



**Camden County, Missouri
Community Emergency Response Team
(CERT)**

**Standard
Operating
Guidelines**

CAMDEN COUNTY, MO EMERGENCY MANAGEMENT AGENCY

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Original document by D. Miller and A. Mott

PURPOSE

The Camden County, MO Emergency Management Agency (EMA) recognizes that in the event of a major, all-hazard emergency within the jurisdiction of Camden County, MO, there is a likelihood that most public safety resources (such as fire and rescue, emergency medical services, and law enforcement agencies) will be overwhelmed. Assistance from neighboring areas is probable; however, their response time and capability are unknown.

The Camden County, MO Emergency Management Agency has taken a proactive stance in this area by training citizens to be part of our Community Emergency Response Team (CERT). By utilizing spontaneous and/or activated volunteers, the EMA can supplement manpower and assist with the effective use of available resources.

- To maintain a CERT program that will develop and become an integrated part of Camden County, MO Emergency Management Agency's resources, both in routine blue sky and/or gray sky operations (declared disaster or emergency operations). The Camden County, MO CERT program teaches local citizens a cooperative and realistic approach to emergency and disaster preparedness so they can assist themselves, their families, and others in their neighborhood or workplace when first responders are not immediately available to help.
- To establish an understanding of the capabilities and limitations of CERT volunteers as presented to supported and partner agencies.
- To establish an understanding of the CERT Level system implemented in Camden County, MO.
- To establish guidelines for the members pertaining to their training, activities, activation, etc.
- To establish coordination among the members of the Camden County CERT.
- To establish guidelines for utilizing CERT volunteers during disasters and emergency situations.
- To establish guidelines for utilizing CERT volunteers during events and non-emergency situations.
- To establish guidelines for injury or incident reporting with regards to CERT volunteers.
- To establish guidelines for working with other CERTs from surrounding counties and within Region F.
- To support the Camden County EMA, local First Responders, and all partnering and served agencies.

POLICY

To designate a CERT member(s) into an emergency scene will be at the discretion of the Emergency Management Agency department official or their appointee.

Emergency Operations Center (EOC) personnel or their appointee must coordinate via the CERT Coordinator any CERT member(s) incorporated into an emergency or disaster scene.

Any First Responding Agency Officer or Incident Commander may refuse to authorize the participation of a CERT member in emergency operations for any reason.

Only CERT members with appropriate ID can be activated as a CERT volunteer. CERT members without proper ID or CERT members from other jurisdictions may be utilized, with proper credentialing. (See Definitions for clarification of these roles.) This ID must be presented to the Officer in charge or Incident Commander and must not be expired.

Personnel overseeing the activity of any volunteer need to ensure that the volunteer is utilizing safety equipment and following proper safety procedures. CERT members are issued gloves, helmets, goggles, and safety vests and should use these during emergency or disaster operations

Volunteers fall under the following rule directly in the 2022 Camden County Employee Handbook (with the addition of Department Head after February 2022):

Volunteers are individuals who provide Camden County with temporary unpaid volunteer hours. Volunteer hours must be approved in advance by your Elected Official and/or Department Head. No volunteer positions or project will be scheduled for over 20 hours per week and must be of short duration. Short duration is defined as less than three (3) consecutive weeks.

DEFINITIONS

CERT Member - A member of the Community Emergency Response Team. CERT members have received basic 20-hour FEMA CERT training from public safety personnel in the areas of disaster preparedness, fire suppression, first aid, light search and rescue, team building, and the incident management system. CERT members at the Level Two or Level Three have undergone a background check and have registered as CERT volunteers.

Level System - CERT program consists of three Levels: One, Two, and Three.

- A. **Level One**- This designation is given to those citizens who have attended the initial basic 20-hour FEMA CERT training, and who are under 18 years of age or are over 18 years of age but chose not to be involved as a member of CERT. This level is also known as the "Awareness Level." Citizens at the Awareness Level are given a Certificate of Participation but are not given a CERT Helmet, Vest, or ID. They are not registered Camden County CERT volunteers.

***Note:** This designation was also given to citizens who attended classes prior to January 2005, but either did not respond to the new Level System or did respond but chose Level One. Those that did not respond may still have a helmet, vest, and/or outdated ID tag. These individuals are not current members of CERT or volunteers with CERT.*

- B. **Level Two** - This designation is given to those citizens who attended the initial basic 20-hour FEMA CERT Training, are over 18 years of age, and have chosen to become active members of CERT. This designation is also known as the "Neighborhood Response Level" as these members may assist, at their own discretion, their neighbors during disasters or emergencies. These members are registered volunteers with CERT.

- C. **Level Three** - This designation is given to those citizens who attended the initial basic 20-hour FEMA CERT training, are over 18 years of age, and chose to become a member of CERT at a more advanced level. This designation is also known as the "Community Response Level" as these members may be contacted via Hyper Reach, the CERT Coordinator, or directly by the EMA to assist their community or region during a disaster. These members are registered volunteers with Camden County, MO CERT Program, and State Emergency Management Agency (SEMA).

Emergency - Any situation that occurs suddenly or unexpectedly and creates an urgent need for action that results in a 911 response.

Disaster - Any situation of widespread destruction or of a large enough magnitude to overwhelm local First Responders. This may or may not be an officially declared disaster during the initial response.

Spontaneous Volunteer - Any individual who spontaneously provides assistance during a disaster or emergency without any expectation to do so placed on them by any entity. These individuals may or may not possess the training, equipment, or physical or psychological ability to handle the tasks they are undertaking.

Activated Volunteer – A CERT volunteer that has been requested by the EMA to assist in an emergency or disaster operation. With CERT, this can only be a current Level Two or Three member.

GUIDELINES

Utilizing Spontaneous Volunteers

Upon arrival at an emergency scene or disaster site, the Incident Commander may find CERT members and other citizens engaged in emergency activities as spontaneous volunteers. Depending on the scope of the incident, the Incident Commander may wish to maintain the operation of those volunteers who are performing critical functions, or that can be utilized in other capacities. This will require a rapid size-up by the Incident Commander to ascertain the scope of the situation, the degree of volunteer assistance needed, the type of volunteer, and any hazards that may affect the safety of the first responders, volunteers, and survivors.

Utilizing Activated Volunteers

An activated CERT member is under the direct supervision of the EMA and the CERT Coordinator. The decision to utilize CERT members is done at the discretion of the EMA or the CERT Coordinator.

Activated volunteers receive ongoing training, however, they need to have specific instructions once they arrive on scene. They **must not** be given any task that is beyond their scope of training or mental and/or physical ability to perform.

Activated CERT members, as county volunteers, can be utilized to assist with basic scene or supportive functions including:

- Basic first aid
- Triage of victims
- Extinguishment of small, initial phase fires utilizing makeshift aids or fire extinguishers.
Note: (No structural firefighting is allowed and CERT members should not be in a position where smoke inhalation or heat endangers their safety.)
- Light Search and Rescue to include cribbing, leveraging, and removal of survivors from danger.
- Setting up treatment, rehab, or similar sectors.
- Maintaining accountability for fellow CERT members
- Supervising CERT teams or groups.
- Any other operation required to remedy a given scenario that does not directly endanger the CERT member or move outside of his or her scope of training.

Note: Many members of CERT have skills beyond what is taught through the CERT program (e.g., physicians and other health professionals, heavy equipment operators, etc.). While these skills may be helpful during an emergency or disaster, they are outside of the CERT scope-of-practice and are not authorized activities as a CERT volunteer. They may perform these operations outside of their role as a CERT volunteer.

Accountability

Accountability of CERT members will be the sole responsibility of the CERT Coordinator via the Camden County EMA.

Documentation

Anytime a CERT member is activated, information regarding the extent of activation needs to be documented. This is the responsibility of the CERT Coordinator/Assistant Coordinator. In an emergency, this is the inclusion of this information in the ICS form 214 (Daily Log). This information should include:

- Name of CERT member
- ID # if available
- CERT Level
- Actions taken prior to arrival of CERT or First Responders
- Any outcomes, positive or negative, including injuries sustained

Once the situation is resolved, the supervising Team Member / EMA / Incident Commander should deactivate the CERT member as needed.

CERT members should understand that activities will involve physical participation at times which include a potential risk of personal injury and/or personal property damage. CERT members participate at their own risk and are responsible for their own medical care. CERT members shall agree to hold harmless the Emergency Management Agency, their agents, and personnel from all claims. These hold harmless inclusions will also be applied to any other CERT program or agencies that CERT members may be assisting. CERT members should notify the sponsoring agency they are working with of any injuries and fill out an appropriate injury form as needed, required or available.

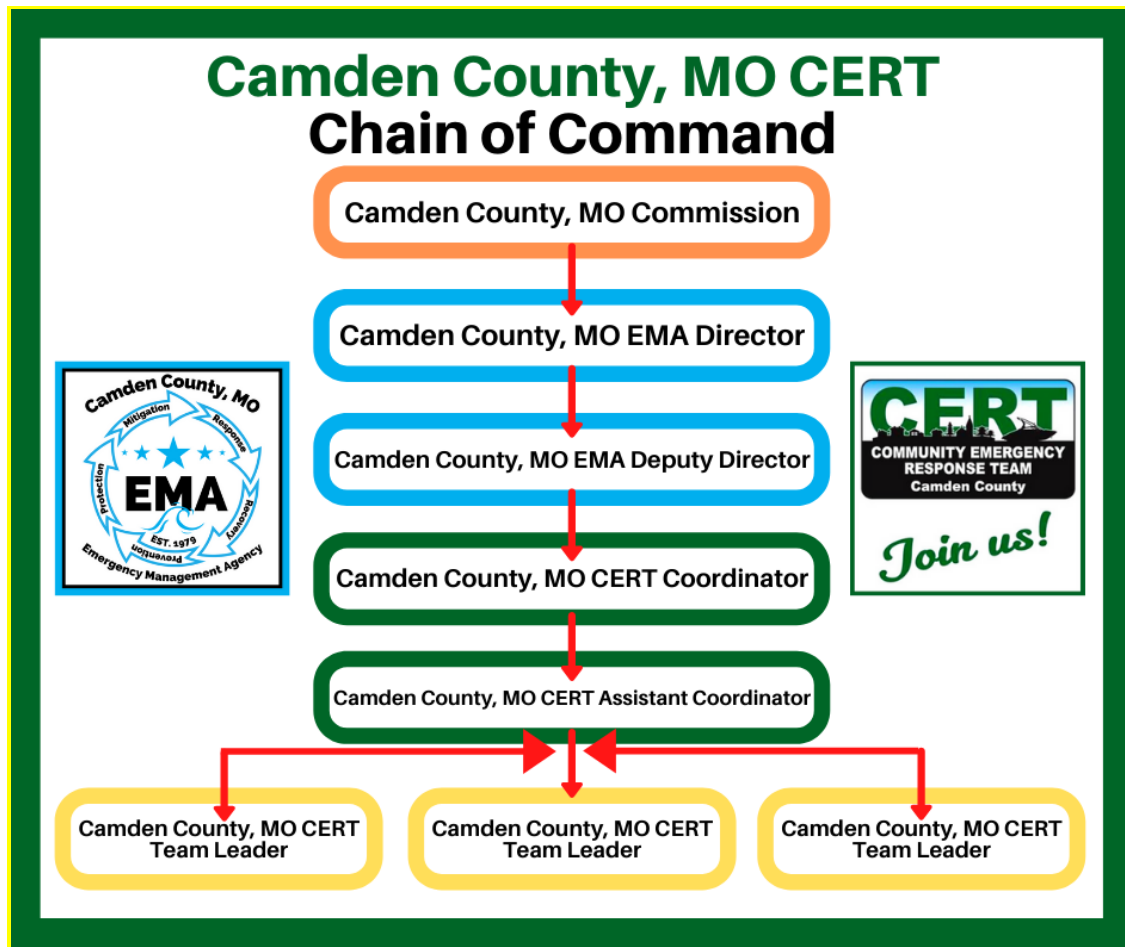
MEMBERSHIP

1. The membership of Camden County, MO CERT shall be volunteers of the community who are over the age of eighteen (18) or age fourteen (14) if accompanied by a parent or legal guardian and have successfully completed the required initial basic 20-hour FEMA CERT training as determined by the Director or Deputy Director of Emergency Management.
2. Individuals wishing to become Level 2 or Level 3 members of the Camden County, MO CERT team will be required to fill out an application that will be provided at the final training session of the CERT training program and return the application to the CERT Coordinator for consideration.
3. Applicants will be subjected to a background and driver's license check.
4. Applicants must provide a current, valid driver's license and proof of automobile insurance annually.
5. Camden County, MO CERT memberships will be for a period ending one year from the date of CERT graduation.

6. Persons participating in the Camden County, MO CERT program agree to and will abide by the rules and understand that members will be removed from membership for violation of the following:
 - Conviction of a felony
 - Conduct unbecoming a member
 - Extreme or multiple acts of insubordination
 - Neglect of duty
 - Any flagrant violation of rules and guidelines governing this program
 - Failure to maintain training requirements

ADMINISTRATION

- 1 The chain of command will be as follows:
 - Camden County, MO Commission
 - Director of the Camden County, MO Emergency Management Agency or Designee
 - Deputy Director of the Camden County, MO Emergency Management Agency
 - Camden County, MO CERT Coordinator
 - Camden County, MO CERT Assistant Coordinator(s)
 - Camden County, MO CERT Division Team Leaders
 - Camden County, MO Members
- 2 In addition, if a developed Citizen Corps Council is in place, they will have an advisory role and will make recommendations to the Deputy Director of Emergency Management or official liaison for CERT.



CAMDEN COUNTY, MO CERT OFFICERS

1. The Camden County, MO CERT program will be structured with officers to oversee the organization and assist in the training and activation of members.
2. A Coordinator, Assistant Coordinator, and other officers will be established as determined by the Director or Deputy Director of Emergency Management or other designated official in charge.
3. Coordinator / Division Coordinator: must have completed the CERT training program. This position will be required to complete several National Incident Management System/Incident Command System (NIMS/ICS) courses and will have such powers and duties as described by custom or parliamentary rules of the office. The Coordinator shall also perform other duties as determined by the membership and/or Director or Deputy Director of Emergency Management or other designated official in charge.
4. The Secretary or bookkeeper of the Camden County, MO CERT is in charge of and will maintain a permanent file of the minutes of all meetings. If there is no secretary or bookkeeper, the Assistant Coordinator will maintain the file.

ACTIVATION AND CALL-OUT PROCEDURES FOR TEAMS

1. Camden County, MO CERT may be called upon by Camden County EMA or specifically identified public safety officials to provide aid or assistance in a manner

determined by the Director or Deputy Director of Emergency Management, Incident Commander, or designated official in charge.

2. CERT will be activated by the Director or Deputy Director of Emergency Management when an emergency or other event requires additional volunteers for assistance and will follow the chain of command as outlined in Section 3: Command Structure.
3. Industrial or specific business group CERT will be activated for that business as determined in that business' Standard Operating Guidelines.
4. Camden County, MO CERT-trained individuals will act first to aid their families and adjacent neighbors. Once safety measures have been completed, team members will contact the CERT Coordinator, assess damages, problems, and conduct a size-up of the situation while en route to their predetermined staging location.
5. The CERT Coordinator will contact Camden County, MO EMA with size-up information and will wait for activation deployment instructions.
6. Teams will be given specific instructions on where to go or procedures to initiate the response and recovery process.
7. Teams will select a team leader from those present. The leader will provide for safety by assuring that all team members have completed CERT training, have the appropriate safety and other equipment necessary, and are physically capable of performing the assigned tasks.
8. Team leaders will set priorities and delegate responsibility and specific assignments for each team member.
9. Teams should have a **minimum** of two (2) members before activating and those teammates should stay together until reassigned.
10. Team leaders will be responsible for the team communications with the Camden County, MO Emergency Operations Center (EOC) or official in charge at the scene of deployment, if possible.
11. Team members will communicate only with the team leader as pre-instructed using NIMS/ICS span of control procedures.
12. Team Members must stay together as assigned and will not "freelance" away from their assigned task, unless taking action to protect life safety.
13. Team members will only perform tasks equal to their level of training.
14. Team leaders will notify the CERT Coordinator after they have completed the assigned task(s) and will await further deployment or dismissal instructions from the CERT Coordinator.
15. After dismissal from the incident, each team will return to their predetermined staging location to complete a Hot Wash/Debrief. The team leader will, as soon as possible,

contact the CERT Coordinator to convey the results of the team's Hot Wash/Debrief of the deployment (which may be within 48 hours of the event.)

16. **Activation for other events**

- A. Camden County, MO CERT may be called upon for special occasion functions, such as parades, large community events, etc. CERT may also be utilized to assist with crowd control, rehab stations, lost person searches, or any other type of functions that require volunteers.
- B. When CERT is activated for these types of events, the same organizational structure and chain of command will be followed as previously stated in these guidelines to ensure accountability and safety to all members and the public that we are assisting.

17. **Activation outside of Camden County, Missouri.**

- A. Camden County, MO CERT will be activated for out-of-area response/service only at the direction of the Camden County, MO Emergency Management Agency.
- B. CERT members who are deployed outside of our community must be prepared to sustain themselves for a period of 72-hours (money, fuel, food, water, etc.)
- C. The Director or Deputy Director of Emergency Management or designated official in charge will provide directions and points of contact for the CERT Coordinator.
- D. The receiving EMA leadership or designee is responsible for the localized deployment and accountability of the deployed team(s).

17.5 The requesting agent will provide the following information to Camden County, MO EMA:

- Where they need to meet
- What skill levels they need
- What tools the team should bring
- When the team is needed
- When the team will report
- Who the team will be under the direction of
- Who the team will report to
- How many team members are needed
- How long the team members will be needed
- Other pertinent information

EQUIPMENT

1. Camden County Levels 2 and 3 CERT members may be assigned a backpack and safety equipment. Backpacks and the equipment contained within are the property of Camden County, MO EMA and the CERT program.

2. Camden County, MO EMA or other public safety agencies may provide equipment and supplies for training and activation. The equipment and supplies are maintained and distributed through the EMA, acting as the sole agent for the Camden County, MO CERT.
3. Persons participating in the Camden County, MO CERT program agree to and understand that equipment and supplies provided to them for training and/or activation are the property of the Camden County, MO EMA and the CERT Program.
4. Members will use the equipment and supplies provided only for Camden County, MO CERT-related activities unless otherwise directed.
5. Members will maintain equipment and supplies in proper working condition. If a member is lacking items from the suggested list for the CERT Program, they should report to the CERT Coordinator for restocking.
6. Members will report damaged equipment and supplies to the CERT Coordinator.
7. Equipment and supplies **must be returned** to the Camden County, MO CERT Coordinator when a member:
 - A. Resigns from the Camden County, MO CERT program
 - B. Is physically unable to complete tasks
 - C. Is removed from membership roles for rules violations
 - D. Drops to level 1.

TRAINING/RECERTIFICATION REQUIREMENTS

1. Camden County, MO CERT members will be required to attend a minimum of six meetings/trainings/events per calendar year, no more than three (3) of which may be online, internet-based training. Meetings/training may include participation in exercises, one of which is mandatory, annually; emergency or solicited activations; public information activities; meeting attendance; and volunteer hours contributed to agencies outside of emergency management that focus on humanitarian efforts for the Lake of the Ozarks area.
2. Training will be provided by EMA / CERT or other agencies/organizations at meetings in the spring and fall. Additional training opportunities may be open to CERT members at local, regional, or state-sponsored events.
3. The Camden County, MO CERT or EMA will send information via email, Facebook, and/or website (ccmocert.com) posting.

*It should be noted that direct supervision may not occur if CERT members activated are used to man cooling/warming centers or shelters, provide food, water, or pass out Camden County, MO informational flyers to citizens of Camden County, MO.

Class # _____

CAMDEN COUNTY, MISSOURI CERT Volunteer Enrollment Form

Date: _____

Level: _____

Equipment Inventory # _____

Last Name

First Name

Middle Initial

Address

City

State

Zip Code

Home Phone

Work Phone

Cell Phone

Pager

Email Address: _____

Are you bi-lingual? Yes _____ No _____ Date of birth: ____/____/____

Sex: M _____ F _____ Race: _____

If yes, what language(s):

Speak

Read

Write

Do you have a disability? Yes _____ No _____

If yes, list special accommodations needed:

Do you have special skills/equipment (i.e.: front-end loader operator, own large construction equipment, etc.)? If so, please list skills and/or equipment:

BACKGROUND INFORMATION

Date of Birth _____ / _____ / _____

Driver's License/I.D.# _____ Class _____ State Issued _____ Exp Date _____

Have you ever been convicted of a crime other than minor traffic violations? ____ Yes ____ No

Are you currently awaiting trial, on probation or parole? ____ Yes ____ No If yes, explain:

Current employer _____ Type of Work: _____

Address _____ City _____ State _____ Zip _____

Supervisor's Name _____ Supervisor's Phone _____

Dates: From _____ to _____ Reason for leaving _____

Personal Reference _____

Name _____ Relationship _____

Address _____ City/State/Zip _____ Phone Landline/Cell _____

EMERGENCY INFORMATION

In Case of emergency, person to contact should be:

Name _____ Relationship _____

Address _____ City _____

State _____ Zip Code _____ Phone _____

RELEASE OF INFORMATION

May we release your personal information to other First Responders? Yes No

Volunteer Signature _____ Print Name _____ Date _____

If under 18 years of age, must have Parent or Guardian consent:

Parent/Guardian signature of consent _____ Print Name _____ Date _____

Acknowledgment

I hereby certify that I have read and fully understand the information presented in Camden County, MO Community Emergency Response Team (CERT) program's Organization and Standard Operating Guidelines document.

Further, I acknowledge that in my decision to respond "at-will" to emergency or disaster situations within the County of Camden, Missouri it is my duty to obey all federal, state, and local laws while functioning as a CERT member.

Further, as a CERT member, I will always use due care when I am activated. I will follow the directions of the emergency response agencies and supervisors appointed over me. If I am without direction from the emergency response agencies or supervisors, I will always perform my duties including making decisions as to the necessity of providing emergency services in a prudent and reasonable manner.

CERT MEMBER'S NAME PRINTED

ADDRESS

Landline () - Cell () -
PHONE NUMBER(S) TO BE CALLED FOR CALLOUTS OR NOTIFICATIONS

Email address to be notified of CERT Activities in the Meramec Valley CERT Coalition _____

CERT MEMBERS SIGNATURE

DATE

**COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM
HOLD HARMLESS/PERMISSION REQUEST**

The undersigned hereby requests permission to participate in the Camden County, MO Community Emergency Response Team (CERT) program. I understand that this training will involve active physical participation, which includes a potential risk of personal injury and/or personal property damage. I make this request with full knowledge of the possibility of personal injury and/or personal property damage. Further, I have read and understand the program outline that describes all class sections and the associated activities.

I agree to hold the Camden County, MO Emergency Management Agency, and their agents and personnel, harmless from any and all claims, actions, suits, and/or injury that I may suffer and which may arise as a result of my participation in the above-mentioned class.

I agree to follow the rules established by the instructors and to exercise reasonable care while participating in the CERT program. I understand that if I fail to follow the instructor's rules and regulations or if I fail to exercise reasonable care, I can be administratively removed from the program.

By executing this release, I certify that I have read this release in its entirety, understand all its terms, and have had any questions regarding the release or its effect satisfactorily answered. I sign this release freely and voluntarily.

 Signature

 Date

 Emergency Contact Name

 Emergency Contact Number

For participants under 18 years of age, parental/guardian permission is required.

 Parent or Guardian for minor (printed)

 Relationship to minor

 Signature of Parent or Guardian

 Date

 Parent/Guardian Phone #

 Parent/Guardian Alternate Phone #

CAMDEN COUNTY, MO CERT TRAINING RECORD CERT MEMBER PERSONAL INFORMATION

| | | | | | |
|---|--|--|------------------|--|------------------|
| Last Name | | First Name | | M.I. | Cert Equipment # |
| Address | | | City | State | Zip |
| Drivers License # | | State | Email Address | | |
| Name of Subdivision (neighborhood): | | | CERT Group Name: | | |
| Transferred in from another CERT Group Yes No | | Waiver Signed Yes No | | Transferred to another CERT Group Yes No | |

TRAINING COMPLETED

| | | | |
|--|--|--------------------------------------|------|
| Basic CERT Course Completed Yes No | | Date Course Completed | |
| Certificate Issued Yes No | | ID Issued Yes No | Id # |
| S&R Completed Yes No | | Date S&R Completed | |
| ICS100 Completed Yes No | | Date ICS100 Completed | |
| ICS700 Completed Yes No | | Date ICS700 Completed | |
| Date Continuing Education / Topic | | Date Continuing Education / Topic | |
| Date Continuing Education / Topic | | Date Continuing Education / Topic | |
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