California State University Los Angeles
Community Emergency Response Team

Standard Operating Procedures

March 2016

Version 1.a

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Standard Operating Guidelines

A. Background

1. Community Emergency Response Teams (CERT)

The national CERT Program concept was developed and implemented by the Los Angeles University Fire Department in 1985. The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California. Further, it confirmed the need for training civilians to assist in meeting their communities' immediate needs.

Following September 11, 2001, the Federal Emergency Management Agency (FEMA) developed a national training curriculum based on California's model for local communities to train volunteers. The University of Cal State LA CERT Program is part of the local and national Citizen Corps effort to incorporate and utilize volunteers in the community. CERT is endorsed by the President and the Department of Homeland Security.

2. The Cal State LA CERT Program

The California State University, Los Angeles (Cal State LA) CERT Program was first established in May 2010. It is currently directed by the Cal state LA Emergency Operations Officer, who serves as the CERT Coordinator. The program consists of two components – CERT Training Class and the Cal State LA CERT Team.

The Cal State LA CERT Training Class uses the FEMA curriculum to teach the 20 hours of training and conduct the final disaster drill. The CERT class is typically offered twice a year. Participants who graduate from the class are eligible to apply to join the Cal State LA CERT Team.

The Cal State LA CERT Team is composed of University of Cal State LA volunteers who have graduated from a CERT Training Class, who have applied and been accepted to join the team, and who have passed a background check. Team members complete additional training and can be deployed by the University during a disaster if their assistance is needed.

B. Mission

While Emergency Services personnel are best equipped to respond to emergencies, they may be overwhelmed immediately following a catastrophic

disaster. CERT Program graduates may assist with initial emergency response on campus, in their neighborhood, or thier workplace until professional responders arrive.

Cal State LA CERT Team members may be deployed on behalf of the University when called to action by the CERT Team Coordinator to provide assistance to staff, faculty, students, and visitors of the University until professional responders are available.

Cal State LA CERT Team Mission Statement:

To provide trained volunteers to support Cal State LA in disaster preparedness, response, and recovery activities creating a self-sustaining community in the event of a natural or man-made disaster.

The members of the Cal State LA CERT Team are trained to take care of themselves and their families before responding to activation by the University during times of emergencies or disasters. The Cal State LA CERT Team is an integrated part of Cal State LA Emergency Management during a disaster or emergency.

C. National Incident Management System (NIMS)

Cal State LA CERT operates according to the Incident Command System (ICS) in accordance with the National Incident Management System (NIMS).

ICS is a standardized, on-scene, all-hazard incident management concept developed in the United States. ICS is based upon a flexible, scalable response organization providing a common framework within which people can work together effectively.

CERT is part of NIMS, which is a standard incident management process and procedures, so that all responders can work together more effectively.

D. Purpose of This Document

The purpose of this document is to establish policies and procedures for Cal State LA CERT Team membership, training, activation, activities and coordination.

Standard Operating Procedures should be reviewed annually. SOPs are guidelines for the University of Cal State LA CERT Team and are not to

supersede or replace any local, State, or Federal SOP for Emergency Management.

E. Community Involvement

An important element of CERT is community involvement. Cal State LA CERT Team members may participate in various pre-planned events to assist the University through volunteer services and raise awareness for emergency planning and preparedness. (See Section M for details.)

F. CERT Team Membership

1. Cal State LA CERT Team

The Cal State LA CERT Team and all of its functions are a voluntary part of emergency preparedness activities of Cal State LA. Cal State LA CERT exists at the discretion of the University and there is no guarantee of having a CERT Team or to have training or volunteer opportunities for CERT members.

2. Joining CERT

a. Qualifications

CERT Team members must:

1. Be at least 18 years of age or older
2. Be staff, faculty or students of Cal State LA or live/work be close enough so that they can respond to emergencies when activated and/or participate in CERT activities.
3. Complete an application and be accepted by the University's CERT Coordinator

b. CERT Training Class

Cal State LA typically offers CERT training twice a year. Classes consist of 20+ hours of training and culminate in a disaster drill. Participants who graduate from CERT training may apply to join the CERT Team. The CERT Team assists emergency management and response professionals during training, community events, and disasters.

The training includes 8 Units:

1. Unit 1 – Disaster Preparedness
2. Unit 2 – Fire Safety and Utility Controls
3. Unit 3 – Disaster Medical Operations Part I
4. Unit 4 – Disaster Medical Operations Part II
5. Unit 5 – Light Search and Rescue
6. Unit 6 – CERT Organization
7. Unit 7 – Disaster Psychology
8. Unit 8 – Terrorism and CERT

CERT Team operations and duties may include:

1. Assist campus emergency responders until professional emergency service providers arrive
2. Assist law enforcement functions including traffic direction and security
3. Light Search and Rescue
4. Extinguish small fires
5. Triage of trauma victims
6. Set up and staff registration areas
7. Set up and staff emergency shelters
8. Provide support at an incident site and/or at the Emergency Operations Center, as required
9. Assist the University and/or American Red Cross with shelter and feeding operations.
10. Alert the campus community with notifications of impending disasters or evacuation orders

3. CERT Participation Levels

See Attachment 1

4. Other Training

Other training is available through Emergency Management Institute, the American Red Cross, and other government and private resources. CERT Team members are encouraged to attend additional training.

5. Continuing Participation

Each year, each CERT member must attend a minimum of two meetings, participate in one community event, or CERT drill, or EOC drill, or if activated, participate in a disaster response.

6. Inactive Members

CERT members become inactive if they do not meet the criteria described in section 5 above. The CERT Coordinator will determine when members have not met the active member requirements.

If life circumstance change or for any reason, a CERT member may request inactive status by contacting the CERT Coordinator. Inactive CERT members must return any University issued equipment. The CERT Coordinator may return a CERT member to active status.
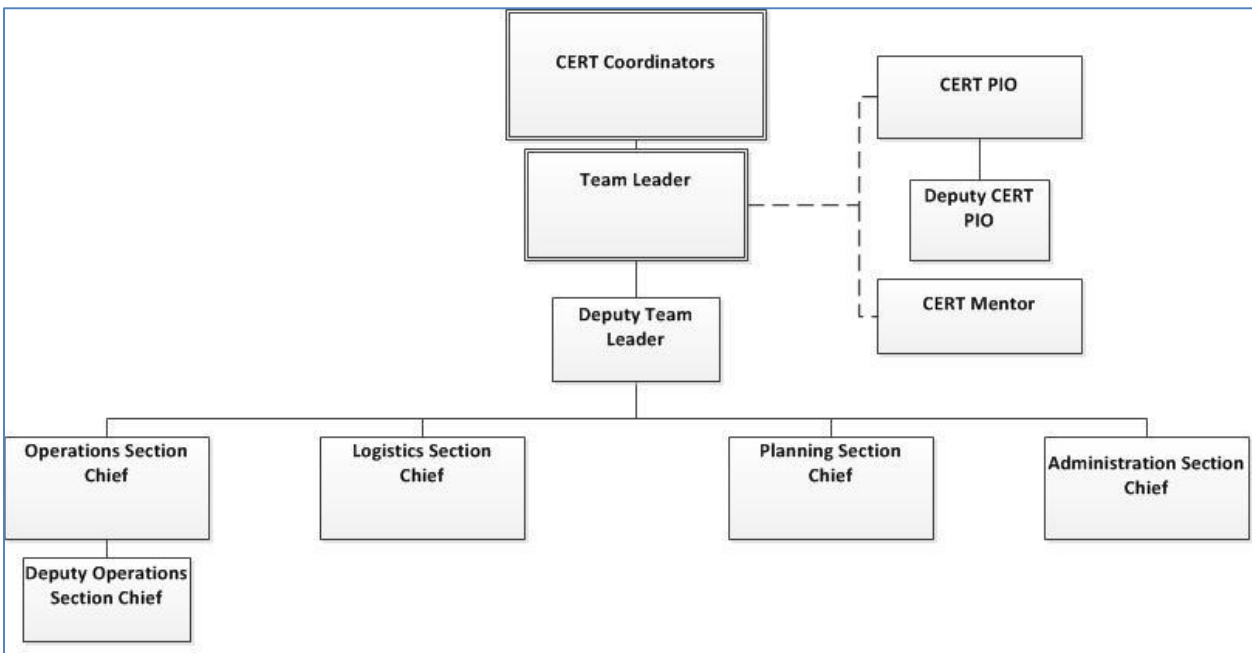
G. Team Structure

1. CERT Team Structure

The CERT Team structure is shown in Figure 1 and described in Section M.

2. Cal State LA CERT Leadership

The positions of Leadership are: Team leader, Deputy Team leader, PIO, Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Administration Section Chief.

Figure 1, Organizational Chart

3. Incident Command System

The CERT structure is based on ICS, the national standard for on-scene emergency management. It is designed to meet the needs of any size event and allows personnel to integrate in a common management structure. Unified Command (multiple agencies, and/or multiple jurisdictions) provide logistical and administrative support to operations and maintain cost effectiveness and accountability during the incident.

4. Selection of CERT Leaders

The Team Leadership positions are selected as follows:

Each year, usually in December, an election for the leadership positions is held,

- Any member in good standing (see section F.5 of this document) may nominate any Team member in good standing for any one of these positions.
- The CERT Coordinator must approve all nominees.
- The CERT Coordinator conducts or supervises the election.
- The CERT Coordinator may appoint team member(s) to conduct the election including preparation of ballots, collection and counting of the ballots, etc.
- Any member in good standing may vote in the election.
- The results of the balloting are provided to the CERT Coordinator who must approve them.
- The results are then communicated to the team by CERT Coordinator.
- If there are no nominees, the CERT Coordinator may appoint a leader.
- In the event of a tie, the CERT Coordinator shall choose the winner.
- New leaders assume responsibility at any time before the next meeting after the election.

5. Standing and Special Committees

The CERT Coordinator may establish standing committees (such as mutual aid coordination, volunteer mapping, recruiting, event planning, grant development, etc.) as required. For each standing committee, the CERT Coordinator shall select a chairperson. Each standing committee shall make a verbal or written report at the monthly meetings.

The CERT Coordinator may create other committees as needed. For each special committee the CERT Coordinator shall select a chairperson. Each special committee shall make a verbal or written report at the monthly meetings.

6. Neighborhood Units

The CERT Coordinator may create neighborhood units for parts of Cal State LA to encourage local preparedness and pre-planning.

7. Coordination with Other Emergency Volunteer Organizations

The CERT Coordinator will appoint, as needed, team members to coordinate Cal State LA CERT with other emergency volunteer organizations such as the CERT programs in nearby cities, the Radio Amateur Civil Emergency Services (RACES), the American Red Cross, etc.

8. Attendance at Other University Events/Programs/Disasters

From time to time Cal State LA CERT Team members may be offered the opportunity to assist other cities during disasters or special events, or to participate in other cities training and or drills.

Attending any event is voluntary. Travel to and from any event or activity is not considered to be an assignment or covered by Disaster Service Worker Volunteer Provisions.

Events not held in, and not sponsored by Cal State LA, are not considered to be official University events (and thus are not covered under the University's Disaster Service Worker provisions).

Any exceptions to this will be done in writing, by the CERT Coordinator. He/she may designate an event an "Official CERT Event" and will do so in writing, in the publication of the event.

9. CERT Mutual Aid

The Cal State LA CERT Program is part of the Los Angeles County CERT Mutual Aid Program (CMAP). This does not obligate the University to send CMAP qualified CERT volunteers, but allows the University to participate in the program. The University can also request volunteers through the CMAP process as outlined in the CERT Mutual Aid Program Activation Plan, annex to the Los Angeles County Operational Area and the Los Angeles County and City Emergency Operations Plans.

H. Meetings

Leadership meetings will be usually be held the second Wednesday of the month.

General meeting be usually be held the second Wednesday of one month in each quarter.

General meetings will be conducted by the CERT Coordinator, Team Leader, or designee.

I. Other CERT Team Activities

The CERT Coordinator my choose other suitable, non-emergency activities for Team members and may seek volunteers to perform those activities.

- Such activities may include, but are not limited to:
  - Assisting with crowd management at public events at the University
  - Assisting with traffic management at public events at the University
  - Having a CERT "Booth" or similar area to promote emergency preparedness and advertise the CERT Team's activities and training.

J. Reports and Record Keeping

1. Approval and Retention of Records

Records and reports, will be submitted to, approved by, and retained by the CERT Coordinator or designee.

2. Records from the Logistics Section Chief

The Logistics Section Chief will complete an inventory of CERT supplies before and after each CERT Class and after every CERT training or activation. He/She will also track equipment and supplies issued and returned during a training or activation event. All reports will be submitted to and retained by the CERT Coordinator.

3. Records from the Planning Section Chief

The Planning Section Chief will be responsible for maintaining the following records and submitting them to the CERT Coordinator:

- Current List of Active Members with contact information

- Phone tree
- Certifications, completion of course work, independent study and in-service attendance of team members
- Tracking participation, such as meeting attendance, special events, drills, etc.
- Monthly meeting minutes
- Attendance records for the meetings, community events, training and drills and responses.

K. Personnel, Administration, Legal, and Human Resources

1. Behavior

CERT members shall conduct themselves in a professional manner at all times. The Cal State LA CERT Team Code of Conduct provides expectations for CERT members. All CERT Team members are required to sign *The Cal State LA CERT Code of Conduct.* (See Attachment 2.)

L. CERT Identification

1. ID Badges

The University issues photo identification to CERT members upon completion of a background check and being sworn in as a Disaster Service Worker. The identification should only be worn when responding to an incident, at University sponsored trainings or meetings or volunteering at approved community involvement events.

2. CERT Logo Items

Team members should wear CERT logo clothing (hard hats, caps, shirts, etc.) when responding to an incident or volunteering at approved community involvement events. CERT logo vests and helmets should not be worn at events that have not been approved by the CERT Coordinator.

M. Safety, Injuries and Liability

1. Safety:

Each team member's first responsibility at all times is their own safety. No team member should take any action that would put them, another team member or any another person at excessive risk.

If a team member is injured, they shall report the injury at once to the Safety Officer or Incident Commander.

2. California Workman's Compensation

CERT members may be covered by California Workman's Compensation during activation or scheduled training if they are acting within the bounds of their training. Contact the CERT Coordinator for additional details.

3. Liability:

Under certain circumstances Cal State LA CERT Team members, may be protected from liability for the actions during a response. Contact the CERT Coordinator for additional details.

4. California Good Samaritan Laws:

Cal State LA CERT Team members are Disaster Service Workers and may be provided immunity from personal liability if they choose to provide aid in an emergency or disaster under the California Good Samaritan Law.

N. Personal Information

Personal information concerning team members shall be treated as confidential and not provided to individuals or organizations outside of Cal State LA CERT, except when approved by the CERT Coordinator and the individual.

O. Dismissal

A member may be dismissed at the discretion of the CERT Coordinator. Reasons for dismissal may include: failure or refusal to fulfill basic expectations, disruption to team activities or meetings, misconduct because of legally proven professional, civil, or criminal violations, failure to follow the Cal State LA CERT Code of Conduct, or demonstrated physically or verbally that the individual is unable to work within the guidelines of the program as determined by the CERT Coordinator.

P. Weapons

CERT members are not permitted to carry or possess any weapons while undertaking activities as a Cal State LA CERT Team member.

Q. Fees, Costs, Expenses, and Other Expenditures

Expenditures for CERT shall be authorized only by the CERT Coordinator.

Except as pre-approved by the CERT Coordinator, all team member fees, costs and expenses are the member's own responsibility.

Purchases made by CERT members, without prior authorization, at any time, may or may not be reimbursed.

R. Equipment and Supplies

Cal State LA CERT members are expected to acquire, at their own expense, CERT equipment such as vests, hard hats, ball caps, backpacks, emergency equipment, and supplies, etc. Attachment 2 has suggested lists of these items. The University may loan members CERT equipment, which is to be returned at the end of the drill or event. If grant funding is available, the CERT Coordinator may be able to provide team members with some of this equipment.

S. Grants, Donations and Fundraising

All grants and fundraising must be approved by the CERT Coordinator. Members are encouraged to present ideas and information at the monthly meetings on any potential grants or fundraisers.

Donations will be accepted if offered. Donations are not required from any person, agency or group. All donations will be pre-approved by and given to CERT Coordinator. The University does not have the ability to provide a tax-deduction letter for in-kind donations, and will acknowledge them with a letter of thanks from the CERT Coordinator.

T. University Employees as CERT Team Members

Any University Employee who completes the CERT Training Class may choose to join the CERT Team. Due to the special relationship, it is necessary to clarify roles and responsibilities. Volunteering will be in accordance with the University's Personnel Rules.

University employees who volunteer as CERT members have a special responsibility to ensure that they carefully separate their activities as employees and as volunteers. If a team member-employee is participating in CERT

activities, they are not working for the University at that time, they are volunteering as a CERT Team, Disaster Service Volunteer.

In the rare circumstance that a team member/employee seeks to carry out CERT activities while being paid by the University for their time, a request must be filled out in advance and approved by the CERT Program Coordinator and the employee's supervisor.

U. Media Requests and Public Speaking

From time to time, media may inquire directly to team members about CERT, the CERT team, or team activities.

- In a non-disaster situation, contact the CERT Coordinator, (323) 343-3544.
- During an emergency response, defer all questions from the media to the University PIO.

V. Responsibilities of CERT Leaders

1. Team Leader

- Chair monthly meetings
- Review section goals and track progress through quarterly meetings with Section Chiefs
- Ensure section goals are in line with the team's overall mission and purpose
- Serve as point of contact for team member's questions, comments, and concerns
- Examine and review future growth opportunities

2. Deputy Team Leader

- Assume the duties of the Team leader in their absence
- Share duties of the Team Leader as workload necessitates

3. CERT Public Information Officer (PIO)

- Create and update promotional flyers
- Coordinate the taking of photos during drill, training, and events and submit to Administration Section to post on Yahoo Group
- Write articles and submit to CERT Coordinator for approval to be published in support of recruitment, promotion, and recognition of the CERT Program

4. Deputy CERT PIO

- Assume the duties of the PIO in their absence
- Share duties of the PIO as workload necessitates

5. CERT Mentor

- Serve as a liaison between the CERT Team and the CERT Class participants
- Attend CERT Classes and Lead Final Review Class
- Be available for questions and encourage class participants to join the team
- Follow-up with participants who have completed steps to join the team (such as the application) and help them complete the process

6. Operations Section Chief

- Establish Section goals, timeline and track results
- Lead the class final drill and annual refresher drill, working under direction of CERT Coordinator, in conjunction with the other sections
- Support logistics Section Chief in planning for Special Events
- Create and maintain monthly calendar of training opportunities
- Plan quarterly training for the CERT Team
- Coordinate CERT Team members for CERT basic training class, support & instructor assistance
- Plan monthly training sessions during monthly meetings
- Examine and review future growth requirements

7. Planning Section Chief

- Establish Section goals, timelines, and track results
- Prepare monthly meeting agenda and submit to CERT Coordinator
- Take meeting minutes and provide to Team leader and CERT Coordinator for
- Draft Cal State LA CERT Team SOPs and revisions
- Submit to CERT Coordinator the SOPs for review on an annual basis
- Support Operations Section in planning drills and annual exercises
- Maintain phone tree; establish/clarify calling procedures
- Records from the Planning Section Chief should include:
  - Current List of Active Members with contact information
  - Phone tree

- Certifications, completion of course work, independent study and in-service attendance of team members
- Track participation, such as meeting attendance, community events, training, drills, etc.

8. Logistics Section Chief

- Establish Section goals, time line and track results
- Assist in updating/maintaining CERT supplies and equipment
- Make recommendations for the purchase of new supplies to the Team Leader and CERT Coordinator
- Create and maintain supply purchasing form under direction of CERT Coordinator
- Support Operations Section in planning drills and annual exercises
- Encourage membership in CERT by identifying new groups for recruitment and conducting outreach to those groups and by other means

9. Administration Section Chief

- Establish Section, goals, timeline and track results
- Maintain Yahoo! Group Website:
    - Post meeting agendas and minutes after approved by CERT Coordinator
    - Post photos submitted by CERT PIO
    - Provide technical support to members who may be having difficulty with accessing the website
    - Maintain membership records, e.g. membership expiration dates, necessary CERT /FEMA recertification information, etc.
- Support Operations Section in planning drills and annual exercises

W. CERT Response:

1. Operations

An Incident Commander may request activation of, and then utilize team members in non-critical functions allowing first responders to be utilized in critical areas. In a large-scale situation where the first response system is overwhelmed and delayed, team members will provide assistance.

The Cal State LA CERT Team is not trained, designated, or intended to serve as first responders on a scene but can provide additional resources if the event requires it. At no time, may team members self-activate on behalf of the University.

2. Pre-Activation Readiness

Pre-Activation readiness and the ability to perform assigned tasks during an emergency/disaster greatly depend on each member's personal and family preparedness. Each member must prepare in advance for an assignment.

a. **Equipment You Will Need For or During Activation:**
- CERT Bag (See attachments for a suggested equipment lists.)
- Go Kit - Each member should be prepared for assignments lasting more than one shift. The usual rotation is 12 hours on 12 hours off, which may last for several days.
  Suggested Go Kit contents:
  o One or more change of clothing (including shoes) as appropriate to the incident, season, or climate
  o Outerwear, as appropriate to the incident, season, or climate
  o Medication (prescription and over the counter)
  o Snacks
  o Bring reading material, MP3 player or other entertainment for your time off

b. **Maintenance of equipment**
  Go Kits and CERT bags contain "perishable" items such as batteries, drugs, or other items with expiration dates or that deteriorate over time. Each member should check their Go Bag and CERT kit twice a year.

3. Notification System Checks, Notification Drills, and Muster Drills:

The CERT Coordinator may establish a schedule and assign responsibility to conduct periodic notification drills, notification system checks or muster drills.

- A notification system check verifies the accuracy of the tree
- A notification drill times how long it take for all available members to be notified
- A muster drill requires members to report to a certain location with their CERT bag and Go Kit and establishes the organization's readiness to respond and to establish the Team's response time

Members may or may not be notified in advance of these events.

A report of the success rate and response time from each drill or check shall be provided at the following monthly meeting.

4. Pre-staging:

In anticipation of need, or for other reasons, the CERT Coordinator or the Cal State LA Emergency Operations Center may choose to have CERT pre-stage. CERT may be directed to pre-stage at any location including the EOC. CERT members should follow the same guidelines (below) for pre-staging as for activation.

5. Activation

An Incident Commander may request the activation of the Cal State LA CERT Team. The incident commander will contact University of Cal State LA EOC or the CERT Coordinator to request activation of the team. Activation may only be made by the CERT Coordinator or the Cal State LA EOC Director. At no time, may a CERT member self-activate on behalf of the University. A CERT Team member may respond to a local emergency in their neighborhood or workplace at any time, operating as a private citizen.

Cal State LA CERT Team members will act first to aid their own families and adjacent neighbors before responding to activation.

Cal State LA CERT Team members are not emergency services personnel, as defined by state law, and, as such, are not exempt from federal, state and local laws when responding to emergencies. Therefore, all CERT Team members must obey traffic and other laws. The Cal State LA CERT Coordinator or the EOC Director will activate the notification system. CERT Team members should report either to the University EOC, 380 Ave Pico (see Figure 2) or a staging point designated for the incident, as directed.

6. Important Locations

- EOC   Parking Lot 7
- LA Fire Station 16   2011 N Eastern Ave,
- Alhambra FD Station 74   2505 W Norwood Pl
- LA County Fire Station 1   1108 Sheriff Road
- Administration   5151 State University Dr.
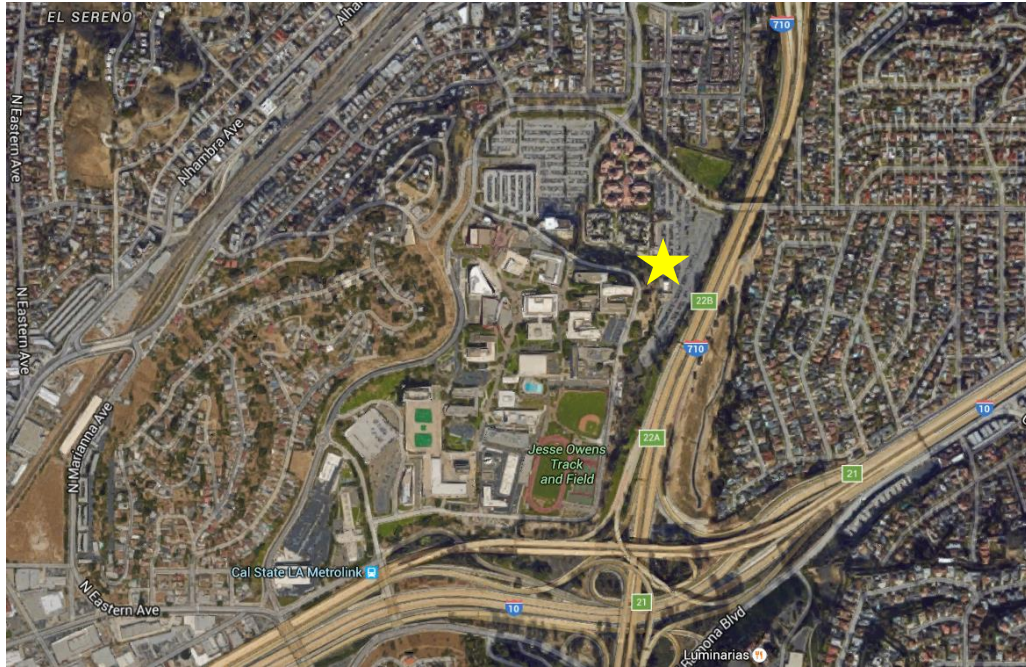- Student Union   5154 State University Dr.

Figure 2 Location of the Cal State LA Emergency Operations Center

7. Incident Response

Team members who choose to respond to an incident are required to respond with full equipment, supplies and appropriate clothing for the weather conditions and the activity. The team should be prepared for 12 hour shifts for several days.

Cal State LA CERT Team members should arrive in as few vehicles as possible. Upon arrival, vehicle(s) will be parked in a location so as not to interfere with scene operations. Team members remain on site until released by the Incident Commander or relieved by another CERT team member. At the staging or muster point CERT Team members should sign-in at the reception table and await assignment.

In order to access the staging area for a response it will likely be necessary to pass check points. CERT members should expect to be allowed to pass check points in order to reach the staging area**. However, if a CERT member is refused access the member should turn around, find a convenient place and call the CERT Coordinator. Do not argue with the officials in charge of the staging area.**

The Field Operations Guide (see references) provides quick references and details of field operations including disaster preparedness, disaster medical

operations, firefighting and hazardous materials, and search and rescue operations.

8. CERT Deactivation

If emergency personnel no longer need the services of Cal State LA CERT Team member and request that member to de-activate, the CERT member will notify their direct supervisor and leave the scene in a safe manner.

9. Documentation

Any time a Cal State LA CERT Team member is activated, information regarding the extent of activation needs to be documented by the CERT Coordinator or the Planning Section.

This information should include (See attachments for forms which may be used):

- Name of CERT member and ID # (See badge).
- Time of activation
- Location of activation
- Actions taken by CERT members
- Any injuries incurred by CERT members during activation
- Time of deactivation
- Location of deactivation
- CERT Member comments on procedures, policies, etc. in regards to the activation

10. Community and Planned Events

Cal State LA CERT Team members participate in various community and outreach events. Requests for community involvement may be made by groups in Cal State LA, University organizations, or may be suggested by CERT Team members. The CERT Coordinator receives all requests, selects those that CERT will support, and determines the support to be provided.

The CERT Coordinator or designee works with the requesting organization and the team to establish the nature and timing of the support provided. Team members are encouraged to support all community involvement opportunities and should contact the CERT Coordinator or designee to make arrangements.

Following each community event a verbal report shall be made during the next monthly meeting.

11. After Incident De-briefing:

The CERT Coordinator should conduct an incident debriefing with all CERT members following de-activation. The debriefing will cover what occurred during the incident and any concerns that CERT members may have regarding the activation. The CERT Coordinator should document CERT members that were a part of the incident, any issues brought up at the debriefing, and that all CERT members are accounted for before leaving the incident.

X. Table of Figures:

Y. List of Attachments:

Attachment 1, CERT Participation Levels
Attachment 2, CERT Code of Conduct

Z. Revision History:

Revision	Date
Adopted Version 1.0	3/15/16

AA.   References:

1. CERT Mutual Aid Program Activation Plan, Revised 9/27/2011
2. FEMA Publication P-501, National Incident Command System, (www.fema.gov/nims)
3. FEMA IS-317: Introduction to CERTs
4. http://www.citizencorps.gov/
5. Preparing for Disaster - FEMA 475, http://www.fema.gov/pdf/library/pfd.pdf
6. This National Response Framework (NRF), FEMAS Publication P682, catalog Number 08011-1
7. *CERT All Weather Field Operating Guide,* No. 573, http://www.riteintherain.com, J. L. Darling Corporation, 2614 Pacific Hwy East, Tacoma, WA 98424-1017, USA, 253-922-5000
8. CERT National Newsletter, http://www.citizencorps.gov/cert/newsletter.shtm
9. FEMA Web Site, http://www.fema.gov/
10. FEMA Independent Study Programs, http://www.training.fema.gov/IS/
11. FEMA Acronyms, Abbreviations & Terms, http://www.fema.gov/plan/prepare/faat.shtm

12. CERT Introductory Course Training Manual,
http://www.citizencorps.gov/cert/training_mat.shtm
13. CERT ANIMAL RESPONSE I,
http://www.citizencorps.gov/cert/downloads/training/CERT_Animal_Response_I_IG_Final_073010.pdf,
http://www.citizencorps.gov/cert/downloads/training/CERT_PPT_Animal%20Response%20I_Final_071610.pdf
14. CERT ANIMAL RESPONSE II,
http://www.citizencorps.gov/cert/downloads/training/CERT_Animal_Response_II_PM_Final_073010.pdf
http://www.citizencorps.gov/cert/downloads/training/CERT_PPT_Animal%20Response%20II_Final_071610.pdf
15. CERT Emergency Communications Module,
https://www.fema.gov/library/viewRecord.do?id=6223
16. American Red Cross, Shelter Operations (ARC 3068-11), Shelter Simulation (ARC 3068-12)

Attachment 1, CERT Participation Levels

1. **Level 1 – Basic**

   These are class participants who have not chosen to apply to join the CERT Team. During a disaster they will help at the family and/or neighborhood level.

   They may identify themselves as CERT <u>trained</u>, but not as <u>CERT Team members.</u>

   Mandatory
   - Complete 20 hour CERT Class and final disaster drill.

2. **Level 2 – Intermediate**

   Join the Cal State LA CERT Team.

   Mandatory: (For FEMA Courses see reference 11
   - Complete requirements for level 1
   - Join the Cal State LA CERT Team
   - Submit application (interview required if CERT taken in another University)
   - Attend at least one monthly meeting
   - Pass a Live Scan background check
   - Be sworn in as a Disaster Service Worker

3. **Level 3 – Advanced**

   Assume a leadership position and/or complete additional training

   Mandatory: (For FEMA Courses see reference 11
   - All CERT Level 1 and 2 Requirements
   - Complete the following online courses (http://training.fema.gov/IS/)
   - **I**S 700a.- Introduction to the National Incident Management System (NIMS)
   - IS 100a - Basic Incident Command System

   Optional:
   - CPR/First Aid/AED Certification (American Red Cross)
   - Shelter Fundamentals and Shelter Simulation (American Red Cross)
   - CERT Animal Response I and II
   - Communications (Classroom)
   - Traffic Safety Management (Classroom)
   - IS-200.b - ICS for Single Resources and Initial Action Incidents

4. **Level 4 – CERT Mutual Aid Program:**

   CERT Mutual Aid Program (CMAP) Team Members can be called out to respond to a disaster in another University, should they be requested to do so by the CERT Coordinator.

   Mandatory: (For FEMA Courses see reference 11
   - All Level 1, 2 and 3 Requirements
   - CERT Mutual Aid Class (classroom)

Attachment 2, CERT Code of Conduct

University of Cal State LA
Community Emergency Response Team
CERT
CODE OF CONDUCT

The understanding and execution of this Code of Conduct for the California State University, Los Angeles (Cal State LA) Emergency Response Team ("CERT") is a prerequisite to a CERT member's continued participation as a member of the CERT team. While CERT is an organization comprised of member volunteers, all such members must abide by a certain code of conduct and comply with certain rules in order that CERT operate as smoothly, effectively, and efficiently as possible, and within the Emergency Operations Plan ("EOP").

This Code of Conduct is not intended to be an all-inclusive recitation of all the rules and guidelines applicable to CERT members, but is intended to be a general outline of what is expected of CERT team members. CERT members are expected to be familiar with the EOP and any Standard Operating Procedures ("SOP") currently in effect or as otherwise implemented and revised from time-to-time.

As a CERT team member, and for the safety of yourself and others, you must follow the directions and instructions given to you by your assigned Supervisor. During training or community events, the Supervisor will be the class instructor, the designated University representative, or a designated representative from another jurisdiction. In the event of a disaster or emergency, direction may come from any of the above identified persons, or otherwise by a designated CERT team member or an emergency responder from Local, State, or Federal professional responders and emergency personnel including, but not limited to, Fire and Law Enforcement Departments.

Unless otherwise notified, the pre-designated Command Post location for CERT members to report to in the event of activation will be the Emergency Operations Center (EOC), Cal State LA. Consistent with established CERT protocol, a CERT member's first responsibility is personal and family safety. If notified of activation, you need not report before securing your home or workplace and checking out your neighborhood. When reporting, bring your CERT equipment bag and personal identification (CERT ID and Driver's License). In an emergency situation, a CERT member is required to wear proper Personal Protection Equipment.

Emergency response is a team effort. Acting independently of the EOP and SOP can be dangerous and is not permitted. A violation of "self-dispatching" to an emergency event, wearing CERT gear anywhere other than at an official CERT event, or falsely claiming to be a University of Cal State LA employee, will result in the forfeiture of your CERT identification card, removal from the University of Cal State LA's data base as a

Disaster Service Worker and CERT member, and will subject the member to any applicable civil and/or criminal liability. The individual will also be required to return all issued CERT gear and equipment to the Cal State LA CERT Coordinator.

Disaster Worker Volunteers, such as CERT members, are required and expected to act responsibly and to treat all other volunteers, community members and professional emergency response personnel with respect. Some members of the professional emergency responders (Law Enforcement, Fire Services, etc.) may not be aware of CERT and they may turn you away at a scene. Report back to the CERT Command Post if you encounter such a situation.

There are many areas where Disaster Workers may be needed, so a CERT member's quick response and providing any gathered information is vital to the coordinated response to any emergency or disaster. If you move or change contact information (e-mail, cell, work or home telephones, etc.), increase your training level in disaster response, or no longer have an interest in participating, please contact the Emergency Planning Officer at the University. Failure to follow the Code of Conduct and act responsibly during any CERT event may result in the participant being dismissed from Disaster Service Work for the University.

Remember, the CERT goal is to do the greatest good for the greatest number.

I have read the foregoing Code of Conduct and understand its contents and, having done so, execute the Code of Conduct, below. I also acknowledge receipt of the Cal State LA CERT equipment listed below and agree to return all equipment at the end of my membership at as University of Cal State LA CERT Team member.

_____   _____

SIGNATURE OF VOLUNTEER   DATE

_____

PRINT NAME

Equipment Issued:
- Helmet
- Vest
- ID Badge
- _____
- _____
- _____

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