Operations Manual

Standard Operations Guidelines

Open

Revised: 4/23/24

Contents

Revision Tracking

Version Number	Date	Summary of Change
1.0	4/23/24	Initial release for membership adoption

Introduction

The following guidelines, policies, and procedures are adopted by Northwest Tarrant CERT (NWT CERT) and govern certain operations of the organization. These guidelines shall serve as Standard Operating Guidelines and are in addition to and do not supersede the by-laws of the organization which provide additional requirements for membership, training, and attendance. These Standard Operating Guidelines may be amended at the direction of the Emergency Management Coordinator or the Program Manager with approval by the Executive Committee.

Mission

In keeping with National Homeland Security and FEMA initiatives, the primary mission of NWT CERT is to assist the local community in being self-sufficient in the aftermath of a major disaster through deploying CERT(s) as first responders when professional first responders (Police, Fire, EMS, etc.) are overwhelmed or unable to respond. When deployed, CERT(s) can provide limited emergency response until first responders arrive and can then assist as directed. A secondary mission of NWT CERT is to provide trained volunteers to supplement law enforcement, fire service, emergency medical, or other governmental departments when additional staffing is needed for crowd or traffic control, search operations, special events, and other public safety and community preparedness activities. CERT members will be trained to first help themselves, their family, and then their community during times of emergencies or disasters. This training will allow CERT members to perform essential, non-technical functions, and assist first responders in the event of an emergency.

Membership

Types of Members

There are three types of members in NWT CERT.

Type	Component	Requirement
3 or Member	Documentation	Completion of the following documents: 1. Application for membership 2. Authorization for background check (DPS Criminal History) 3. Driving Record Authorization 4. Code of Conduct acknowledgement 5. Operations Manual Acknowledgement
	Required Training	Completion of the following (certificates must be presented): 1. IS-100 Introduction to the Incident Command System, ICS-100 2. IS-200 Basic Incident Command System for Initial Response, ICS-200 3. IS-700 National Incident Management System, An Introduction 4. IS-800 National Response Framework, An Introduction
	Optional (Desired) Training	Amateur radio license Basic first aid
	Skills	Communicates effectively in public Works well in a team
	Experience	No prior experience needed.
	Deployment Types	Monthly Training Meetings Public Relations Events Limited functions EOC Support with approval by EMC and required EOC support training.

Type	Component	Requirement
2 or Basic Graduate Member	Documentation	Same as Type 3
	Required Training	Same as Type 3, PLUS Completion of the following: • CERT Basic Training (G-317) – classroom version
	Optional (Desired) Training	Same as Type 3 PLUS TBD
	Skills	Same as Type 3, PLUS • Light search and rescue • Fire extinguishment in incipient phase only • Triage of trauma victims • Crowd control of major incidents • Traffic control • Provide basic first aid for public events • Rehab support with required training • Provide support at an incident site and/or at the Emergency Operations Center (EOC)
	Experience	Same as Type 3, PLUS Completion of CERT Basic final exercise
	Deployment Types	Same as Type 3, PLUS Deployment Events EOC Support with approval by EMC and required EOC support training

Type	Component	Requirement
1 or Leadership Member	Documentation	Same as Type 2
	Training	Same as Type 2, PLUS 1. TBD
	Optional (Desired) Training	Same as Type 2 PLUS TBD
	Skills	Same as Type 2, PLUS Demonstrated leadership ability Can organize groups and assign tasks Leadership Members take on extra responsibilities for planning, training, and deployment
	Experience	Participation in at least 2 Deployment Events
	Deployment Types	All

	Approvals	A limited number of Type 1 members will be nominated by the Board of Directors and approved by the Program Manager. The number of Type 1 members will be determined by the Program Manager in consultation with the EMC.

Requirements

The minimum age for membership is 18 years. An application for membership must be completed and submitted to the Emergency Management Coordinator (EMC). The EMC must approve all applications. A background check will be completed on all applicants prior to approval for membership. All members and prospective members must sign the Code of Conduct. Attendance requirements at meetings and training are found in the by-laws including, but not limited to:

1. Members must show an effort to attend a minimum of 50% of meetings and training sessions annually.
2. Members are encouraged to maintain current CPR and First Aid certifications.
3. Members should have a minimum of 5 hours of continuing education per year in CERT related topics.
4. Members agree to be guided by the by-laws and standard operating guidelines set forth in the Northwest Tarrant CERT Operations Manual
5. Members meeting all the above qualifications will be Level 1, on-call response capable, and active. Members who meet attendance and training requirements but have not met the 50% requirement will be Level 2, active, and on standby. If attendance at meetings and training falls below the minimum of 50% in a calendar year, that member loses voting privileges until attendance is at 50% as determined by the Board.

Minimum Training for All Members:

Required FEMA online courses must be completed, and certificates of completion provided to the EMC within 30 days of approval for membership. These revolve around the National Incident Management System (NIMS) and Incident Command System (ICS) used nationally. Failure to complete minimum training will result in the member being put on probation and unable to respond to any event until minimum training is completed.

IS 100: https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c&lang=en
IS 100, Introduction to the Incident Command System, introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training.

IS 200: https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c&lang=en
IS200, Basic Incident Command System for Initial Response, reviews the Incident Command System (ICS), provides the context for ICS within initial response, and supports higher level ICS training.

IS 700: https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b&lang=en
An Introduction to the National Incident Management System - This course provides an overview of the National Incident Management System (NIMS).

IS 800: https://training.fema.gov/is/courseoverview.aspx?code=IS-800.d&lang=en
The goal of the IS-0800.d, National Response Framework, An Introduction, is to provide guidance for the whole community.

Additional Training for Type 1 and 2 Members:

G-317 – Community Emergency Response Team. This is 24 hours of classroom training plus an exercise to provide the knowledge and skills citizen volunteers need to effectively serve their community; efforts to prepare for local emergencies and respond to them are the focus. This class must be successfully completed to become a deployable member.

Additional Training for EOC Authorized Members:

IS 2200: https://training.fema.gov/is/courseoverview.aspx?code=IS-2200&lang=en
The Basic Emergency Operations Center Functions course is designed to introduce the role, design, and function of the Emergency Operations Center (EOC) and the supportive relationship as a NIMS Command and Coordination component of the Multiagency Coordination System.

Grounds for Suspension

Individuals may be suspended from participation in NWT CERT activities by the EMC at any time the EMC feels the individual's participation may be detrimental to the individual, the organization, or the public. The EMC will immediately notify the Program Manager and the President of any suspensions and the duration of the suspension.

Grounds for Removal

Individuals may be removed from membership for non-compliance with the by-laws and the Northwest Tarrant CERT Operations Manual. The steps for removal of membership are:

1.   A vote of the membership of the Board of Directors.

2.   Final approval of the removal is required from the jurisdictional Fire Department Chief Officer or EMC. Some examples of actions that could result in removal from the NWT CERT program are: (The following are intended as examples and should not be considered all-inclusive reasons for dismissal.)

- •   Self-deployment to an incident or scene
- •   Unauthorized use of CERT signage or logos
- •   Unprofessional or aggressive behavior, either physical or verbal, toward other CERT members, residents, first responders, or other authorities
- •   Failure to follow the direction of authorities.
- •   Being found guilty of a felony and/or sex offense, lessor crimes will be taken into consideration.

A dismissed NWT CERT member can appeal the vote of the membership to the EMC and/or NWT CERT Program Manager. After a member has been removed, he or she must return all equipment provided by the NWT CERT program and any clothing containing the NWT CERT logo within 30 days.

Events

There are several types of events.

Public Relations Events

The role of NWT CERT members in these events is to promote the organization and public preparedness. Examples of a PR Event are National Night Out and Train & Grain. The duties there are to pass out information and/or promotional materials to increase public awareness and preparedness for emergencies and disasters. There is no special training required other than familiarity with the NWT CERT program. Another example would be a speech at a civic club on what NWT CERT does or disaster preparedness. These events are typically at a single location for a defined time period. Participation in these events is open to Type 1, 2 and 3 members.

Deployment Events

These events are where an agency has officially requested deployment of NWT CERT. There are command and control responsibilities which may include traffic control, crowd control, and first responder activities. Training on how to safely perform the duties is required. A Team Leader will always be assigned to lead and manage deployed members. Deployment events must be approved by the Emergency Management Coordinator. Examples of Deployment Events include Trunk or Treat (traffic and/or crowd control), damage assessment, and other disaster related responsibilities. Participation in these events is limited to type 1 and 2 members.

Emergency Operations Center (EOC) Activations

These are special activations where NWT CERT is requested to provide support for the EOC. These duties may include assisting with documentation, set up, demobilization, assisting with meals and refreshments, and other duties as assigned. Participation in EOC events is solely at the discretion of and requires approval by the EMC.

Weather events are a special case where partial of full activation of the EOC may occur. Members who are also Fort Worth RACES members may be granted access to the EOC at the discretion of the EMC (see EOC Support section).

Membership and Training Meetings

Monthly meetings are generally open to the public and may be attended by all types of members and guests. In some cases, attendance may be restricted to members only due to security or liability requirements.

Financial Policies

The following policies are in addition to the policies established in the by-laws. These are intended to provide clarification and appropriate financial controls.

Expenditures

1. The Executive Committee and members authorized use of NWT CERT debit cards may make purchases on behalf of the organization without any additional authorization. Purchases must be for programs and projects approved by the Board and less than $250.00.
2. Per the by-laws, the Executive Committee is empowered to appropriate and spend money with a maximum of $250 for the Association. Any amount over $250 shall be subject to approval by a majority of members present at a regular business meeting.

3. Purchases or expenditures not covered under an approved project, must be approved via email or text in advance from an Executive Committee member or the Emergency Management Coordinator.

4. Expenditures that are expected to be reimbursed by the city must:
    a. be approved by the EMC prior to purchase,
    b. include the city's required form,
    c. Include all required information for expense reports below.

Expense Reports

1. Expense reports must be submitted to the treasurer within two weeks of incurring the expense. This applies to all purchases, including debit card purchases.

2. Expense reports should use the standard form and must include receipts for all expenditures.

3. Receipts must contain the following information:
    a. description of the items purchased,
    b. merchant's name,
    c. itemized amounts for each item purchased.
    Summary receipts are not sufficient. For example, a receipt from Home Depot that only has the total on it but does not list the items purchased is not sufficient.
    d. name of the person making the purchase
    e. date of the purchase
4. Expense reports must indicate if the purchase was made using the NWT CERT debit card or personal funds.
5. If approval was required, the expense report must include the approver's name.
6. Expense reports requesting reimbursement must contain the name of the party to be reimbursed.

Debit Card Purchases

1. Debit cards are issued as a convenience and may be cancelled for noncompliance with Financial Policies. This will be at the discretion of the treasurer with five (5) days notice by email.
2. Debit cards issued to authorized personnel will contain the name of the individual the card is issued to.
3. Debit cards for the Association may be held by the Program Manager, President, Vice-President, Treasurer and Rehab Coordinator. The Treasurer will recover any debit cards from officers when leaving office.
4. Where there is a recurring charge such as a subscription, dues. or the web site, it is recommended that the Program Manager's debit card be used to avoid having to change the billing card for the subscription every year or two when an officer leaves office.
5. The person issued the debit card is responsible for the security and proper use of the card. The card should be treated with the same care as a personal debit card. If negligent, the person issued the card

may be held personally liable for unauthorized use and charges on the card.

Failure to Follow Financial Policies

Failure to submit complete expense reports as required or incomplete reports may result in cancellation of debit cards and/or require the person making the expenditure to personally reimburse the organization.

Uniforms

The Northwest Tarrant CERT t-shirt (currently bright yellow) functions as the basic uniform. It is important for people to see and recognize NWT CERT members before, as well as during, a disaster. "wearing the colors" is a great way to do that. It also identifies NWT CERT as a team. This t-shirt is required for participation in any event. Officers, including Program Manager, President, Vice-president, Secretary, and Treasurer, as well as Coordinators, Type 1 members, and EOC authorized members may be issued polo shirts at the discretion of the EMC to assist in identification of their leadership position.

Approved t-shirts or polo shirts are encouraged but not required to be worn for membership meetings.

For any disaster deployment, the Team Leader may require additional Personal Protective Equipment (PPE) such as hard hats and safety vests to be worn.

From time-to-time other clothing or equipment such as ball caps or shirts may be received and approved.

Members may personally purchase other CERT logoed clothing and equipment. Members must check with the President or Program Manager to be sure the clothing or equipment is approved for the team before wearing or using the equipment at events.

ID Cards

ID cards are issued to approved members of the organization. Cards are the property of Saginaw Fire Department and must be surrendered on demand. ID cards must be worn during any Deployment Event.

Access Cards

Access cards may be granted at the discretion of the Emergency Manager and approval by the Fire Chief to various facilities. The president, vice-president, program manager, and rehab coordinator are authorized to have access cards. Members needing access to facilities should contact and coordinate with one of the above to obtain access. These cards must be returned to the EMC when the holder is no longer authorized.

Deployment

Only the Emergency Management Coordinator, Fire Chief, or Program Manager (at the discretion of the EMC) may activate or deploy NWT CERT members. NWT CERT members, once activated, will report to the designated command post/staging area for deployment. Self-deployment of NWT CERT members or any individual is prohibited.

For disaster or emergency deployments, activated NWT CERT members can be utilized to assist with basic scene or support functions including:

• Basic First Aid

• Triage of Victims

• Extinguishment of small incipient phase fires utilizing makeshift aids or fire extinguishers. (NOTE - No interior firefighting is allowed and NWT CERT members will not be in a position where smoke inhalation or heat endangers their safety).

• Light Search and Rescue to include cribbing/leveraging and removal of victims from danger.

- Setting up treatment, rehab or similar sectors.

- Maintaining accountability for fellow NWT CERT members.

- Supervising NWT CERT work groups.

- Any other operation required to remedy a given scenario that does not directly endanger the NWT CERT members or move outside of their scope of operations. NWT CERT members are instructed to stay within the scope of their training.

Deployment Documentation

A Team Leader will be selected for each deployment and will ensure that the following documentation activities are accomplished:

- A 211 form or equivalent will be utilized to capture all members responding. The form will track arrival times and demobilization times. Accountability for all members on scene will always be maintained.

- A 214 form or equivalent will be maintained to document the activities performed and any actions taken during the deployment. The Team Leader will determine if a single 214 for the event or individual 214's will be required.

Specific Type of Deployment Guidelines

See Specific Appendix sections.

Self-Deployment/Freelancing

Team members should not self-deploy to an incident. Deployment will be as a team. If a person self deploys he/she will forfeit all protection from liability provided by the NWT CERT program. Other than deployments, assistance may be given to an injured person if the NWT CERT member is currently qualified in first aid training and no first responder is available. The NWT CERT member may continue to assist the first responder(s) if requested to do so. At no time should the NWT CERT member place him/her in a dangerous situation. See also the section on Emergency First Aid.

Fitness for Service

No NWT CERT member will be deployed if he/she is under the influence of alcohol and/or illegal drugs. The use of prescription medications should be avoided during deployment if the use could impact the safety of the NWT CERT member or others. If a NWT CERT member feels he/she is not fit for service the member should notify the NWT CERT Program Manager and/or another individual in leadership. There is no penalty for not being able to deploy.

Logging Volunteer Hours:

Participation is very important. The agencies that sponsor NWT CERT use this information to educate officials on the benefits and value of the volunteers. This helps NWT CERT secure funding from them. It also allows recognition of members for the time committed to NWT CERT. Please log all hours in an event or doing work for NWT CERT. This includes time before an event to prepare, travel time to and from an event, time spent in training (including online training and CPR/AED classes) and meetings. It can also include some college courses at the discretion of the EMC, for example American Sign Language. A Google Form is used to capture the hours. An email is usually sent after an event with a link to the form. Hours should be logged as soon after an event as possible but no later than the month after the event.
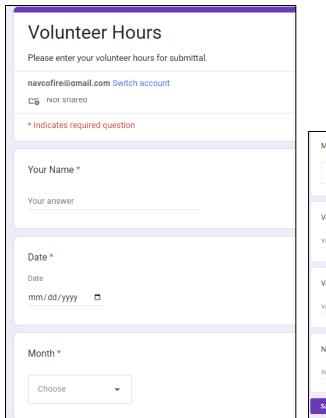
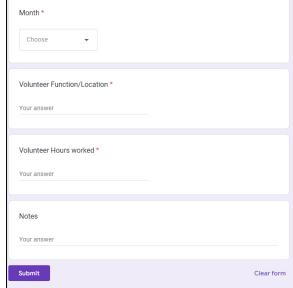The following link can be used as well:
https://docs.google.com/forms/d/e/1FAIpQLSclcvy1x4YbBODBG4zKSZbzslA8GifEM3BjbRQkifSDmKULMA/viewform

Make sure the email listed on the form is correct and put the user's name in the space provided. Enter the date volunteered (not the date the form was filled in) in the Date Field.

Select the month the hours were in from the list under Month.

Type in the name or location of the event in Volunteer Function/Location.

Type in the total number of hours spent on the event. Note that this should include travel time to and from the event as well as any preparation or planning time spent before or after the event. For example, the event is a presentation on NWT CERT and was from noon to 3:00 pm in Azle. A total of 30 minutes was spent getting to the event and home from it. 2 hours were spent preparing the presentation before the event. 5.5 hours would be logged for Volunteer Hours worked. Then, click on Submit.

In some cases, the event may not be in Deploy Pro. For example, straightening out the supplies at the station. That's OK. Volunteer work is important work, so log those hours also.

After Action Report (AAR):

It is important to learn from experiences, both what went well and what could be improved. An email may be sent after the event to everyone who participated to get feedback. The email will include a link to submit a report after the event. This is **required for everyone** that participates in an event. Every report is read, and this is how improvements occur. The link is:

https://docs.google.com/forms/d/e/1FAIpQLSdeGpCIX5u_T3oGJIuPndQ853Skq4rjmXwGkqEPBAlq6GvHlA/viewform

The form looks like this:

After Action Report NWT CERT

This form allows our CERT Organization to analyze the management and response to our deployments, exercises or community events.

Switch account

Not shared

* Indicates required question

Incident Name: *

Your answer

Your Name *

Your answer

Date Start *

Date

mm/dd/yyyy

Start Time *

Time

: AM

End Time *

Time

: AM

Tell The Issue (and if it is an Improve or Sustain): *

Your answer

Discussion (Explain Your Point): *

Your answer

Recommended Action: *

Verify it is the correct email. Type in the incident/event name.

Type in the member's name and the start date of the event. Type in the time started and the time ended.

In **Tell the Issue** first type what issue was observed or experienced. Then after it type either Improve (meaning that it could have gone better) or Sustain (meaning that what was done worked well). Note that only ONE issue may be logged per form. It must be either Improve or Sustain, not both. Another form should be entered for another issue.

In **Discussion**, type in what could be done about the issue. For example, Tell the Issue might be, " people had a hard time finding our booth" and the Discussion could be, "there is a need for more and better signage".

In **Recommended Action**, tell what actions would support the issue and discussion. For example, "have a group create new signs with direction arrows to the booth".

Optionally, any other notes can be entered in **Other Notes**. Be sure to click on the Submit button.

NWT CERT Team Organization and Position Descriptions During Deployments

NWT CERT Incident Commander – Team Leader – Type 1 Member

An Incident Commander (IC) is assigned by the NWT CERT Program Manager depending upon the nature of the incident. Instead of directing team members' work, the IC will facilitate team activities toward goal accomplishment. The IC is not ultimately responsible for their team's performance. Instead, the IC assists in the team's efforts to plan, solve problems, acquire resources and work most effectively together. IC's should have a passion for coaching and working with others and be excited about helping their teams improve through hands-off guidance and leadership.

During large-scale emergencies, NWT CERT teams become an integral part of the command and control structure upon arrival at a staging area. The command and control staff must understand the role and training level of NWT CERT teams when deploying as a resource. The Incident Commander will be the central point of coordination for the teams and will receive information from responsible parties. The Incident Commander will be an individual who has demonstrated through training, knowledge and experience that he/she is capable of leading the team before

and during the stressful environment of a large-scale emergency or disaster. This individual will have the capability to manage and seek advice from a diverse group of people and ensure the team has an integrated approach during a critical incident. The Incident Commander must possess knowledge of team functions, operations, and safety.

Deputy Team Leaders – Type 1 or Type 2 Member

Deputy Incident Commanders (DIC) provide necessary support to the IC in managing and accounting for all team members and their activities. The DIC will follow the directions and job assignment of the IC. The DIC also assists in planning and coordinating activities and all efforts in reaching successful completion of the goal(s). DIC's must be able to step into the IC role as needed. DIC's must be familiar with the IC's role and be responsible for all duties and responsibilities of the IC when necessary.

Team Members – Type 1 and 2 and for PR Events Type 3 Member

The NWT CERT program is intended to provide a coordinated response for assisting first responders in large-scale emergency situations. Team members will maintain a level of training in order to effectively respond to a situation. Team members work under the direction of the IC and/or AIC. The member helps plan and carry out all team functions. Every team member is responsible for the actions of their team.

Equipment and Supplies

1. Upon completion of the CERT basic course (G-317), acceptance as a NWT CERT team member, and attendance at two (2) meetings or at their first deployment (whichever comes first), the new team member will be issued a backpack including but not limited to the following equipment and supplies.

   - One (1) all-purpose tool
   - One (1) hard hat
   - One (1) flashlight
   - One (1) first aid kit with bandages, first aid tape, gauze, scissors
   - One (1) reflective vest

2. All equipment, identification, and reusable materials issued to the NWT CERT volunteer are the property of the Saginaw Fire Department and must be returned upon request. NWT CERT volunteers are encouraged to supplement their equipment ensemble with items felt useful and appropriate. Equipment that is determined to be outside the "scope of practice" of NWT CERT is not authorized for inclusion in the volunteer's NWT CERT equipment bag.

3. NWT CERT volunteers are expected to maintain their equipment in proper working order and to bring the equipment to all necessary training sessions, exercises, and incidents. Equipment that is lost, stolen, or broken is to be reported immediately to the NWT CERT Program Manager. Remnants of broken equipment should also be returned.

4. NWT CERT volunteers will be readily identified by wearing the CERT green helmet, NW Tarrant CERT shirt, CERT vest, and photo ID badges. NWT CERT volunteers will openly display the photo ID when in a duty status.

Emergency First Aid Equipment

There are several instances where a NWT CERT member may be able to provide emergency first aid while not deployed but during their normal activities such as a vehicle accident or while traveling. NWT CERT members may use equipment issued to assist in these incidents until appropriate first responders or officials arrive. The members will not identify themselves as and are not responding as NW Tarrant CERT. The members may state that they have emergency first aid training and offer to help. The most likely equipment and requirements for use are as follows:

   a. A victim has significant, life-threatening bleeding that needs to be stopped immediately. The use of a tourniquet or other materials to stop bleeding may be used if the NWT CERT member is trained in the use of the equipment. More specifically, a tourniquet, provided supplies are available, may be issued to the NWT CERT member upon completion of Stop The Bleed training. Unused tourniquets provided by NWT CERT are considered returnable equipment per item 2 under Equipment and Supplies.

b. A person is suspected or known to be the victim of an opioid overdose. The use of Narcan may save a person's life. While Narcan supplies are available to NW Tarrant CERT, members may request assignment of up to two Narcan units by completing a Narcan Issuance Form after completing Narcan orientation and training. A log will be maintained by the Program Manager of those members who have completed Narcan training, and who are issued Narcan dispensers. The NWT CERT members will keep the Narcan in a secure location. The member will regularly check its expiration date and return it to the Program Manager if it is expired. The Program Manager will dispose of expired or used units in an approved and appropriate manner. Misuse or unauthorized distribution by a member may result in disciplinary action, up to and including termination of volunteer status.

Any use of Narcan will be reported by the member to the appropriate authorities as required by law. If the member uses either or both of the Narcan units that are provided by CERT, they will report the usage immediately to the Program Manager and coordinate a time to meet with the Emergency Management Coordinator to write a statement including details of what steps were taken prior to the use of Narcan. The Program Manager's log will be updated to show the use of the unit(s) and if replacement units are issued. Unused Narcan units are considered returnable equipment per item 2 under Equipment and Supplies.

Rehab Deployment

NWT CERT may be deployed to provide rehab services at the request of specifically identified fire administrators through the EMC or Program Manager. Deployment is restricted to those members who have received the required Rehab Deployment training. Deployment will be coordinated through the Rehab Coordinator. See Rehab Deployment Appendix

Activation and Call-Out Procedures for Teams

1. NWT CERT Teams may be called upon by the Office of Emergency Management or specifically identified fire administrator to provide specific aid or assistance in a manner determined by the NWT CERT Program Manager or Incident Commander.

2. NWT CERT Teams will be activated by the NWT CERT Program Manager or designee of Office of Emergency Management when an emergency or other event requires additional human resources for assistance.

3. NWT CERT trained individuals will act first to aid their families and adjacent neighbors. Once safety measures have been completed, team members will mobilize, assessing damages, problems, and conducting size-up of the situation while in route to their predetermined command post/staging location.

4. The team will contact the NWT CERT Program Manager and/or incident commander with size-up information and will wait for activation deployment instructions.

5. Teams will be given specific instructions on where to go, or procedures to initiate to begin the response and recovery process.

6. The EMC, or in their absence, the NWT CERT Program Manager will select an IC from those present at the scene. The IC will assess that all team members have completed Basic CERT training, have the appropriate safety and other equipment necessary and are physically capable of performing the assigned tasks.

7. IC will set priorities and delegate responsibility and specific assignments for each team member.

8. Teams will always have a minimum of two (2) members before activating, and those teammates shall stay together until reassigned.

9. IC will be responsible for the team communications with the Emergency Operations Center (EOC) and Command Post at the scene of deployment.

10. Team members must stay together as assigned and will not "freelance" away from their assigned task.

11. Team members will only perform tasks equal to their level of training. Tam members will at no time attempt to perform tasks beyond the scope of training received and the assignment directive.

Emergency Operations Center (EOC) Support

Activation

During an activation of the Emergency Operations Center (EOC) for an emergency incident or event, CERT members may be asked to provide support to the EOC.

Duties may include:

- Setting up / activating the EOC
- Answering phones
- Perform office tasks such as printing and copying
- Staffing sign-in desk
- Greeting and directing personnel
- Acting as a runner
- Making coffee and assisting in providing food and snacks
- Any additional duties as assigned

Readiness

To maintain the readiness of the EOC, CERT members may be asked to help perform tasks to keep the EOC ready for activation.

Duties may include:

- Assisting in updating /maintaining the EOC operational guides
- Restocking office supplies at each workstation
- Keeping workstations orderly and organized
- Replenishing printers and copy machines
- Checking computers, radios, and phones for operational readiness
- Cleaning/dusting workstations
- Restocking the restroom with supplies
- Any additional duties as assigned

Qualification

NWT CERT members must have completed the following minimum training and provided certificates of completion to the EMC to be assigned access to the EOC. (Note IS-2200 is a course specifically on EOC operations)

- IS 100
- IS 200
- IS 700
- IS 800
- IS 2200

NWT CERT members may also receive EOC specific training to create and maintain the highest level of trained personnel to operate our EOC.

Members who have completed all required qualifications may be added to the list of members authorized to access the EOC with approval by the EMC. The members ID badge will be notated as approved for EOC access.

Appendix

Acronyms

AAR – After Action Report – a report filled out after each deployment providing feedback on things that went well or could be improved.

CERT – Community Emergency Response Team

COG – Council of Governments – in our area, North Central Texas Council of Governments. The North Central Texas Council of Governments (NCTCOG) is a voluntary association of, by and for local governments, and was established to assist local governments in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development. NCTCOG's purpose is to strengthen both the individual and collective power of local governments and to help recognize regional opportunities, eliminate unnecessary duplication, and make joint decisions. NCTCOG serves a 16-county region of North Central Texas, which is centered around the two urban centers of Dallas and Fort Worth. NCTCOG has over 230 member governments including 16 counties, numerous cities, school districts, and special districts.

DDC – District Disaster Center - A subdivision of the SOC at the local level for TDEM. Tarrant County is in Region 2, Division 4.

EMC – Emergency Management Coordinator a.k.a Emergency Manager – the person hired by the jurisdiction responsible for planning for, preparing for, and managing disasters and emergencies across multiple agencies, departments, etc. within the jurisdiction.

EOC – Emergency Operations Center – this is a place in most cities where management of emergencies is coordinated. It typically has representatives from the major response groups in it to facilitate coordination between groups and resources.

FEMA – Federal Emergency Management Agency

IC – Incident Command – a term in NIMS and ICS for the person who is "in command" of an incident. See ICS training (IC-100 and IC-200) for details.

ICS – Incident Command System – See ICS training (IC-100 and IC-200) for details.

LZ – Landing Zone – the area where a helicopter is to land at a scene.

NIMS – National Incident Management System – See ICS training (IC-100 and IC-200) for details.

PIO – Public Information Officer – the official who is the spokesperson for an event or organization. They are typically the ONLY person authorized to make statements to the news media.

POD – Point of Distribution – During a deployment this is a location where "something" is distributed to the public. For example, during COVID the POD was where vaccinations were provided. It could also be a location where water is distributed if there was a problem with the water supply.

PPE – Personal Protective Equipment – this is clothing or other gear designed to protect the wearer from common dangers. Examples are hard hats, exam or work gloves, and safety vests.

RACES – Radio Amateur Civil Emergency Service – Locally, Fort Worth RACES provides storm spotters and assists EOCs with communications. It is a volunteer organization of HAM (Amateur) radio operators who have training for a variety of emergency communications.

REHAB – short for rehabilitation. Generally used to describe services provided to firefighters or other first responders at a scene to help the responders rest/recuperate. It can include providing drinks and snacks as well as shelter for cooling off or warming up.

SOC – State Operations Center – the EOC for the state. Requests for assistance, including supplies and personnel, from the state typically go through the SOC.

TDEM – Texas Division of Emergency Management – Texas' version of FEMA. Tarrant County is in Region 2, Division 4.
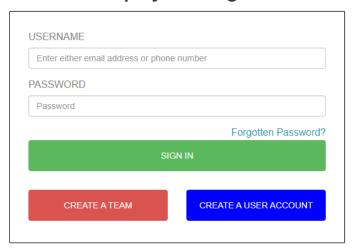
Deploy Pro

Deploy Pro- Web Application:

Deploy Pro is used to manage volunteer opportunities as well as track who is being deployed. As this is a deployment tool, access is limited to members. Once a member receives the membership approval email the member will set up an account in Deploy Pro.

Rule One: never self-deploy. If the member is going to participate in an event or deployment, the member must log that in Deploy Pro Web Application in advance (even if it's just an hour before). To use Deploy Pro a login must be created. Go to: https://team.deploypro.net/login And select Create a User Account.
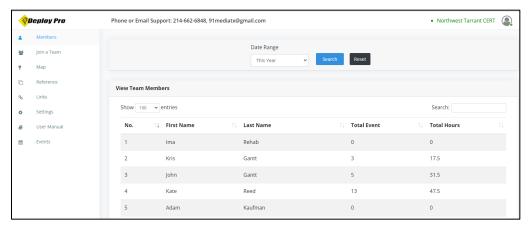

Fill in the information and request to join the Northwest Tarrant CERT team. This will generate a message to the administrator to verify that joining the team. Once accepted, a notification is sent in email from Deploy Pro that the request to join the team has been accepted. Don't forget to write down the user ID and password.

Once a login and password are created and the member is accepted into the Northwest Tarrant CERT team, this is where to sign up for events and deployments.
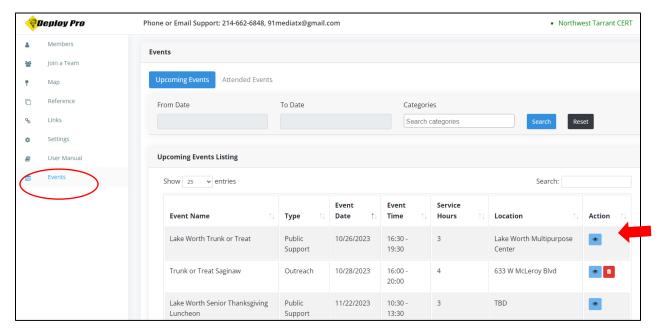
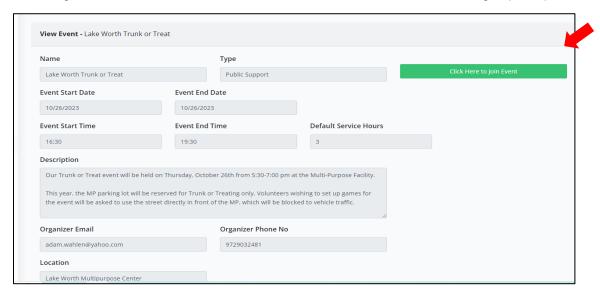After logging in, a page something like this will appear:

The name should appear on the list of members. This is a great place to get familiar with the names of the rest of the team.

To view available events/deployments, select Events from the menu on the left. A page similar to the following should appear.
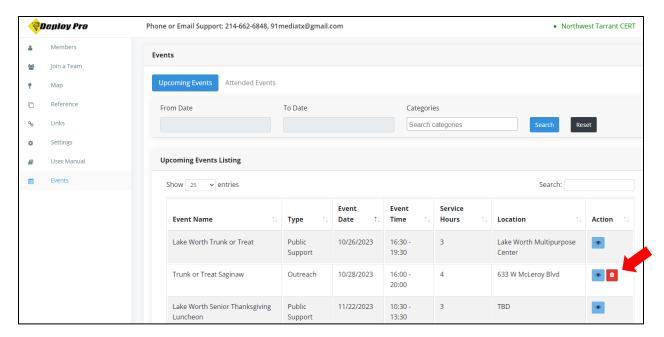

Upcoming Events will show the future events available for sign up. To sign up, click the blue square under Action. This will give the details of the event. Click on <u>Click Here to Join Event</u> if wanting to participate.

Back on the Upcoming Events page, the event will now have a red trash can under Action. This shows successful sign up. If cancelation of participation is needed, the user can click on the trash can to remove the participant.

Note that the hours shown for the event are not editable. Deploy Pro is used to track who is deployed/participating, but actual volunteer hours are tracked separately. More on that later.

Events previously participated in are displayed by selecting the Attended Events tab on the page. Again, the hours shown are the scheduled hours for the event and not necessarily the hours actually participated.

There is a user manual on the menu of the app that has more details.

Deploy Pro – Phone App:

Members should download Deploy Pro to their phone. It is available in both Android and Apple app stores. The phone app is used in two ways. Messages can be sent to the member, the deployed team, and every member. This is like text messaging. The second way to use the phone app is to see the location of everyone during a deployment. This helps manage the team at a deployment. It can help locate others in the group. Log in to the app with the same username and password as the web app. If working a disaster, the mobile app allows marking victims, hazards, etc. so the rest of the team is aware. It can serve as a notepad to document things seen or found. It can capture photos and relay them to Command as well.

It has an option to remove ads. This is strictly voluntary, and no subscription or payment is required. There is a user guide here as well that can be read through to familiarize the user with the app.

Please read about the Yellow Button Alert. Don't press this unless the user really wants the siren to go off.

It is not possible to sign up for or see events in the mobile app. The web app must be used for this.

Rehab Deployment

Content TBD

Traffic Control Deployment

Content TBD

Crowd Control Deployment

Content TBD

Search & Rescue – Missing Person Deployment

Content TBD

Damage Assessment Deployment

Content TBD

Fire Extinguishment Procedures

Content TBD

**RECEIPT AND ACKNOWLEDGEMENT OF THE
NORTHWEST TARRANT CERT
OPERATIONS MANUAL**

This is to verify that I have received a complete copy of the Northwest Tarrant Community Emergency Response Team Standard Operation Manual and I understand that it is my responsibility to read and abide with these policies, procedures, and guidelines contained in this manual and any revisions made to it.

Print Name: _____

Signature: _____ Date: _____