Refer the participants to the diagram *Expanded CERT Operations Structure* in the Participant Manual and on the following page of the Instructor Guide.

PM, P. 6-9	Expanded CERT Operations Structure



CERT operations section structure, showing the Operations Section Chief at the top and the three Group Leaders underneath

INSTRUCTOR GUIDANCE	CONTENT
 Display Slide 6-8	**Dealing with the Media** Explain that CERT members should refer any media inquiries to the CERT IC/TL. The IC/TL should then refer the media inquiries to the Public Information Officer of the CERTs' sponsoring organization. If the Public Information Officer of the sponsoring organization refers media to the CERT IC/TL or otherwise authorizes them to speak with the media, the IC/TL should: ▪ Refrain from addressing the media until doing so will no longer inhibit or delay the team's ability to do the greatest good for the greatest number in the shortest amount of time ▪ Establish an area for briefing the media if necessary ▪ Be careful about the information he or she releases, making sure it is both accurate and approved for release, while also keeping in mind victims' right to privacy ▪ Not feel compelled to answer every question asked
If your CERT has basic protocols for how to handle a crime scene, discuss those here.	
	Does anyone have any questions about CERT structure or ICS?

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-9** Encourage participants to complete both IS-100 and IS-700. Remind them if your program requires CERT participants to complete IS-100 or 700 before they are considered official CERT members.	**NIMS Compliance** Conclude the discussion of ICS by noting that the Incident Command System is part of the National Incident Management System (NIMS). NIMS provides a consistent, comprehensive approach to incident management. It applies at all jurisdictional levels and across all emergency management functions and types of incidents. Explain that NIMS was established so that first responders, including CERT members, from different jurisdictions and disciplines can work together better to respond to disasters and emergencies. ▪ To meet NIMS standards, CERT members must complete both the IS-100.a (*Introduction to Incident Command System*) and IS-700.b (*Introduction to National Incident Management System [NIMS]*) courses. ▪ Both independent study courses are available online from FEMA at http://training.fema.gov/IS/NIMS.asp. Tell the participants that the next topic will be CERT mobilization. Explain that some of the information will be a review of topics covered in Unit 5: Light Search and Rescue Operations.

INSTRUCTOR GUIDANCE	CONTENT

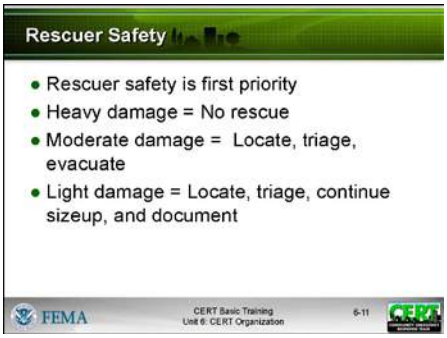
Display Slide 6-10

This description provides an explanation for CERT deployment based on the concept of a response to a catastrophic disaster. Each community needs to develop its unique standard operating procedure for CERT.

CERT Mobilization

Introduce CERT mobilization by pointing out how CERTs mobilize when an incident occurs. Immediately following the incident, CERT members take care of themselves, their families, their homes, and their neighbors.

- If the standard operating procedure (SOP) calls for self-activation, CERT members proceed to the predesignated staging area with their disaster supplies. Along the way, they make damage assessments that would be helpful for the CERT IC/TL's decision-making.
- The first CERT member at the staging area becomes the initial IC/TL for the response. As other CERT members arrive, the CERT IC/TL may pass leadership to someone else. The CERT IC/TL establishes operations to ensure effective communication, to maintain span of control, to maintain accountability, and to do the greatest good for the greatest number without placing CERT members in harm's way.
- One of the CERT IC/TL's first decisions will be to locate the team's command post. The staging area may become the command post; however, if another location would be safer or otherwise better, the command post should be set up there.
- As intelligence is collected and assessed, the IC/TL must prioritize actions and work with the Section Chiefs or leaders. The CERT organization is flexible and evolves based on new information.

INSTRUCTOR GUIDANCE	CONTENT
	Remind the group that, following an incident, information — and, therefore, priorities — may be changing rapidly. Communication between the CERT IC/TL and response teams ensures that CERTs do not overextend their resources or supplies.
 **Display Slide 6-11**	**Rescuer Safety** Introduce rescuer safety by telling the participants that effective emergency scene management requires the formulation and communication of strategic goals and tactical objectives to do the most good for the greatest number while maintaining the safety of rescue personnel. Remind the group that rescuer safety is paramount. The first question to ask is, "Is it safe for the CERT members to attempt the rescue?" Emphasize that the answer to this question is based mainly on the degree of damage: ▪ If the damage is heavy: No rescue should be attempted. Use tape around the area or mark the area as heavy damage. CERT members do not have any legal authority to stop or restrict someone who wants to enter an area. At best, CERT members can warn others about the danger and inform the CERT IC/TL immediately if it is known that people are in the building.

INSTRUCTOR GUIDANCE	CONTENT
	▪ If the damage is moderate: Locate, triage (quickly evaluate, and treat Immediates for airway obstruction, bleeding, and shock), and immediately evacuate victims to a safe area while minimizing both the number of rescuers inside the building and the amount of time that they remain inside. ▪ If the damage is light: Locate, triage, continue sizeup, and document.
PM, P. 6-12	Refer the participants to the chart *CERT Rescue Efforts Based on Degree of Damage* in the Participant Manual and on the following page in the Instructor Guide. Specific strategies are identified for rescue efforts based on degree of damage. Review the strategies listed in the chart. Explain to the group that the extent of involvement for the various CERT functional teams varies depending on the level of damage encountered.

PM, P. 6-12	CERT Rescue Efforts Based on Degree of Damage

Degree of Damage	Should Rescue Be Attempted?
Heavy	No. Too dangerous to enter. Warn people to stay away. Inform the CERT Incident Commander/Team Leader (IC/TL) immediately if it is known that people are in the building.
Moderate	Yes, but perform only quick and safe removals; limit onsite medical care to checking for breathing, stopping major bleeding, and treating for shock. Minimize the number of rescuers inside the building.
Light	Yes. Locate, triage, continue sizeup, and document.

INSTRUCTOR GUIDANCE	CONTENT
PM, P. 6-13	Refer the participants to the figure titled *CERT Tasks Based on Damage Level* in the Participant Manual and on the following page in the Instructor Guide.

PM, P. 6-13	CERT Tasks Based on Damage Level

Light Damage Site

Fire	Search & Rescue	Medical (on site)	Medical (off site)
- Shut off utilities as needed - Extinguish small fires - Document	- Locate - Triage - Treat airway/major bleeding - Continue sizeup - Document	- Triage again - Move to treatment area - Head-to-toe assessment - Treatment - Facilitate transport as needed - Document	- Triage again - Head-to-toe assessment - Treatment - Facilitate transport as needed - Document

Moderate Damage Site

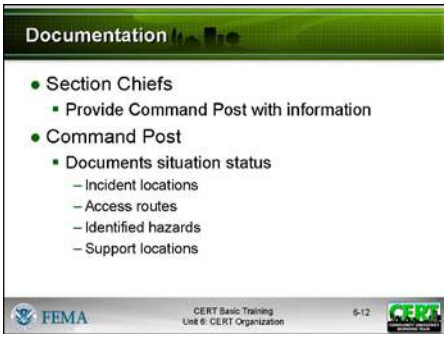
Fire	Search & Rescue	Medical (nearby)	Medical (off site)
- Shut off utilities if safe - Extinguish small fires - Document	- Locate - Triage - Treat airway/major bleeding - Evacuate - Warn others - Continue sizeup - Document	- Triage again - Move to treatment area (nearby safe location) - Head-to-toe assessment - Treatment - Facilitate transport as needed - Document	- Triage again - Head-to-toe assessment - Treatment - Facilitate transport as needed - Document

Heavy Damage Site

Fire	Exterior Search & Rescue Only
- Shut off utilities if safe - Document	- Mark area for heavy damage - Warn others - Gather information - Inform CERT IC/TL immediately - Document

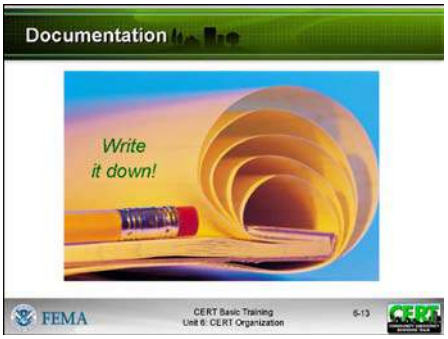
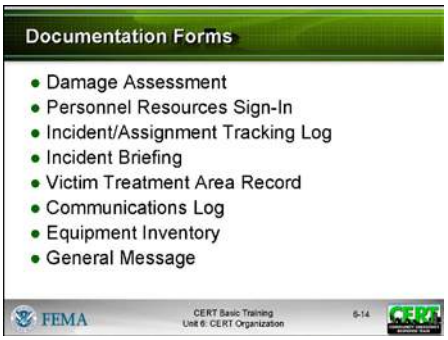
Tasks required of Fire, Search and Rescue, Medical, and Treatment Area teams based on the degree of damage to the structure.

INSTRUCTOR GUIDANCE	CONTENT
	Describe several hypothetical rescue situations, including the type of disaster, type of structure, and visible or probable damage. After each situation, use the following two questions to get the participants to identify rescue strategies that are appropriate.
	What is your primary mission? **How would you respond, and why?**
Record the participants' responses on chart paper and conduct a brief discussion based on their remarks.	
	Does anyone have any questions about how the CERT's mission and strategies are affected by the severity of damage?
	Tell the group that the next topic that will be covered will be documentation requirements for CERT members.

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-12**	***Documentation*** Introduce the need to document by emphasizing the importance of documentation and communication about the disaster situation and resource status. Stress that efficient flow of information makes it possible for resources to be deployed effectively and for professional emergency services to be applied appropriately.

Record the participants' responses on chart paper and conduct a brief discussion based on their remarks.
	Why do you need to document what happens in an incident?
	
	Recap the discussion by explaining that documentation can serve several purposes:
	▪ The CERT IC/TL will know what is happening throughout the incident.
	▪ The CERT IC/TL will have written information to pass on to the professional responders when they arrive.
	▪ The CERT will be able to show how many volunteer hours it provided to the sponsoring agency or entity.
	▪ Liability exposure will be documented.
	▪ Communication will be improved:
	  • Between the functional areas
	  • Between shifts

INSTRUCTOR GUIDANCE	CONTENT
	Explain that, under the CERT structure, each level of organization has documentation responsibilities: ▪ Section Chiefs are responsible for providing the Command Post with ongoing information about damage assessment, group status, and ongoing needs. ▪ The Command Post is responsible for documenting the situation status, including: • Incident locations • Access routes • Identified hazards • Support locations Note that support locations include: ▪ A staging area ▪ A medical treatment and triage area ▪ A morgue, if there are fatalities Stress that this information is vital for tracking the overall situation and that the CERT IC/TL must be ready to provide the documentation to the first professional responders on the scene.

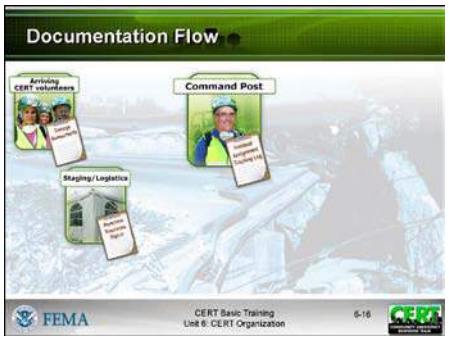
INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-13**	Explain that the most important thing to do is to write down what happened. The information can be written down on the sample forms provided in this unit or it can be written down on a piece of paper. Say that every entity such as a functional team or staging location must have a scribe to record everything. The IC/TL typically designates the scribe and provides some simple instructions.
 **Display Slide 6-14**	**Documentation Forms** Explain that there are eight standard forms that can be used to facilitate documentation and information flow. The forms are functionally consistent with Incident Command System (ICS) forms and are designed to be NIMS compliant. The CERT forms are: ▪ Damage Assessment ▪ Personnel Resources Sign-In ▪ Incident/Assignment Tracking Log ▪ Briefing Assignment ▪ Victim Treatment Area Record ▪ Communications Log ▪ Equipment Inventory ▪ General Message

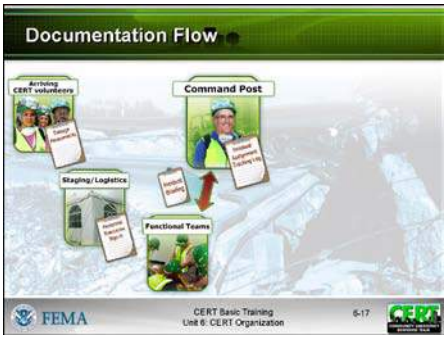
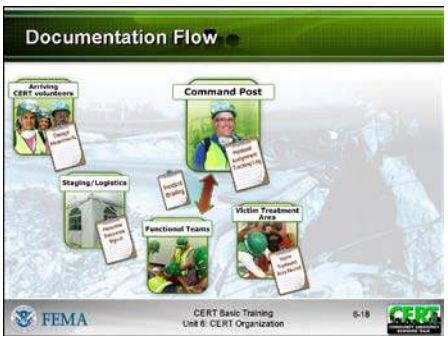
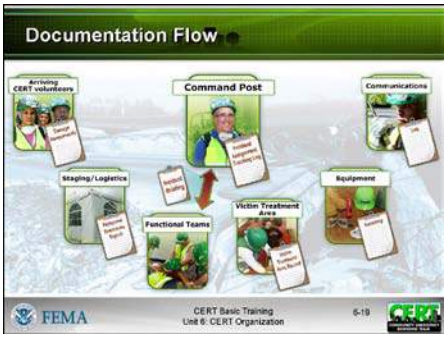
INSTRUCTOR GUIDANCE	CONTENT
	Reinforce with participants that scribes can produce useful, high-quality documentation without using the forms as long as they take detailed notes of all activities.
PM, P. 6-16 and 6-17	Refer the participants to the table *Forms Used for Response Documentation* in the Participant Manual and on the following pages of the Instructor Guide for examples.

PM, P. 6-16 AND 6-17	Forms Used for Response Documentation

Form	Purpose
Damage Assessment **[CERT Form #1]**	▪ Completed by CERT members as they travel through the area to the CERT's staging location, then given to the CERT IC/TL; provides a summary of overall hazards in selected areas, including: • Fires • Utility hazards • Structural damage • Injuries and casualties • Available access ▪ Essential for prioritizing and formulating action plans
Personnel Resources Sign-In **[CERT Form #2]**	▪ Used to sign in CERT members as they arrive at the staging location; provides information about: • Who is on site • When they arrived • When they were assigned • Their special skills ▪ Used by staging personnel to track personnel availability
Incident/Assignment Tracking Log **[CERT Form #3]**	▪ Used by the Command Post for keeping abreast of situation status; contains essential information for tracking the overall situation
Briefing Assignment **[CERT Form #4.a-b]**	▪ Used by the Command Post to provide instructions to functional teams; used by teams to log their actions and report new damage assessment information
Victim Treatment Area Record **[CERT Form #5]**	▪ Completed by medical treatment area personnel to record victims entering the treatment area, their condition, and their status

Form	Purpose
Communications Log **[CERT Form #6 (based on ICS 309)]**	▪ Completed by the radio operator; used to log incoming and outgoing transmissions
Equipment Inventory **[CERT Form #7(based on ICS 303)]**	▪ Used to check out and check in CERT-managed equipment
General Message **[CERT Form #8 (ICS 213)]**	▪ Used for sending messages between command levels and groups; messages should be clear and concise and should focus on such key issues as: • Assignment completion • Additional resources required • Special information • Status update

INSTRUCTOR GUIDANCE	CONTENT
Display Slides 6-15 through 6-19 Displaying these five slides in sequence will allow you to "build" a diagram that demonstrates who owns which document and how that document is used in an event.  	**Documentation Flow** Explain how a CERT would use these standard documents within the context of an event. Remind participants that, even if the forms are not used, this should give them an idea of the preferred information that needs to be collected and communicated between groups. ▪ The Damage Assessment Form is completed by CERT members as they travel through the area to the CERT's staging location. The form is then given to the CERT IC/TL. The form provides a summary of overall hazards in selected areas. The information is used for prioritizing and formulating activities. ▪ The CERT IC/TL assembles teams and makes assignments based on the damage assessment information. This person keeps the Incident/Assignment Tracking Log, which is the most important tool for recording the activities of the functional teams and overall situation status. ▪ A scribe at the staging location signs in each volunteer using the Personnel Resources Sign-In Form, noting any particular preferred team assignments or skills. This information needs to be passed on to the Command Post.

INSTRUCTOR GUIDANCE	CONTENT
	▪ The Briefing Assignment Form is shared by the Command Post and the functional team. The CERT IC/TL uses the front side of the form to communicate instructions about an incident such as address, incident type, and team objectives. The scribe of the functional team uses the back side (blank side) of the form to log team actions. The form is returned to the Command Post when the team checks in.
	▪ The Victim Treatment Area Record is used to document each person brought into the treatment area and his or her condition (Immediate, Delayed, or Minor).
	▪ The Communications Log is used to log incoming and outgoing transmissions; it is typically kept by the radio operator. ▪ The Equipment Inventory is kept in the area or vehicle in which equipment is stored.

INSTRUCTOR GUIDANCE	CONTENT
	▪ The General Message form is used for sending messages between any command levels and groups. The messages must be clear and concise.
PM, P. 6-20 through 6-28	Refer the participants to the documentation forms in the Participant Manual and on the following pages in the Instructor Guide. For many of the forms, one section is filled out as an example. Review each form briefly and describe the types of information that each should include. Note that area maps, site maps, and building plans are also very useful for tracking response activities.
Emphasize this point.	Explain to the participants that the forms will assist them in collecting and organizing critical information during CERT operations. However, information needs to be recorded even if the correct form is not available. That is one reason why all members need a small notebook and a pen in their personal CERT kit.

PM, P. 6-20 THROUGH 6-28	Forms Used for Response Documentation

DAMAGE ASSESSMENT FORM	CERT: WILSONVILLE	DATE: ## / ## / ##

LOCATION: SE CORNER 16TH AND OAK

SIZE UP (check if applicable)

FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H20 LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
						X		X			X				

OBSERVATIONS

HIGH SCHOOL GYM DAMAGED BY TORNADO, PARTICULARLY WEST END.

MAY BE PEOPLE TRAPPED INSIDE.

ROAD UP TO THE SCHOOL IS CLEAR.

CERT MEMBER: SUSAN ADAMS

PAGE 1 OF 1

CERT FORM #1

PERSONNEL RESOURCES CHECK-IN | CERT | WILSONVILLE | DATE ## / ## / ##

CHECK IN TIME	CHECK OUT TIME	NAME	ID # (CERT badge or other)	CONTACT (cell # or radio)	PREFFERRED ASSIGNMENT			SKILLS	TEAM ASSIGNMENT	TIME ASSIGNED
					FIRE	MEDICAL	SAR			
9:20 AM	12:45 PM	MARIANNE SHAW	756	(212) 522-2222				RADIO OPS	SAR 1	9:37 AM

SCRIBE(S) JOHN TAYLOR, SHEILA EVANS

PAGE 1 OF 2

CERT FORM #2

ASSIGNMENT TRACKING LOG	CERT WILSONVILLE	DATE ## / ## / ##

ASSIGNMENT Structural damage-Tornado	ASSIGNMENT		ASSIGNMENT		ASSIGNMENT
LOCATION SE Corner 16th and Oak	LOCATION		LOCATION		LOCATION
TEAM SAR 1	TEAM		TEAM		TEAM
TEAM LEADER/CONTACT # Marianne Shaw (212) 522-2222	TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #
START TIME 9:37AM / END TIME 10:22 AM	START TIME	END TIME	START TIME	END TIME	START TIME / END TIME
1 Taejin Kim	1		1		1
2 Rina Jah	2		2		2
3 Burt Manning	3		3		3
4 Alison McKittredge	4		4		4
5	5		5		5
OBJECTIVES To conduct a search and rescue of damaged high school gym	OBJECTIVES		OBJECTIVES		OBJECTIVES
RESULTS No victims located. Gym lightly damaged. Saw heavy damage to west wing of school	RESULTS		RESULTS		RESULTS
CERT LEADER/ INCIDENT COMMANDER Elizabeth King					PAGE 1 OF 2
SCRIBE(S) Billy Rogers, Jorge Garcia					

CERT FORM #3

BRIEFING ASSIGNMENT	CERT: WILSONVILLE	DATE: ## / ## / ##	
COMMAND POST CONTACT #: (212) 555-1212		TIME OUT: 9:50 AM	TIME BACK: 10:36 AM

INSTRUCTIONS TO TEAM

TEAM NAME	LOCATION
Medical 2	Delmonico's Italian Restaurant, 810 King Street

OBJECTIVES

To conduct medical sizeup of any victims found.

EQUIPMENT ALLOCATED

REPORT FROM RESPONSE TEAM

FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H20 LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
								3			✓				

CERT FORM #4.a

TEAM ACTION LOG
(time stamp each action; draw map if needed)

10:52 Team arrived at the restaurant. Made our way through the debris to victim #1, Bill Baker. Conscious and in pain. Ankle was trapped under a heavy bookcase. Extricated him. Two team members carried him to treatment area.

10:54 Victim #2, Carol Loughney. Bleeding on head from falling ceiling. Walked her to treatment area.

10:55 Victim # 3. Found in kitchen. Unconscious but breathing. May have broken leg. Splinted leg. Moved by stretcher to treatment area.

SCRIBE
Sam Ariton

CERT FORM #4.b

VICTIM TREATMENT AREA RECORD	CERT WILSONVILLE	DATE ## / ## / ##
TREATMENT AREA LOCATION	RIDGEWAY PARK	

TIME IN	NAME OR DESCRIPTION	TRIAGE TAG (circle)	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
10:24 AM	Stephen Edmondson, 35 yo, very tall	(IMMED) DELAY MINOR	10:30 Heavy bleeding from cut at right temple—bandaged 10:45 Complained of dizziness and nausea	Sibley Hospital	12:15 PM
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			

SCRIBE(S) REGGIE OSBORN

PAGE 2 OF 2

CERT FORM #5

COMMUNICATIONS LOG	CERT	DATE
	RADIO OPERATOR NAME	

LOG			
TIME	FROM	TO	MESSAGE
PAGE____ OF____			

CERT FORM #6 (Based on ICS 309)

EQUIPMENT INVENTORY

CERT WILSONVILLE

DATE ## / ## / ##

ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO		QTY	TIME	INITIALS	COMMENTS
727880	STRETCHER	FD	MED 2	ISSUED	1	10:45 AM	AR	
				RETURNED	1	3:10 PM	AR	
				ISSUED				
				RETURNED				
				ISSUED				
				RETURNED				
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				RETURNED				

SCRIBE(S) SYLVIE D'ANJOU

PAGE 1 OF 1

CERT Form #7 (Based on ICS 303)

GENERAL MESSAGE			
TO		POSITION	
FROM		POSITION	
SUBJECT	DATE	TIME	
MESSAGE			
SIGNATURE		POSITION	
REPLY			
DATE	TIME	SIGNATURE/POSITION	

CERT FORM #8 (ICS 213)

GENERAL MESSAGE			
TO		POSITION	
FROM		POSITION	
SUBJECT	DATE	TIME	
MESSAGE			
SIGNATURE		POSITION	
REPLY			
DATE	TIME	SIGNATURE/POSITION	

CERT FORM #8 (ICS 213)

INSTRUCTOR GUIDANCE	CONTENT
	Does anyone have any questions about CERT documentation requirements?
	Tell the participants that next they will work in small groups to complete an ICS review.
Use the following steps to conduct this activity.	***Activity: ICS Functions***
	Purpose: This activity will give the participants an opportunity to relate the ICS functions to specific situations.
	Instructions:
	1. Assign the participants to small table groups.
	2. Explain that this exercise will provide the group with the opportunity to decide under which ICS functions the listed activities will fall.
PM, P. 6-30 and 6-31	3. Tell the group to review the list of activities and use the initials, "IC/TL," "O," "P," or "L" to indicate which ICS function would cover each activity.
	4. When the groups have finished, ask a spokesperson from each group to provide the group's answers to the class.
	Remind participants that while Finance/Administration is a part of ICS, it is generally not used by CERTs.

PM, P. 6-30 and 6-31	Activity: ICS Functions

Instructions:

Using your knowledge about the five ICS functions, decide under which function the following CERT activities would fall. Some activities may involve more than one function to be completed.

Use the following key to fill in the blanks before each activity:

IC/TL = Incident Commander/Team Leader

O = Operations

P = Planning

L = Logistics

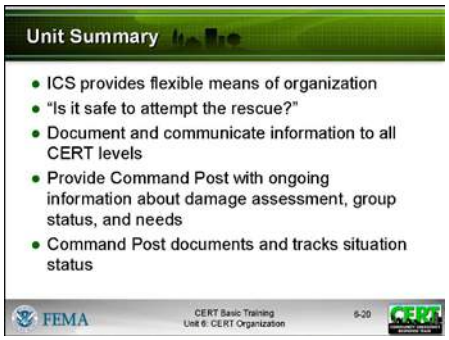
L	1. It's dark, all the lights are out, you need additional flashlights to continue your response.
L	2. The designated first aid site has a downed power line.
O	3. A neighbor reports the smell of gas in his house, but he cannot shut off the gas at the meter.
L	4. The batteries for the portable radio are dead.
P & IC/TL	5. The city wants to know the overall status of your neighborhood.
O	6. Several of your neighbors have minor injuries and need first aid.
P	7. Fire from another neighborhood is moving toward your neighborhood.
O	8. There is a pit bull-type dog seen wandering near the first aid station.
IC/TL	9. A news crew has arrived with a camera to film your activities.

P & O	10. Two hysterical neighbors are demanding help. One cannot find her adolescent child who was playing outside when the disaster struck. The other wants help moving a bookcase off of his wife. He says she's bleeding from a wound on the head.
L	11. It's starting to rain. Your command post and the first aid area are not under shelter.
P	12. Too many people are coming to the Incident Commander to ask questions. The IC/TL asks for someone to act as a "gatekeeper."
O	13. There is a great increase of car and foot traffic through your neighborhood because other roadways are blocked.
P	14. The IC/TL is very tired and is going to hand over responsibilities to someone else. He or she wants a report on the status of the neighborhood before doing so.
L/O	15. Many neighborhood residents have come to volunteer their help.
IC/TL	16. Reports have come in of damage and injuries in the next block. Teams must be assigned to assess the situation.
IC/TL	17. A professional responder has arrived at the scene and would like a briefing on situation status.

INSTRUCTOR GUIDANCE	CONTENT
	Activity: Tabletop Exercise Tell the group that the remainder of the unit consists of a tabletop exercise. The exercise will give the participants the opportunity to apply much of the knowledge that they have gained in this course to an actual disaster scenario. Introduce the "Rules of Engagement." Stress the need for following directions, communicating, and making safe decisions.
Use the following steps to conduct this exercise.	**Purpose:** This exercise is an interactive tabletop activity that gives the participants an opportunity to apply what they have learned about ICS for CERT activation. **Instructions:** 1. Assign the participants to small table groups. 2. Distribute the *CERT Tabletop Exercise* that you have developed, and explain the objectives of the exercise. 3. Explain that this exercise will provide the group with experience in command decision-making. Remind the group that CERT command objectives are to: ▪ Identify the scope of the incident ▪ Determine an overall CERT strategy ▪ Set priorities and deploy resources

INSTRUCTOR GUIDANCE	CONTENT
	4. Review the participants' roles in the exercise and advise them that they will have 30 minutes to complete the exercise. 5. At the end of the exercise, reconvene the participants into a large group to discuss the exercise results and answer any questions that the participants may have.

INSTRUCTOR GUIDANCE	CONTENT



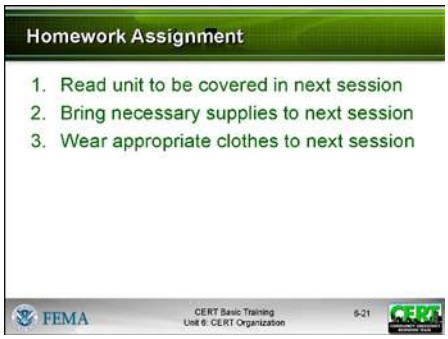
Display Slide 6-20

Unit Summary

Summarize the key points from this unit:

- The ICS is the system used by emergency response agencies and CERT to manage emergency operations. ICS provides a flexible means of managing personnel, facilities, equipment, and communication and can be expanded as necessary.
- The key question that CERT Incident Commanders/Team Leaders must always ask is: *"Is it safe for CERT members to attempt the rescue?"* Whether or not to attempt a rescue depends on the degree of damage to the structure involved. Remind the participants that CERT members' safety is the number one priority.
- It is vital to document and communicate information about situation and resource status to all CERT levels.
  - Sections, Groups, and Teams *must provide the Command Post with ongoing information* about damage assessment, incident status, and ongoing needs.
  - The command post must document the situation status so that the overall disaster situation can be tracked and reported to emergency response agencies.

Does anyone have any questions about anything covered in this unit?

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 6-21**	**Homework Assignment** Ask the group to read and become familiar with the unit that will be covered in the next session. Thank the participants for attending the session. Remind them of the time and location of the next session, if necessary.

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UNIT 6: ADDITIONAL MATERIALS

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DAMAGE ASSESSMENT FORM	CERT	DATE
LOCATION		

SIZE UP

(check if applicable)

FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H20 LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING

OBSERVATIONS

CERT MEMBER	PAGE ____ OF _____

CERT FORM #1

PERSONNEL RESOURCES CHECK-IN		CERT						DATE		
CHECK IN TIME	CHECK OUT TIME	NAME	ID # (CERT badge or other)	CONTACT (cell # or radio)	PREFFERRED ASSIGNMENT			SKILLS	TEAM ASSIGNMENT	TIME ASSIGNED
					FIRE	MEDICAL	SAR			
SCRIBE(S)								PAGE ____ OF _____		

CERT FORM #2

ASSIGNMENT TRACKING LOG	CERT	DATE

ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
LOCATION		LOCATION		LOCATION		LOCATION	
TEAM		TEAM		TEAM		TEAM	
TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
OBJECTIVES		OBJECTIVES		OBJECTIVES		OBJECTIVES	
RESULTS		RESULTS		RESULTS		RESULTS	

CERT LEADER/ INCIDENT COMMANDER	PAGE ___ OF ___
SCRIBE(S)	

CERT FORM #3

BRIEFING ASSIGNMENT	CERT	DATE	
COMMAND POST CONTACT #		TIME OUT	TIME BACK

INSTRUCTIONS TO TEAM

TEAM NAME	LOCATION

OBJECTIVES

EQUIPMENT ALLOCATED

REPORT FROM RESPONSE TEAM

FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H20 LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING

CERT FORM #4.a

TEAM ACTION LOG
(time stamp each action; draw map if needed)

SCRIBE

VICTIM TREATMENT AREA RECORD	CERT	DATE
TREATMENT AREA LOCATION		

TIME IN	NAME OR DESCRIPTION	TRIAGE TAG (circle)	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			

SCRIBE(S)	PAGE ___ OF ____

CERT FORM #5

COMMUNICATIONS LOG	CERT	DATE
	RADIO OPERATOR NAME	

LOG			
TIME	FROM	TO	MESSAGE

PAGE_____ OF_____

CERT FORM #6 (Based on ICS 309)

EQUIPMENT INVENTORY	CERT	DATE

ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO		QTY	TIME	INITIALS	COMMENTS
				ISSUED				
				RETURNED				
				ISSUED				
				RETURNED				
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SCRIBE(S)	PAGE ___ OF ___

CERT FORM #7 (Based on ICS 303)

GENERAL MESSAGE

TO	POSITION	
FROM	POSITION	
SUBJECT	DAT	TIME

MESSAGE

SIGNATURE	POSITION

REPLY

DATE	TIME	SIGNATURE/POSITION

CERT FORM #8 (ICS 213)

GENERAL MESSAGE

TO	POSITION	
FROM	POSITION	
SUBJECT	DAT	TIME

MESSAGE

SIGNATURE	POSITION

REPLY

DATE	TIME	SIGNATURE/POSITION

CERT FORM #8 (ICS 213)