



CERT Unit 2: CERT Organization

Participant Manual



FEMA





CERT Unit 2: CERT Organization

In this unit you will learn about:

- ❑ **CERT Organization:** How to organize and deploy CERT resources according to CERT organizational principles.
- ❑ **CERT Size-up:** How to conduct the continual data-gathering and evaluation process at the scene of a disaster or emergency.
- ❑ **Rescuer Safety:** How to protect your own safety and your buddy's during search and rescue.
- ❑ **Documentation:** Strategies for documenting situation and resource status.

CERT Unit 2 Table of Contents

<i>SECTION 1: UNIT 2 OVERVIEW.....</i>	<i>1</i>
Setting the Stage.....	1
Unit Objectives	1
<i>SECTION 2: CERT ORGANIZATION.....</i>	<i>2</i>
Principles of On-scene Management.....	2
CERT Application of On-Scene Management.....	2
Objectives for CERT On-Scene Management	2
The Need for Flexibility	3
Incident Command System.....	3
CERT Operations	5
Dealing with the Media	6
National Incident Management System Implementation	6
Exercise 2.1: ICS Functions	6
<i>SECTION 3: CERT MOBILIZATION.....</i>	<i>8</i>
CERT On-Scene Size-up.....	8
CERT Size-up Steps	8
Rescuer Safety.....	10
<i>SECTION 4: DOCUMENTATION</i>	<i>12</i>
Documentation Flow.....	13
Documentation Forms	23
<i>UNIT 2 SUMMARY.....</i>	<i>25</i>
Homework Assignment.....	25
<i>CERT UNIT 2: ADDITIONAL MATERIALS</i>	<i>27</i>
CERT Damage Assessment Form.....	27
CERT Personnel Resources Check-In Form	28
CERT Assignment Tracking Log.....	29
CERT Briefing Assignment Form.....	30
CERT Team Action Log.....	31
CERT Victim Treatment Area Record	32
CERT Communications Log	33
CERT Equipment Inventory Form.....	34
CERT General Message Form	35

SECTION 1: UNIT 2: OVERVIEW

Setting the Stage

This Unit will cover the Incident Command Structure (ICS) in depth and how it applies to CERT programs. It is recommended, although not required, that course participants have completed the IS-100 (Introduction to Incident Command System) and IS-700 (Introduction to National Incident Management System [NIMS]) courses prior to the start of this Unit.

Unit Objectives

At the end of this unit, you should be able to:

1. Describe the CERT organizational structure;
2. Explain the ICS and how CERT operates within this structure;
3. Describe the 9-step On-Scene size-up process; and
4. Describe how to use CERT standard documents.

SECTION 2: CERT ORGANIZATION

Principles of On-scene Management

CERT organization is based on the Incident Command System (ICS), which is a proven management system used by emergency responders. On-Scene management in a disaster situation follows these principles:

- Maintain the safety of disaster workers. The CERT Team Leader (TL) must continually prioritize response activities based on the team's capability and training. TLs also maintain the principle that rescuer safety is the number one concern. CERT functional leadership assigns activities and accounts for team volunteers. CERT volunteers work in the buddy system and respond based on their size-up 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 volunteers. 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.

CERT Application of On-Scene Management

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, optimum 5-to-1 with an acceptable spread of 2-to-7;
- Common terminology that contributes to effective communication and shared understanding;
- Effective communication among team volunteers 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; and
- Accountability.

Objectives for CERT On-Scene Management

In a disaster situation, the CERT TL:

- Identifies the scope of the incident (e.g., What is the problem?);
- Determines an overall strategy (e.g., What can we do, and how will we do it?);
- Deploys teams and resources (e.g., Who is going to do what?); and
- Documents actions and results.

The Need for Flexibility

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 Team Leader, people, and resources available. This expansion and contraction help ensure:

- Rescuer safety;
- Doing the greatest good for the greatest number;
- A manageable span of control; and
- Accountability of CERT volunteers.

Incident Command System

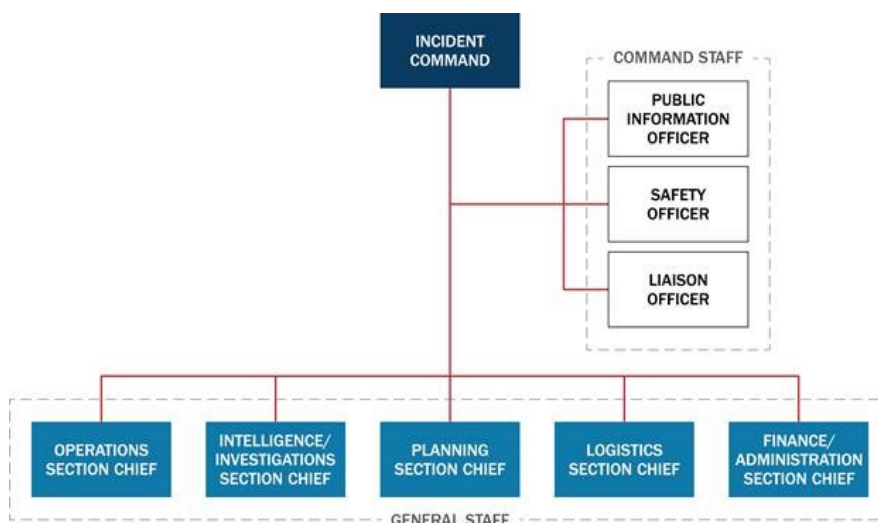
The ICS is the system used by emergency response agencies to manage emergency operations. When a CERT activates, it becomes part of that system. This section will explain the ICS format and detail how CERTs both operate within the ICS and organize themselves to replicate that of the ICS structure.

Basic ICS structure for a CERT is established by the person who arrives first on the scene. This person becomes the TL. Initially, the TL may handle all of the command positions of the ICS but, as the incident evolves, he or she may assign personnel as needed to the ICS Command Functions:

- Operations Section Chief;
- Intelligence/Investigations Section Chief;
- Planning Section Chief;
- Logistics Section Chief; and
- Finance/Administration Section Chief.

Through an effective ICS, all CERT volunteers report through a chain of command to the TL. The 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.

Image 2.1: ICS Command Function Organization Chart



Although there are a number of detailed responsibilities under each ICS function, the system itself is easy to understand. CERTs will typically require the Operations, Planning, and Logistics functions. The CERT Team Leader is responsible for handling or delegating each function to team volunteers.

As the incident expands, CERT volunteers are assigned or re-assigned to each section to handle specific aspects of the response while maintaining an effective span of control.

- CERT Team Leader:
 - Ensures incident safety;
 - Establishes incident objectives;
 - 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); and
 - Takes direction from agency officials.
- Intelligence/Investigations Section:
 - Prevents and deters potential unlawful activity, incidents, and/or attacks;
 - Collects, processes, analyzes, secures, and appropriately disseminates information and intelligence;
 - Conducts investigations; and
 - Informs and supports life safety operations.

Intelligence/Investigations is a function in the formal Incident Command System; however, CERTs will have a very limited involvement, if any, with this function.

- Planning Section:
 - Tracks resource status (e. g., number of CERT volunteers who have “reported for duty”);
 - Tracks situation status;
 - Prepares the Team’s action plan;
 - Develops alternative strategies; and
 - Provides documentation services.
- Logistics Section:
 - Provides communications;
 - Provides food and medical support to Team volunteers;
 - Manages supplies and facilities; and
 - Make sure that there are adequate resources (e.g., personnel, supplies, and equipment) for meeting the incident objectives.
- Finance and Administration Section:
 - Conducts contract negotiation and monitoring;
 - Keeps track of timekeeping;
 - Provides cost analysis; and
 - Tracks compensation for injury or damage to property.

Finance and Administration is a function in the formal Incident Command System; however, CERTs will have very limited involvement, if any, with this function.

CERT Operations

Based on the principles of ICS, CERTs follow these protocols:

- Each CERT must establish a command structure.
- The CERT TL directs team activities. During activation for a disaster, the first person at a pre-designated staging area assumes this responsibility. The initial TL may hand off this role to a pre-designated leader when that person arrives.
- The location established by the CERT TL as the central point for command and control of the incident is called the Command Post for the CERT. The TL stays in the Command Post. If the TL has to leave, the responsibility of TL must be delegated to someone in the Command Post.

Using the ICS structure, CERT volunteers are assigned to assist with a range of functions including:

- Logistics—managing resources, services, and supplies;
- Planning/Intelligence—collecting and displaying information; collecting and compiling documentation; and
- Operations—conducting fire suppression, medical operations, search and rescue.

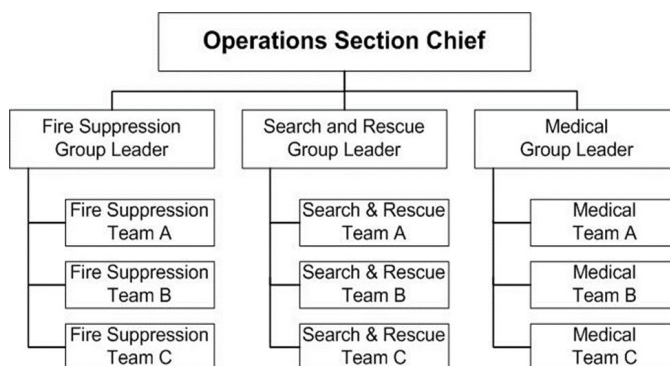
In all situations, each unit assigned must have an identified leader to supervise tasks being performed, to account for team volunteers, and to report information to his or her designated leader.

In all situations, a manageable span of control is five rescuers per supervisor, with an acceptable spread of two to seven.

CERT personnel assigned to Operations should always be assigned to teams consisting of between one and five people:

- One person will serve as runner and communicate with the Command Post.
- Two people will “buddy up” to respond to the immediate needs.
- Search and rescue teams must include at least four people, with a safety team remaining outside the area subject to search, and at least two people to conduct the search.

Image 2.2: Expanded CERT Operations Structure



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

Dealing with the Media

CERT volunteers should refer any media inquiries to the CERT TL. The TL should then refer the media inquiries to the Public Information Officer of the CERT's sponsoring organization.

If the Public Information Officer of the sponsoring organization refers media to the CERT TL or otherwise authorizes them to speak with the media, the 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; and
- Not feel compelled to answer every question asked.

National Incident Management System Implementation

The ICS 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.

NIMS was established so that first responders, including CERT volunteers, from different jurisdictions and disciplines can work together better to respond to disasters and emergencies.

- To meet NIMS standards, CERT volunteers must complete both the IS-100 (Introduction to Incident Command System) and IS-700 (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>.

Exercise 2.1: ICS Functions

Purpose: This activity will give you an opportunity to relate the ICS functions to specific situations.

Instructions:

1. Break into small table groups.
2. This exercise provides you with the opportunity to decide under which ICS functions the listed activities will fall.
3. Review the list of activities and use the initials, "TL," "O," "P," or "L" to indicate which ICS function would cover each activity.

While Finance and Administration is a part of ICS, it is generally not used by CERTs.

Using your knowledge about ICS functions, decide under which function the following CERT activities would fall. Some activities may involve more than one function to be completed (see **Table 2.1**).

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

- Team Leader = TL;
- Operations = O;
- Planning = P; and
- Logistics = L.

Table 2.10: ICS Activities

Scenario	ICS Function
1. It's dark, all the lights are out, and you need additional flashlights to continue your response	
2. The designated first aid site has a downed power line.	
3. A neighbor reports the smell of gas in his house, but he cannot shut off the gas at the meter.	
4. The batteries for the portable radio are dead.	
5. The city wants to know the overall status of your neighborhood.	
6. Several of your neighbors have minor injuries and need first aid.	
7. Fire from another neighborhood is moving toward your neighborhood.	
8. There is a dog seen wandering near the first aid station.	
9. A news crew has arrived with a camera to film your activities.	
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 his wife. He says she's bleeding from a wound on the head.	
11. It's starting to rain. Your command post and the first aid area are not under shelter	
12. Too many people are coming to the Team Leader to ask questions. The Team Leader asks for someone to act as a "gatekeeper."	
13. There is a great increase of car and foot traffic through your neighborhood because other roadways are blocked.	
14. The Team Leader 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.	
15. Many neighborhood residents have come to volunteer their help.	
16. Reports have come in of damage and injuries in the next block. Teams must be assigned to assess the situation.	
17. A professional responder has arrived at the scene and would like a briefing on situation status.	

SECTION 3: CERT MOBILIZATION

The following steps describe how CERTs mobilize when an incident occurs:

- If the standard operating procedure (SOP) calls for self-activation, CERT volunteers proceed to the predesignated staging area with their disaster supplies. Along the way, they make damage assessments that would be helpful for the CERT TL's decision-making.
- The first CERT member at the staging area becomes the initial TL for the response. As other CERT volunteers arrive, the CERT TL may pass leadership to someone else. The CERT TL establishes operations to ensure effective communication, to maintain span of control, maintain accountability, and help the greatest number without placing CERT volunteers in harm's way.
- One of the CERT 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 TL must prioritize actions and work with the Section Chiefs or leaders. The CERT organization is flexible and evolves based on new information.

Following an incident, information—and, therefore, priorities—may be change rapidly. Communication between the CERT TL and response teams ensures that CERTs do not overextend their resources or supplies.

CERT On-Scene Size-up

On-Scene Size-up should be conducted upon CERT mobilization. Size-up is a continual process that enables professional responders to make decisions and respond appropriately in the areas of greatest need. CERT size-up consists of 9 steps and should be used in any emergency situation.

Refer the participants to CERT On-Scene Size-up in the Participant Manual. Although the checklist is not exhaustive, it does include many of the questions that CERT volunteers should ask when sizing up an emergency situation.

CERT Size-up Steps

The 9 steps of CERT size-up are:

1. **Gather facts.** What has happened? How many people appear to be involved? What is the current situation?
2. **Assess and communicate the damage.** Try to determine what has happened, what is happening now, and how bad things can really get.
3. **Consider probabilities.** What is likely to happen? What could happen through cascading events?
4. **Assess your own situation.** Are you in immediate danger? Have you been trained to handle the situation? Do you have the equipment that you need?
5. **Establish priorities.** Are lives at risk? Can you help? Remember, life safety is the first priority!

6. **Make decisions.** Base your decisions on the answers to Steps 1 through 5 and in accordance with the priorities that you established.
7. **Develop a plan of action.** Develop a plan that will help you accomplish your priorities. Simple plans may be verbal, but more complex plans should always be written.
8. **Take action.** Execute your plan, documenting deviations and status changes so that you can report the situation accurately to first responders.
9. **Evaluate progress.** At intervals, evaluate your progress in accomplishing the objectives in the plan of action to determine what is working and what changes you may have to make to stabilize the situation.

Table 2.2: CERT On-Scene Size-up Worksheet

Step 1: Gather Facts		
Time		
Does the time of day or week affect response efforts? How?	Yes	No
Weather		
Are there weather conditions that affect your safety? If yes, how will your safety be affected?	Yes	No
Will weather conditions affect the situation? If yes, how will the situation be affected?	Yes	No
Type of Construction		
What type(s) of structure(s) is (are) involved?		
What type(s) of construction is (are) involved?		
Occupancy		
Are the structures occupied? If yes, how many people are likely to be affected?	Yes	No
Are there special considerations (e.g. children, elderly, pets, people with access and functional needs)?	Yes	No
Hazards		
Are hazardous materials evident?	Yes	No
Are any other types of hazards involved? If yes, what other hazards?	Yes	No
Step 2: Assess and Communicate the Damage		
Survey all sides of the scene. Is the danger beyond the CERT's capability?	Yes	No
Have the facts and the initial damage assessment been communicated to the appropriate person(s)?	Yes	No

Step 3: Consider Possibilities		
Life Hazards		
Are there potentially life-threatening hazards? If yes, what are the hazards?	Yes	No
Additional Damage		
Is there a high potential for more disaster activity that will impact personal safety? If yes, what are the known risks?	Yes	No
Step 4: Assess Your Own Situation		
What equipment is available to support response efforts?		
What other resources are available?		
Can response be safely attempted by CERT volunteers? <i>If not, do not attempt response activities.</i>	Yes	No
Step 5: Establish Priorities		
Are there any other more pressing needs now? If yes, list.	Yes	No
Step 6: Make Decisions		
Where will resources do the most good while maintaining an adequate margin of safety?		
Step 7: Develop Plan of Action		
Determine how personnel and other resources should be used.		
Step 8: Take Action		
Put the plan into effect.		
Step 9: Evaluate Progress		
Continually size up the situation to identify changes in the scope of the problem, safety risks, and resources availability.		
Adjust strategies as required.		

Rescuer Safety

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.

Remember that **rescuer safety is paramount.**

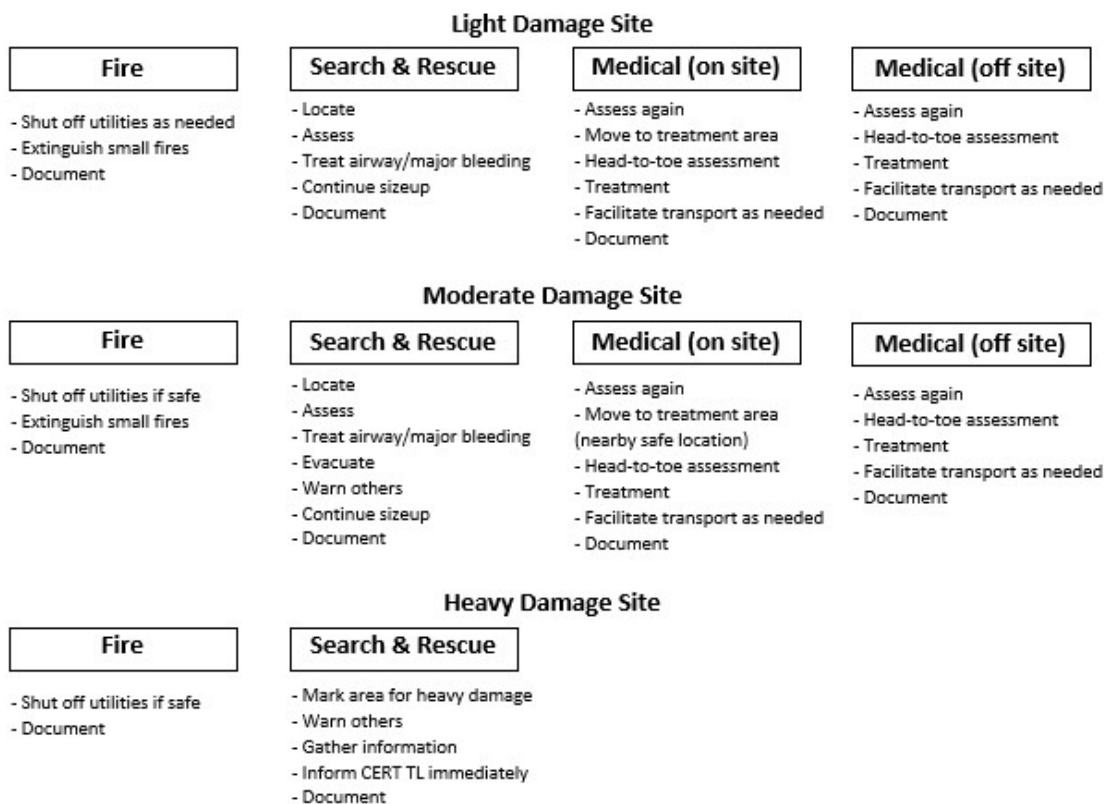
The first question to ask is, “Is it safe for the CERT volunteers to attempt the rescue?”
The answer to this question is based on the degree of damage:

- If the damage is heavy: No rescue should be attempted. Use tape around the area or mark the area as heavy damage. CERT volunteers do not have any legal authority to stop or restrict someone who wants to enter an area. At best, CERT volunteers can warn others about the danger and inform the CERT TL immediately if it is known that people are in the building.
- If the damage is moderate: Locate, assess (e.g., quickly evaluate and treat for airway obstruction, bleeding, and low body temperature), and immediately evacuate survivors 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, assess, continue size-up, and document.

Table 2.3: CERT Rescue Efforts Based on Degree of Damage

Degree of Damage	Should Rescue be Attempted
Heavy	No, it is too dangerous to enter. Warn people to stay away. Inform the CERT 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 maintaining body temperature. Minimize the number of rescuers inside the building.
Light	Yes, locate, assess, continue size-up, and document.

Image 2.3: CERT Tasks Based on Damage Level



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

SECTION 4: DOCUMENTATION

It is extremely important to document and communicate information about the disaster situation and resource status.

The efficient flow of information makes it possible for resources to be deployed effectively and for professional emergency services to be applied appropriately.

Documenting serves several purposes:

- The CERT TL will know what is happening throughout the incident.
- The CERT TL will have written information to pass on to the professional responders when they arrive.
- Communication improvement between functional areas and shifts.
- The CERT will be able to show how many volunteer hours it provided to the sponsoring agency or entity.
- Liability exposure will be documented.

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; and
 - Support locations.

Support locations include:

- A staging area;
- A medical treatment and assessment area; and
- A morgue, if there are fatalities.

This information is vital for tracking the overall situation and for the CERT TL to be ready to provide the documentation to the first professional responders on the scene.

Write it down! 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 sheet of paper.

Every entity, such as a functional team or staging location, must have a scribe to record everything. Typically, the CERT TL designates the scribe and provides some simple instructions.

Documentation Flow

Here is 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.

- CERT volunteers complete the Damage Assessment Form as they travel through the area to the CERT's staging location. The form is then given to the CERT TL. The form provides a summary of overall hazards in selected areas, and the information is used for prioritizing and formulating activities.
- The CERT TL assembles teams and makes assignments based on the damage assessment information. This person keeps the CERT 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 Check-In Form, noting any preferred team assignments or skills. This information needs to be passed on to the Command Post.
- The Command Post and the functional team share the Briefing Assignment Form. The CERT TL uses the front side of the form to communicate instructions (e.g., address, incident type, and team objectives) about the incident. The scribe of the functional team uses the blank side of the form to log team actions. The form is then returned to the Command Post when the team checks in.
- The Treatment Area Record is available to document each person brought into the treatment area and his or her condition.
- The Communications Log is on-hand 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.
- The General Message form is accessible for sending messages between any command levels and groups. The messages must be clear and concise.

Form 2.1: CERT Damage Assessment Form

DAMAGE ASSESSMENT FORM	CERT WILSONVILLE	DATE ## / ## / ##
LOCATION SE CORNER 16 TH AND OAK ROAD UP TO THE SCHOOL IS CLEAR.		
CERT MEMBER SUSAN ADAMS		PAGE <u>1</u> OF <u>1</u>

CERT FORM #1

Form 2.2: CERT Personnel Resources Check-In Form

PERSONNEL RESOURCES CHECK-IN			CERT	WILSONVILLE			DATE	## / ## / ##		
CHECK IN TIME	CHECK OUT TIME	NAME	ID # (CERT badge or other)	CONTACT (cell # or radio)	PREFERRED 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

Form 2.3: CERT Assignment Tracking Log

ASSIGNMENT TRACKING LOG				CERT		WILSONVILLE		DATE		## / ## / ##	
ASSIGNMENT Structural damage-Tornado				ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
LOCATION SE Corner 16th and Oak				LOCATION		LOCATION		LOCATION		LOCATION	
TEAM SAR 1				TEAM		TEAM		TEAM		TEAM	
TEAM LEADER/CONTACT # Marlene Shaw (212) 522-2222				TEAM LEADER/CONTACT #		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	
1 Tae Jin Kim				1				1			
2 Ring Jah				2				2			
3 Burt Manning				3				3			
4 Allison McKittredge				4				4			
5				5				5			
OBJECTIVES To conduct a search and rescue of damaged high school gym.				OBJECTIVES		OBJECTIVES		OBJECTIVES		OBJECTIVES	
RESULTS No victims located. Gym lightly damaged. Saw heavy damage to west wing of school.				RESULTS		RESULTS		RESULTS		RESULTS	
CERT LEADER/ INCIDENT COMMANDER				Elizabeth King						PAGE 1 OF 2	
SCRIBE(S)				Billy Rogers, Jorge Garcia							

CERT FORM #3

Form 2.4a: CERT Briefing Assignment Form

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 Medical 2	LOCATION 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	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
								W			✓				

CERT FORM #4.a

Form 2.4b: CERT Team Action Log

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.
<p>SCRIBE</p> <p>Sam Arison</p>	

CERT FORM #4.b

Form 2.5: CERT Treatment Area Record

VICTIM TREATMENT AREA RECORD		CERT	WILSONVILLE	DATE	## / ## / ##
TREATMENT AREA LOCATION RIDGEWAY PARK					
TIME IN	NAME OR DESCRIPTION	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT	
10:24 AM	Stephen Edmondson, 35 yo, very tall	10:30 Heavy bleeding from cut at right temple—bandaged 10:45 Complained of dizziness and nausea	Sibley Hospital	12:15 PM	
SCRIBE(S) REGGIE OSBORN		PAGE 2 OF 2			

CERT FORM #5

Form 2.6: CERT Communications Log

COMMUNICATIONS LOG		CERT	DATE
		RADIO OPERATOR NAME	
LOG			
TIME	FROM	TO	MESSAGE
PAGE ____ OF ____			

CERT FORM #6 (Based on ICS 309)

Form 2.7: CERT Equipment Inventory Form

EQUIPMENT INVENTORY		CERT			WILSONVILLE			DATE		## / ## / ##		COMMENTS
ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO		QTY	TIME	INITIALS					
727830	STRETCHER	FD	MED 2	ISSUED	1	10:45 AM	AR					
				RETURNED	1	3:10 PM	AR					
				ISSUED								
				RETURNED								
				ISSUED								
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SCRIBE(S)	SYLVIE D'ANJOU							PAGE 1 OF 1				

CERT Form #7 (Based on ICS 303)

Form 2.8: CERT General Message Form

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

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

CERT FORM #8 (ICS 213)

CERT FORM #8 (ICS 213)

Documentation Forms

There are standard forms that can be used to facilitate documentation and information flow. The forms are functionally consistent with ICS forms and are designed to be NIMS compliant.

The CERT forms are:

- Damage Assessment;
- Personnel Resources Check-In;
- CERT Assignment Tracking Log;
- Briefing Assignment;
- Treatment Area Record;
- Communications Log;
- Equipment Inventory; and
- General Message.

Remember scribes can produce useful, high-quality documentation without using the forms as long as they take detailed notes of all activities.

Area maps, site maps, and building plans are also very useful for tracking response activities.

Table 2.4: Forms Used for Response Documentation

Form	Purpose
Damage Assessment [CERT Form #1]	Completed by CERT volunteers as they travel through the area to the CERT's staging location, then given to the CERT Team Leader; provides a summary of overall hazards in selected areas, including: <ul style="list-style-type: none">• Fires;• Utility hazards;• Structural damage;• Injuries and deaths;• Available access; and• Essential for prioritizing and formulating action plans.
Personnel Resources Check-In [CERT Form #2]	Used to sign in CERT volunteers as they arrive at the staging location; provides information about: <ul style="list-style-type: none">• Who is on site;• When they arrived;• When they were assigned;• Their special skills; and• Used by staging personnel to track personnel availability.
CERT Assignment Tracking Log [CERT Form #3]	Used by the Command Post for keeping awareness of situation status; contains essential information for tracking the overall situation.

Form	Purpose
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.
Treatment Area Record [CERT Form #5]	Completed by medical treatment area personnel to record survivors entering the treatment area, their condition, and their status.
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: <ul style="list-style-type: none">• Assignment completion;• Additional resources required;• Special information; and• Status update.

UNIT 2 SUMMARY

The key points from this unit are:

- Emergency response agencies and CERT use the ICS to manage emergency operations. ICS provides a flexible means of managing personnel, facilities, equipment, and communication and can be expanded when necessary.
- The key question CERT Team Leaders must always ask is: “Is it safe for CERT volunteers to attempt the rescue?” Whether or not to attempt a rescue depends on the degree of damage to the structure involved. Remember: CERT volunteers’ safety is the top 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 the overall disaster situation can be tracked and reported to emergency response agencies.

Homework Assignment

Read and become familiar with the unit that will be covered in the next session.



CERT Unit 2: Additional Materials

Additional Materials:

- ☐ Damage Assessment
- ☐ Personnel Resources Check-In
- ☐ CERT Assignment Tracking Log
- ☐ Briefing Assignment
- ☐ Team Action Log
- ☐ Treatment Area Record
- ☐ Communications Log
- ☐ Equipment Inventory
- ☐ General Message

CERT UNIT 2: ADDITIONAL MATERIALS**CERT Damage Assessment Form****Form 2.9: CERT Damage Assessment Form**

DAMAGE ASSESSMENT FORM						CERT						DATE					
LOCATION																	
SIZE UP (check if applicable)																	
FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS				
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING		
OBSERVATIONS																	

CERT Personnel Resources Check-In Form

Form 2.10: CERT Personnel Resources Check-In Form

PERSONNEL RESOURCES CHECK-IN			CERT				DATE			
CHECK IN TIME	CHECK OUT TIME	NAME	ID # (CERT badge or other)	CONTACT (cell # or radio)	PREFERRED ASSIGNMENT			SKILLS	TEAM ASSIGNMENT	TIME ASSIGNED
					FIRE	MEDICAL	SAR			

CERT Assignment Tracking Log

Form 2.11: CERT Assignment Tracking Log

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						PAGE ____ OF ____	
SCRIBE(S)							

CERT Briefing Assignment Form

Form 2.12: CERT Briefing Assignment Form

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	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING

CERT Team Action Log

Form 2.13: CERT Team Action Log

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

CERT Victim Treatment Area Record**Form 2.14: CERT Victim Treatment Area Record**

VICTIM TREATMENT AREA RECORD		CERT	DATE	
TREATMENT AREA LOCATION				
TIME IN	NAME OR DESCRIPTION	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
SCRIBE(S)			PAGE ____ OF ____	

CERT Communications Log**Form 2.15: CERT Communications Log**

Communications Log		CERT	DATE
		RADIO OPERATOR NAME	
LOG			
TIME	FROM	TO	MESSAGE

CERT Equipment Inventory Form

Form 2.16: CERT Equipment Inventory Log

EQUIPMENT INVENTORY		CERT				DATE		
ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO		QTY	TIME	INITIALS	COMMENTS
				ISSUED				
				RETURNED				
				ISSUED				
				RETURNED				
				ISSUED				
				RETURNED				
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				RETURNED				
SCRIBE(S)						PAGE ____ OF ____		

CERT General Message Form**Form 2.17: CERT General Message Form**

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