



# CERT CALL-OUT PROCEDURE<sup>1</sup>

## Updated August 23, 2013



LOS ANGELES FIRE DEPARTMENT  
DISASTER PREPAREDNESS SECTION

Effective August 23, 2013, this is the approved CERT call-out system (for field call-outs to assist as needed by the IC and NOT for drills or training):

There is one Call-Out Team for the City. This gives everyone equal opportunity to respond.

CERT members will not self-dispatch to any incident. LAFD ALERT Messages (email, Twitter, radio etc.) are not official instructions or authorization to take action.

Call-Out Team members will receive notice of the call-out from the automated call-out system.

### **TEAM MEMBERS**

Each responding CERT member:

1. will drive safely and obey all traffic / parking laws.
2. will keep the following items in their cars:  
helmet (no baseball hats), vest, dust mask, goggles, gloves (rubber/latex and leather), sturdy shoes, long pants, flashlight (with extra batteries), bottled water, non-perishable food, a set of the CERT forms, the Code of Conduct, a copy of this document, the LAFD Volunteer Acknowledgement of Policies, the Volunteer Workers Insurance Summary and a copy of the Hydration/Fire Patrol and Vehicle Check List.
3. will use the CERT forms at the incident and fax the completed forms to 818-804-5302 within 72 hours after the call-out ends. Be sure to list all CERT members (full names).

### **ON SCENE**

1. Use the Incident Command System. The first person on scene will report to the Incident Commander (IC). When the team arrives, ask if a CERT Battalion Coordinator is there. If yes, the Battalion Coordinator will become the Liaison to the IC. If not, one person on the team will be the Liaison.

The Liaison will communicate to the IC any injuries, no matter how minor, and any requests for additional CERT help. When demobilizing, make sure to check out with your CERT Liaison.

2. Use the Auxiliary Communications Service (amateur radio) for communications. If ACS is not there, have the Liaison request the Incident Commander to go through his chain of command to relay the request to the City Radio Officer, Chief Kevin Nida.
3. If there is no security on scene, and if needed, have the Liaison request it from the Incident Commander.
4. Expect any deployment to last no longer than 12 hours.

## **AUTOMATED CALL-OUT SYSTEM**

We use an automated call-out system for Call-Outs.

The automated system will call the numbers you gave us until it gets an answer.

You must listen to the entire message and let the system know whether you can respond for the system to consider the call successful. The system will then stop calling you.

If you hang up, the system will keep calling. Wait for the system to say "Thank you. Good-bye".

If you listed an email address, and you did not answer any of the phone calls, you will be sent an email telling you to call a phone number and to input the company ID and your user ID. The company ID and your user ID will be provided in the email. When you call the system and hear "Thank you. Good-bye", the system is smart enough to know there was delivery and no further action is needed.

Phone messages may be repeated because voice mail and answering machines sometimes cut off the first part of the message.

Partial shifts are acceptable, but only from the beginning of the operational period. For example, if the operational period is 10am-7pm:

10am-2pm is OK.

12 noon-7pm is not.

If you phone in and hear "There are no messages for you", the activation has ended.

Do not call the CERT Unit to ask if they need more people.