

For Olathe CERT Use only



HANDBOOK

Olathe, Kansas

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I. FOREWORD

This Olathe CERT Handbook reflects the contributions of many individuals, and without them, it could not exist. The Handbook is not intended to serve as a detailed substitute for the substantive basic training that all CERT members must complete, nor the advanced continuing training that CERT members are encouraged to pursue, nor is it designed to answer all questions that might arise. Rather, it is intended for use as a general one-stop to assist current and prospective CERT members in navigating through the process and substance of the Olathe CERT program. It is intended to guide CERT members in the daily conduct of their CERT activities.

As with any such document, time, experience, and changing circumstances will mandate changes and updates within the context of events and circumstances as they may from time to time evolve. Therefore, this Handbook should be viewed not as a seminal product, but instead as a process, a living work, and we should expect and embrace future change as the normal course of events.

Respectfully submitted,

*The Olathe CERT
Documentation Committee*

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III. INTRODUCTION / OVERVIEW

This section provides an introduction to the origins of the Community Emergency Response Team program from the national to the local level. Specific information is provided on Olathe CERT to assist the member in understanding the structure of our organization and operational relationships extending at and beyond our local area.

“CERT is about readiness, people helping people, rescuer safety and doing the greatest good for the greatest number, CERT is a positive and realistic approach to emergency and disaster situations where citizens will be initially on their own and their actions can make a difference”

- US Citizens Corps

A. CERT

1. History

a. National CERT Program

The Community Emergency Response Team concept was developed and implemented by the Los Angeles City Fire Department (LAFD) in 1985. The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California. Further, it confirmed the need for training civilians to meet their immediate needs. As a result, the LAFD created the Disaster Preparedness Division with the purpose of training citizens and private and government employees.

The training program that LAFD initiated makes good sense and furthers the process of citizens understanding their responsibility in preparing for disaster. It also increases their ability to safely help themselves, their family and their neighbors. The Federal Emergency Management Agency (FEMA) recognizes the importance of preparing citizens. The Emergency Management Institute (EMI) and the National Fire Academy adopted and expanded the CERT materials believing them applicable to all hazards.

The CERT course will benefit any citizen who takes it. This individual will be better prepared to respond to and cope with the aftermath of a disaster. Additionally, if a community wants to supplement its response capability after a disaster, civilians can be recruited and trained as neighborhood, business, and government teams that, in essence, will be auxiliary responders. These groups can provide immediate assistance to victims in their area, organize spontaneous volunteers who have not had the training, and collect disaster intelligence that will assist professional responders with prioritization and allocation of resources following a disaster. In 1993 this training was made available nationally by FEMA.

b. Citizens Corps

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Following the tragic events that occurred on September 11, 2001, state and local government officials have increased opportunities for citizens to become an integral part of protecting the homeland and supporting the local first responders. Officials agree that the formula for ensuring a more secure and safer homeland consists of preparedness, training, and citizen involvement in supporting first responders. In January 2002, the President of the United States launched Citizen Corps, to capture the spirit of service that emerged throughout our communities following the terrorist attacks.

Citizen Corps was created to help coordinate volunteer activities that will make our communities safer, stronger, and better prepared to respond to any emergency situation. It provides opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threats of crime, terrorism, and disasters of all kinds.

Citizen Corps programs build on the successful efforts that are in place in many communities around the country to prevent crime and respond to emergencies. Programs that started through local innovation are the foundation for Citizen Corps and this national approach to citizen participation in community safety. Citizen Corps is coordinated nationally by the Department of Homeland Security's Federal Emergency Management Agency. In this capacity, FEMA works closely with other federal entities, state and local governments, first responders and emergency managers, the volunteer community, and the Corporation for National & Community Service. The Citizen Corps supports Community Emergency Response Teams (CERTS), Medical Reserve Corps (MRC), The Fire Corps (FC), and Volunteers in Police Service (VIPS) programs

Citizen Corps in Kansas is a part of the Kansas Division of Emergency Management in Topeka. There are Citizen Corps councils in many cities and counties within the state including a Citizen Corps Council for Johnson County that is operated from within the Johnson County Emergency Management Office.

c. Kansas CERT

The CERT program in Kansas started to take off in 2003 when grant funding was obtained by the Kansas Division of Emergency Management and the States Citizen Corps program was more cemented. The First CERT Train the Trainer program was conducted in cooperation with KDEM and the MU Fire Science Academy was brought in to conduct the course. From the Train the Trainer course the state established a CERT Training Cadre and maintained a list of qualified Instructors to deliver CERT training across Kansas. Over the next decade CERT programs started across the state, over time the cadre fell apart and the list of instructors lost at the state level as personnel changed and interest fell to the wayside. In 2011 a renewed interest and an update to the national CERT curricula spawned a movement to have a updated Train the Trainer program. In 2012 The Kansas Citizen Corps through KDEM held a updated Train the Trainer course for CERT programs across the state to update Instructors and train new ones to continue to meet communities needs.

2. Current

There are currently approximately 37 CERT teams in Kansas (CERT website, Jan 2013). Olathe CERT has reached its initial goal of 1% of its population being CERT

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trained. Olathe CERT is transitioning to a more active response role in our region and is increasing their emphasis on sustainability and engagement of our members in order to increase retention

B. Olathe CERT

1. Mission Statement

The Olathe Community Emergency Response Team is a volunteer driven program of the Olathe Fire Department, passionately committed to serving the community by maintaining a trained, prepared citizenry.

2. History

Olathe Community Emergency Response Team (CERT) was founded in 1999 by then Emergency Manager, Rita Hoffman and then Captain, Bill Schneider. It began with a few classes for city and school district employees.

Today Olathe CERT has grown providing training for Olathe as well as the surrounding Johnson County. Olathe CERT works with and through many other organizations including Olathe Fire Department, Mid-America Regional Council, Citizen Corp Council, National Guard and Homeland Security. It is important to note that the Homeland Security Director, Tom Ridge has been a key speaker at our CERT training.

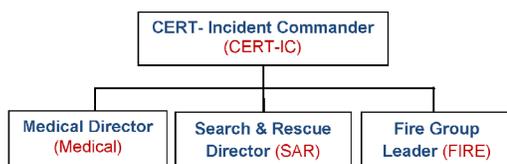
Olathe CERT is one of the largest CERT Basic Academy trainers in the mid-west region. It provides training, support, supervises and deploys CERT members. In 2011, the focus of training expanded beyond just basics to stress the continued development of trained members.

Olathe CERT has developed a Chief's Advisory Board that includes representatives from various organizations and CERT members. This board helps to guide and host activities of Olathe CERT. The board has formed standing committees and appointed liaisons to help keep the organizations on track and growing.

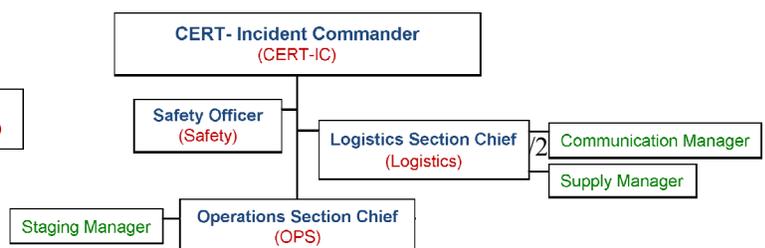
As groups of people are trained and agree to join the community emergency response effort, a CERT is formed. Initial efforts may result in a team with only a few members from across the community. As the number of members grow, a single community-wide team may subdivide.

This follows the **Incident Command System** (ICS) principle of **Span of control** until the ideal distribution is achieved: one or more teams are formed at each neighborhood within a community. Some CERTs form a club or service corporation, and recruit volunteers to perform training on behalf of the sponsoring agency. This reduces the financial and human resource burden on the sponsoring agency.

SIMPLE SCALE



FULL SCALE



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When not responding to disasters, CERT volunteers may

- raise funds for emergency response equipment in their community;
- provide first-aid, crowd control or other services at community events;
- hold planning, training, or recruitment meetings;
- conduct or participate in disaster response exercises.

Some sponsoring agencies use Citizen Corps grant funds to purchase response tools and equipment for their members and team(s) (subject to Stafford Act limitations). Most CERT volunteers also acquire their own supplies, tools, and equipment. As community members, CERT volunteers are aware of the specific needs of their community and equip the teams accordingly.

3. Scope and Purpose

The Community Emergency Response Team (CERT) program will train individual citizens in neighborhoods, businesses and industries, schools and institutions in emergency preparedness and basic disaster response techniques and enable them to prepare, as volunteers, to take an active role in providing critical support to emergency service personnel during emergencies/ disasters.

CERT is about readiness, people helping people, rescuer safety, and doing the greatest good for the greatest number. CERT is a part of the national Citizen Corp effort endorsed by the President and the Department of Homeland Security.

CERT is a positive and realistic approach to emergency and disaster situations where citizens will be initially on their own and their actions can make a difference. Through training, citizens can manage utilities and put out small fires; provide basic medical aid; search for and rescue victims safely; and organize spontaneous volunteers to be effective.

The purpose of this APG on Community Emergency Response Teams is to insure the efficiencies of the CERT personnel, their activation, notification, coordination, responsibilities and field operations. Upon request from Olathe Fire Department/Emergency Management, CERT teams may be utilized to assist in emergency operations. The CERT program emphasizes two major overall objectives:

- Do as much good for as many people as possible.
- Don't become part of the problem.

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4. Affiliations and Mutual Aid Agreements
 - a. Volunteer Organization Assisting in Disaster (VOAD)

National VOAD

National Voluntary Organizations Active in Disaster (VOAD) was founded in 1970 in response to the challenges many disaster organizations experienced following Hurricane Camille, which hit the Gulf Coast in August, 1969. Prior to the founding of National VOAD, numerous organizations served disaster victims independently of one another. These included both government and the private, nonprofit sector. As a result, help came to the disaster victim haphazardly as various organizations assisted in specific ways. Unnecessary duplication of effort often occurred, while at the same time, other needs were not met. People who wanted to volunteer to help their neighbors affected by disaster were often frustrated by the variety of organizations in some areas of service and the total lack of opportunities to serve other needs. Further, there was only limited availability of training for potential volunteers. Information for victims on services during disasters was woefully inadequate. Likewise, communication among voluntary disaster agencies was very limited and coordination of services was negligible. In fact, mechanisms for this were non-existent.

The seven founding organizations came together and committed to fostering the four C's — communication, coordination, collaboration, and cooperation in order to better serve people impacted by disasters. Today, National VOAD is a leader and voice for the non-profit organizations and volunteers that work in all phases of disaster — preparedness, response, relief, recovery, and mitigation. National VOAD is the primary point of contact for voluntary organization in the National Response Coordination Center (at FEMA headquarters) and is a signatory to the National Response Plan.

State of Kansas VOAD

KSVOAD'S main goal is to increase coordination, cooperation, communication, education and to improve disaster legislation. Bringing together National Voluntary Organizations Active in Disaster, will provide more effective services through mitigation and response for the benefit of people effected (imperiled and impacted) by disaster. The role of a VOAD group is not to manage disaster response operations; it is to coordinate planning and preparations in advance of disaster incidents and operations. When an incident happens, the role of the VOAD chair is to convene or co-convene with an appropriate partner a meeting of all of the voluntary response organizations as soon as possible. Within a reasonable period of time, it is also appropriate for VOAD to convene or co-convene with an appropriate partner a meeting of the recovery organizations to discuss what from the long-range coordinating entity for unmet needs should take. *(NVOAD Board of Directors May 31, 1996, Draft Minutes paragraph VI)*

Kansas membership can be obtained by any non-profit voluntary organization having a constitutional reference and who supports an organized disaster response program. The service and resources of that organization also need to be available to all disaster victims. Representation of county and state agencies is encouraged to have liaison involvement with KSVOAD. Their advice and expertise should be sought and encouraged. These representatives serve as ex-officio members and do not hold voting privileges. Members participating and voting at any (annual/regular) meeting shall be

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designated representatives of participating organizations and shall have one vote. Written proxies are acceptable if presented to the chairperson prior to the meeting.

Olathe CERT has a “Seat at the Table” in KS VOAD and has a representative position that is completely devoted to VOAD representation. For more information contact our representative or the CERT program Manager if the position is not filled.

Kansas City Regional VOAD

The Kansas City Regional VOAD is active in the KC Metro area and is specifically responsible for establishing volunteer reception centers in the event of a disaster in Missouri and in some areas of Kansas. Its goals and actions are similar to the national and state VOAD organizations previously mentioned. This group meets every other month and Olathe CERT is represented by our VOAD Representative As we are at the State of Kansas VOAD. There website is <http://kcregionalvoad.org>

b. Mid-America Regional Council (MARC)

MARC

The Mid-America Regional Council promotes regional cooperation and develops innovative solutions. They help create a community people are proud to call home. MARC is a nonprofit association of city and county governments and the metropolitan planning organization for the bi state Kansas City region. Governed by a board of local elected officials, They serve nine counties (including Johnson County) and 120 cities. They provide a forum for the region to work together to advance social, economic and environmental progress. MARC is funded by federal, state and private grants, local contributions and earned income. A major portion of their budget is passed through to local governments and other agencies for programs and services.

MARC roles in the Greater Kansas City community

Leadership

- Identify regional challenges and act as a problem-solving forum
- Promote consensus and commitment to regional solutions
- Educate and engage the public in decision-making processes

Planning

- Coordinate policies that guide progress in the region
- Develop regional plans for transportation, the environment, emergency response and more
- Conduct research and provide technical support to local leaders

Action

- Advocate for regional issues at the state and federal levels
- Provide cooperative services between local governments
- Allocate resources for regional systems

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- Manage the regional 9-1-1 system, providing technical, administrative and workforce development services
- Coordinate the development of interoperable communications systems among local jurisdictions
- Help the region prepare for and reduce risks from disasters, both natural and man-made
- Coordinate regional homeland security planning and administer grants that provide equipment, training and exercise support to emergency personnel
- Assist public health agencies with public education and preparedness efforts
- Support emergency medical service agencies and hospitals with coordinated communications and regional plans and protocols

c. Metropolitan Emergency Managers Committee (MEMC)

The Metropolitan Emergency Managers Committee serves as a forum for local emergency managers to discuss and resolve regional issues, problems, projects and activities related to all-hazards emergency management. The MEMC's mission is to foster coordination, communication and cooperation among local emergency management and allied organizations through the development of policies, procedures, educational programs and resource materials related to all-hazards emergency management.

The MEMC membership consists of formal members -- emergency managers from cities and counties in the MARC region, local representatives from the American Red Cross, the Salvation Army and the National Weather Service, and representatives from state and federal emergency management agencies -- and affiliate members from public, private and non-profit organizations whose scope of work or interests are consistent with the MEMC's mission, such as construction, engineering, health/medical, insurance/risk management, media, resource and mitigation, transportation and utility companies.

Sub Committee: The MEMC CERT Sub Committee provides support, grant funding and guidance specifically for MARC area CERT's. Olathe CERT is represented in this committee by the CERT Program Manager, Liaisons and select member representatives. Meetings are held monthly at the MARC building.

d. Other

Johnson County Emergency Management - Olathe CERT is affiliated with the Johnson County Emergency Management Agency and is available through emergency management for county wide activation and support. Olathe CERT has participated in various County Drills both as support staffers and mock victims to assist in testing emergency plans at the county level.

Section III References and Resource:

Section III Introduction: Olathe CERT Documentation Committee

Section III Quote: US Citizen Corps;
<http://www.citizencorps.gov/cert/about.shtm>

Section III A: CERT

CERT History: <http://www.citizencorps.gov/cert/about.shtm>

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Citizen Corps: <http://www.citizencorps.gov/>

State Citizen Corps: <http://www.kansastag.gov/kdem.asp>
<http://www.citizencorps.gov/cc/CouncilMapIndex>

Olathe CERT: <http://www.olatheks.org/Fire/Cert>
<http://www.olatheks.org/Fire/Cert/Members>
<http://www.olatheks.org/Fire/Cert/Resources>
<https://www.volgistics.com/ex/portal.dll?FROM=100383>

VOAD: <http://www.nvoad.org/>
<http://www.ksvoad.org/>
http://www.citizencorps.gov/councils/cc_councils/kansas

MARC/MEMC: <http://www.marc.org/>
<http://www.marc.org/emergency/memc.htm>

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IV. ORGANIZATION

The best way to find yourself is to lose yourself in the service of others

- Mahatma Gandhi

A. Olathe Fire Department

1. Mission Statement: *"We proudly exist to protect and preserve life and property through dynamic emergency response and excellence in training, preparedness and prevention."*
2. Established in 1871, we provide many emergency and non-emergency services like inspections (open burning, permits, Knox Box, etc.), safety education, emergency preparedness (Community Emergency Response Team, etc.) using firefighters and administrative staff. We are also home to building codes and community enhancement. Olathe's fire chief and emergency management director is Jeff DeGraffenreid, Ed.D.
3. Each day firefighters, working from eight fire trucks, serve Olathe from seven, strategically located fire stations. Firefighters work 24-hour rotating shifts from 8 a.m. to 8 a.m. - firefighters are on duty at all times, even holidays. All Olathe firefighters are emergency medical technicians or paramedics. Learn more about an Olathe firefighting career.
4. Have a Question? Contact us at 913-971-6333. Monday through Friday 8:00 a.m. to 5:00 p.m.
5. All Fire Department personnel are responsible for knowing what CERT member capabilities are and how to utilize them in an emergency/disaster situation within the City of Olathe or Johnson County area. CERT members will comply with the requirements of the CERT training as provided by the Olathe Fire Department, as well as comply with all federal, state and local laws when functioning as a CERT member. The capabilities of CERT volunteers include the following operations:
 - Basic fire suppression on small or controlled fires
 - Light search and rescue
 - Disaster medical operations-basic triage of trauma victims

B. Advisory Board

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1. Fire Chief/Emergency Manager Director

The Fire Chief is the highest command officer in the Fire Department and is responsible for all actions of the Olathe Fire Department and its personnel and volunteers. In the City of Olathe the position is also responsible for being the Cities Emergency Management Director. The position reports to the city council and the mayor. The CERT Advisory Board functions through the chief's authority and information is funneled up through the CERT Program Manager.

2. Assistant Chief of Special Operations/EM Assistant Director

This position is responsible for the Special Operations Division in the Fire Department and acts as the Emergency Management Assistant Director. The CERT Program Manager reports directly to this position with in Olathe Fire

3. Olathe CERT Manager

The CERT Manager is responsible for the management and direction of the Olathe CERT program. As an Olathe Fire Department member he or she is the supervising person for all CERT volunteers and board members.

4. Board Chairperson

- Facilitate the logistical work of the Olathe CERT Board;
- Board meetings; gather agenda items and facilitate the Board meetings using the agenda and the Olathe CERT mission and code of conduct;
- Ensure meeting minutes are documented and sent out after each meeting;
- Ensure the Board identifies the key actions and next steps with owners and due dates;
- Follow up with owners to identify obstacles and direct to the right resources as applicable;
- Share the responsibilities with the Assistant Chair to ensure they are fully involved in the process to step into the Chairperson role beginning in January 2014.

5. Olathe CERT Coordinators

The coordinators are Olathe Fire Department Personnel that's primary responsibility is to plan and carry out initial CERT classes. In absence of the CERT Manager the coordinators may temporarily fill the manager role. They answer to the CERT Manager.

6. Olathe CERT Liaisons

The District Liaisons are each assigned a district of coverage within the City. Four Liaisons also serve on one of the four main committees as an assistant to the chairperson. District Liaisons are responsible for identifying training opportunities and social events to members as well as being a representative on the advisory board for the members in his or her area. Four of the Liaisons are assigned to a specific operational committee as well as District Liaison duties.

7. Health & Safety Liaison

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The Health & Safety Liaison (HSL) is responsible for all health and safety functions within the organization as well as Team Medics and Safety Officers. This position also keeps track of OSHA compliance and manages the Organizations First Aid Teams. The position Reports directly to the CERT Manager. The position also acts as a resource for all committees when requested.

8. Emergency Care and Safety Institute Coordinator

The ECSI Coordinator is the manager of the medical and first aid training programs offered by Olathe CERT. This position approves trains and supervises program Instructor's and instructor-Trainers within ECSI. The position Reports to the CERT Manager.

9. Olathe CERT Secretary

The CERT Secretary is the chief record keeper and note taker for the CERT Manager and the Advisory Board. The position is also responsible for assisting with the CERT Managers calendar, and for keeping track of all members volunteer hours for the City of Olathe.

10. Committee Spokespersons

Socialization; Training; Organizational Support; Documentation

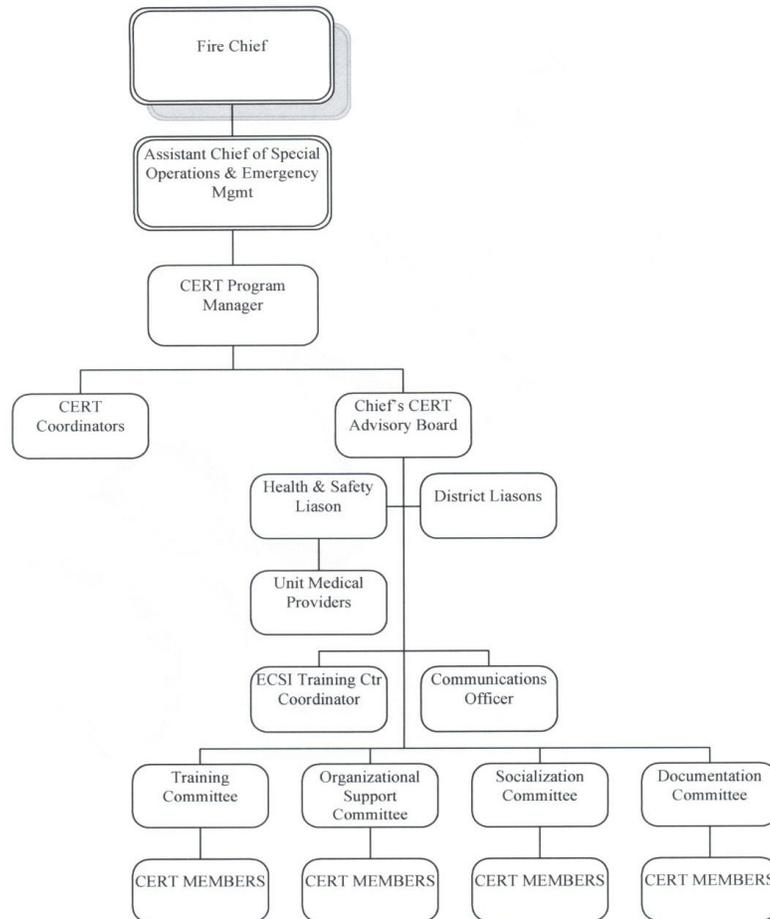
Committee Spokespersons are in charge of the committee they represent for detailed descriptions of each committees purpose refer to the next section.

11. VOAD Representatives

The VOAD Representative is responsible for representing Olathe CERT at State and Regional VOAD meetings and reporting back to the CERT board and CERT Manager with information from the meetings. The position also serves as a Point of Contact for Olathe CERT for VOAD. The position reports to the CERT Manager.

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Organization Chart Figure 1



C. Committees

1. Socialization

a. Members:

Spokesperson
Liaison
Volunteers

b. Committee Mission Statement

The Olathe CERT Socialization Committee's mission is to promote, encourage and enhance CERT's membership and camaraderie.

c. Spokesperson Duties and Responsibilities

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- Develop, plan and coordinate Socialization activities to increase membership for Olathe CERT.
- Project, protect and account for the budget throughout the year.
- Recruit, train and coordinate volunteers for the Socialization committee.
- Schedule and conduct committee meetings.
- Communicate with the CERT board on current tasks and status updates
- Relay questions and concerns from Socialization Committee to the CERT board

d. Liaison Duties and Responsibilities

- Be prepared to step in to provide leadership for this committee when called upon.
- Be responsible for recording committee notes and activities.
- In addition to duties as a CERT Liaison , act as a point of contact for all CERT members on the topic of Socialization activities.

e. Committee's Primary Tasks.

The Socialization Committee is currently working on the annual Olathe CERT Awards Reception. They are also in charge of organizing and staffing public relation events as they come up.

2. Training

a. Members:

Spokesperson
Liaison
Volunteers

b. Committee Mission Statement

It is the mission of the Olathe CERT Training Committee to provide the skill sets necessary for our members through meaningful quality training opportunities while also insuring that the membership is prepared for deployment in an emergency.

c. Spokesperson Duties and Responsibilities

- Conduct and schedule committee meetings.
- Communicate with the CERT board on current tasks and status updates
- Relay questions and concerns from Training Committee to CERT board.

d. Liaison Duties and Responsibilities

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- In addition to duties as a CERT Liaison, act as a point of contact for all CERT members on the topic of Training and Preparedness.

e. Committee's Primary Tasks

- Develop and maintain "Training levels and summary" document which will contain the standards of training, requested curriculum and a classification of training level for cert members to be identified by.
- Develop and maintain a Training calendar, which shall contain a listing of selected classes which will bring Olathe CERT members up to an operational level as well as selected training opportunities for more specialized advanced training. These opportunities may be through any organization though with a preference with "hands on" courses.
- Develop and maintain a Training Implementation Plan (TIP) which will contain a list of training opportunities that Olathe CERT will be directly involved in doing as well as a brief description of the training, the tentative schedule and any costs and logistical notes associated with the classes.
- Keep Olathe CERT's emergency response apparatus stocked and readied for immediate deployment. This includes but is not limited to:
 - Cleaning and organizing Olathe CERTs storage facilities and transport units.
 - Developing and maintaining an inventory system.
 - Ordering replacement gear and consumables.
 - Developing gear load-outs to streamline the deployment process.
 - Check in equipment after a deployment and identify lost, stolen, consumed or damaged equipment.

3. Organizational Support

a. Members:

Spokesperson
Liaison
Volunteers

b. Committee Mission Statement

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The Organizational Support Committees' mission is to nurture the morale and "esprit de corps" of the members of the Olathe Fire Department CERT organization

c. Spokesperson Duties and Responsibilities

- Develop, plan and coordinate Organizational Support activities to recognize volunteers for their commitment and support.
- Identify and establish specific awards for volunteer CERT members.
- Project, protect and account for the budget throughout the year.
- Recruit, train and coordinate volunteers for the Organizational Support committee.
- Schedule and conduct committee meetings.
- Communicate with the CERT board on current tasks and status updates
- Relay questions and concerns from Organizational Support Committee to the CERT board.

d. Liaison Duties and Responsibilities

- Be prepared to step in to provide leadership for this committee when called upon.
- Be responsible for recording committee notes and activities.
- In addition to duties as a CERT Liaison , act as a point of contact for all CERT members on the topic of Socialization activities.

e. Committee's Primary Tasks

The Organizational Support Committee fulfills several key responsibilities through the year. This is the committee who receives CERT Volunteer of the Year nominations from the CERT membership as a whole and then presents nominations to the Olathe CERT Board. They developed the service year awards which will be implemented for the first time beginning in January 2012. This committee also updates the Olathe CERT Mission Statement, Statement of Benefits, and Code of Conduct.

4. Documentation

a. Members:

Spokesperson
Liaison
Volunteers

b. Committee Mission Statement

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The Olathe CERT Documentation Committee is an informational and data resource group, facilitating the overall documentation needs and requirements of the Olathe Fire Department CERT program.

c. Spokesperson Duties and Responsibilities

- Conduct and schedule committee meetings.
- Communicate with the CERT board on current tasks and status updates
- Relay questions and concerns from Documentation Committee to CERT board.

d. Liaison Duties and Responsibilities

- In addition to duties as a CERT Liaison, act as a point of contact for all CERT members on the topic of Documentation.

e. Committee's Primary Tasks

- Develop and maintain "Olathe CERT handbook" document which will contain organizational bylaws, rules, organizational chart, positions and responsibilities.
- Develop and maintain the "CERT Field Operations Guide" which will contain policies and best practices for CERT deployment.
- Develop and maintain CERT Resource documents and forms. These include but are not limited to:
 - CERT Sign-in sheet
 - Emergency medical victim tags

D. Liaisons

1. District Liaisons

Four District Liaisons have dual roles serving as a primary established committee liaison as well as for district duties. A District Liaison will be assigned to an established area within city limits based off of CERT member population in the city. While all Liaisons have a seat on the Chiefs Advisory Board the District Liaisons may choose to elect a "Senior" Liaison to speak for the group during meetings. A District Liaisons basic responsibility is:

1. To Act as a spokesperson for the CERT members and provide information on policies, social events and response plans in his or her designated area.

2. Works with the various CERT Leaders and committees to answer member questions and concerns.

3. The Liaison will assist in maintaining and updating member contact information and response plans for his or her assigned area.

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4. Twice a year the District Liaison will host a social event in his or her area, update member information and provide a District Readiness and capability to the full Advisory board.

2. Health & Safety Liaison

While the position holds the Term Liaison in the title the person that holds this position is actually more of a Health and Safety Officer for Olathe CERT. The Health & Safety Liaisons position is to promote and ensure the health, safety and wellness of Olathe CERT's membership in non disaster and disaster environments. The position reports directly to the CERT Program Manager and supervises Assistants, Unit Medical & Safety Personnel and CERT Members for Safety Issues and Medical Response to be qualified to hold this position the person must have the following qualifications:

- Previous Health & Safety background or experience is preferred
- Must be a current CERT member in good standing
- Must be an Emergency Medical Responder or higher
- Must hold ICS-100, 200, 700, and 800
- Hold a current Instructor or Instructor status in pre hospital medical response

His or her basic routine duties and responsibilities include:

- Serving as a voting board member on the chiefs advisory board
- Acts as a resource for the various program committees
- Plans, develops and maintains the health & safety program and related material
- Responsible for Pre Disaster Medical Response Preparedness
- Responsible for Post Disaster medical inventories
- Assists the ECSI Training Center Coordinator as needed
- Assists or provides medical & safety related training as needed
- Ensures adequate medical coverage and/or supplies at unit events
- Serves as or appoints event medical team leaders/staff
- Manages unit medical providers and safety officers

During an activation or deployment duties and responsibilities include:

- Responding to admin to assist in emergency supply distribution
- Completes ICS form 206 for specified incidents
- Ensures that various deployed units are functioning to specified safety and medical response standards
- Advises and supports field CERT units in medical response and safety issues
- Ensure prior to activation or deployment that responding members have had appropriate medical screenings according to CERT policy

E. Volunteer Members

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All Fire Department personnel are responsible for knowing what CERT member capabilities are and how to utilize them in an emergency/disaster situation within the City of Olathe or Johnson County area. CERT members will comply with the requirements of the CERT training as provided by the Olathe Fire Department, as well as comply with all federal, state and local laws when functioning as a CERT member. The capabilities of CERT volunteers include the following operations:

- Basic fire suppression on small or controlled fires
- Light search and rescue
- Disaster medical operations—basic triage of trauma victims

CERT Leadership Descriptions

Team Leader Responsibilities

Establishing Base of Operations

- Access to transportation routes
- Terrain and elevation
- Facilities for personnel and equipment
- Safety/security
- Adequate space for:
 - Medical treatment area.
 - Food preparation and feeding area
 - Toilet and sanitation area
 - Equipment/Command Post

On-Site Operations

- Ensure safety practices and procedures are followed
- Local and site hazards and personal safety precautions
- Emergency signaling and evacuation procedures
- Do initial size up and reevaluate continuously
- Tactical assignments & Documentation
- Deploy Teams as soon as possible, if required
- Process for ordering supplies and equipment
- Work schedules for extended operations
- Rest and rotation periods for personnel

Evaluate performance objectives

- Effectiveness of overall strategy and tactics
- Assessment of equipment shortages
- Ensure the health and welfare needs of Team members
- Assessment of fatigue in personnel

Safety Officer Responsibilities

On-Site Operations

- Ensure accountability is maintained
- Review emergency signaling and evacuation procedures

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- Ensure that appropriate PPE is used
- Observe personnel and equipment off—loading to identify safety hazards
- Provide adequate time for rest and rehabilitation
- Observe conditions at the command post for safety
- issues: (staging, hygiene, traffic patterns)

Evaluate performance objectives:

- Develop and implement health and safety plans which address:
 - Hygiene
 - Evacuation and Assembly Points
 - Proper level of PPE
 - Operations to determine safe practices Work/rest cycles
 - Climatic condition monitoring
 - Fire protection monitoring at all locations
- Provide input to the planning process regarding safety messages
- Investigate each injury and illness and ensure appropriate documentation is completed
- interview off—going shifts to assess developing hazards, safety problems, and injuries

Search & Rescue Group Leader Responsibilities

On-Site Operations:

- Coordinate with the TL to determine if damage assessment needs to be done to perform structural triage.
- Ensure safety practices and procedures are followed Emergency signaling and evacuation procedures Do initial size up and reevaluate continuously
- Brief team members on search strategy include:
 - Establish rescue priorities
 - Develop a rescue plan
 - Most appropriate routes to conduct searches
 - Determine what structural materials are likely to be found while gaining access
 - Tactical assignments
 - Maintain a map of area
 - Information on areas searched documented

Evaluate performance objectives

- Evaluate ongoing team operations for effectiveness & modify as appropriate.
- Take recommendations for monitoring the structure for changing conditions.
- Provide periodic progress reports to the TL of accomplishments or problems.
- Ensure the health and welfare needs of Team members
- Assessment of fatigue in personnel

Fire Suppression Group Leader Responsibilities

On-Site Operations

- Coordinate with the TL to determine if fire suppression needs to be performed on

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structure.

- Ensure safety practices and procedures are followed
- Emergency signaling and evacuation procedures
- Do initial size up and reevaluate continuously
- Tactical assignments & Documentation
- Deploy Teams as soon as possible, if required
- Brief team members on fire suppression strategy:
 - Size—up
 - Establish fire suppression priorities
 - Develop a fire suppression plan
 - Most appropriate direction to fight the fire
 - Determine what structural materials are likely to be found in the structure
 - Tactical assignments & Documentation

Evaluate performance objectives

- Evaluate ongoing team operations for effectiveness & modify as appropriate.
- Make recommendations for monitoring the structure for changing conditions.
- Provide periodic progress reports to the TL of accomplishments or problems.
- Ensure the health and welfare needs of Team members
- Assessment of fatigue in personnel

Medical Group Leader Responsibilities

On-Site Operations

- Set up Triage area and supervise in the treatment and transfer of injured victims to local emergency medical services
- Ensure safety practices and procedures are followed
- Do initial size up and reevaluate continuously
- Tactical assignments & Documentation
- Brief team members on medical operations strategy:
 - Size-up
 - Initiate patient assessment and treatment functions
 - Notify nearby hospital
 - Stabilize building or area / if needed remove patients to a treatment area
 - Determine treatment area
 - Determine Morgue area
 - Tactical assignments

Evaluate performance objectives

- Evaluate ongoing team operations for effectiveness & modify as appropriate.
- Make recommendations for monitoring the structure for changing conditions.
- Provide periodic progress reports to the TL of accomplishments or problems.
- Ensure the health and welfare needs of Team members
- Assessment of fatigue in personnel

Extrication (Lifting & Cribbing Group Leader Responsibilities)

On-Site Operations

- Coordinate with the TL to determine if resources and equipment are available to perform

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extrication.

- Ensure safety practices and procedures are followed
- Emergency signaling and evacuation procedures
- Do initial size up and reevaluate continuously
- Brief team members on extrication strategy:
 - Size—up
 - Establish extrication priorities
 - Develop a extrication plan
 - Most appropriate routes to conduct extrication
 - Determine what structural materials are likely to be found while gaining access
 - Tactical assignments
 - Maintain a map of area
 - Information on area documented

Evaluate performance objectives

- Evaluate ongoing team operations for effectiveness & modify as appropriate.
- Make recommendations for monitoring the structure for changing conditions.
- Provide periodic progress reports to the TL of accomplishments or problems.
- Ensure the health and welfare needs of Team members
- Assessment of fatigue in personnel

V. POLICIES AND PROCEDURES

There is no such thing as a fixed policy, because policy like all organic entities is always in the making.

- Richard Cecil

A. General

1. Weapons Policy

a. Lethal Weapons “Fire Arms” Policy

It is the policy of the Olathe CERT program that no firearms displayed or concealed are allowed on any member representing Olathe CERT at any event, activation or deployment even if said member has a lawful concealed carry permit or is a qualified peace officer at any level of government.

b. Less Lethal Weapons Policy

It is the policy of the Olathe CERT program that none of the following be allowed on any member representing Olathe CERT at any event, activation or deployment for the purpose of defense or detainment: Tazers, Stun Guns, Fixed or Expandable Batons, Handcuffs or similar

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keyed restraint devices. This shall include Any bladed device that is over 4” without prior approval.

c. Exceptions to Less Lethal Weapons Policy

Bladed devices 4” or higher that’s intent is to solely be used as a rescue or survival tool are permitted except where otherwise indicated by a government authority.

2. Member Duties

All members of Olathe CERT shall have the following duties and responsibilities.

- a. Prepare themselves, their families and neighbors for possible emergencies.
- b. Maintain Training and Certifications according to expiration dates and renewal criteria.
- c. Abide by the established code of conduct and follow CERT Policies/Procedures and mission statement.
- d. When acting in a CERT capacity always have and Display appropriate CERT identification including your Olathe CERT ID Card.
- e. Always use appropriate safety equipment and techniques.
- f. Follow any directions given you by public safety personnel.
- g. Never do anything to disgrace yourself, your team or the Fire Department

3. Code of Conduct

As an Olathe CERT. member I will:

- bring a sense of duty, integrity, and honesty to my service;
- cooperate with, collaborate, be responsible to, not show favoritism, and be respectful of other members;
- be courteous, do the right thing, not take advantage, be above reproach and professional in my demeanor and conduct when deployed.

4. Conflict Resolution

It is the policy of the Olathe CERT program to solve problems at the lowest level possible. The general procedure for conflict resolution shall include:

1. Try to settle the problem with the person or person’s evolved.
2. Step two is to report it to a supervisor or leadership member for resolution.
3. Step three is to go to the Advisory Board for resolution.
4. If unresolved by steps 1 to 3 the problem goes to the CERT Program Manager whose decision is final unless the problem involves the CERT Manager. Then through the manager an appointment with the Fire Chief will be provided. The decision of the Fire Chief is Final and not appealable.

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5. Violations

Violations are handled on a case by case basis by the CERT Manager; Actions can include verbal warnings, suspension up to removal.

B. Volunteer Members

1. Qualifications

Olathe CERT employs a Training/Qualification level and participation tier level system for its membership. An Olathe CERT member has the option of determining what response tier they wish to be in and at what level they would like to participate in CERT Activities. Please consult the latest Olathe CERT Training levels for the most current information on our training and qualification program.

Tier response selection: Upon meeting the basic membership requirements a member has the first opportunity to select his or her level of response area participation response tier options include:

- Tier 1: Personal Information or City Olathe Activation Only
- Tier 2: Activation or deployment in the Kansas City Metro Area to State Areas
- Tier 3: Activation or deployments Out of State to Regional and National Areas

The minimum deployment would be a day to three days. Suggested deployment ability at levels 2 to 3 is at least a week with a two week maximum.

I. Basic Member/Awareness Level:

Basic Awareness Level members are the backbone of the Olathe CERT organization. Basic members are the frontline in response in our cities neighborhoods.

- a. Must have completed a City Background Check
- b. Must Sign and complete all Olathe CERT paperwork
- c. Must have completed the national CERT course (The CERT Independent Study course does not meet this requirement)

II. Operations Level Members:

Operations level members must complete the minimum training and qualifications to be activated or deployed for tier levels 2 and 3. We require this level for out of city deployments so responding members have a enhanced skills base that would be better utilized during such a mobilization response.

III. Technician Level Members:

At this level CERT Members fulfill asset of general level requirements and are then given the choice to begin to specialize in areas such as Administration, Medical Care, Communications and

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Fire/Rescue to better meet Olathe CERT'S response objectives. At this level members are starting to become capable unit leaders.

IV. Specialists Level Members:

At the specialist level our members have completed specialization in at least one or more of the four specialty track areas. Specialists at this level are response experts and are highly flexible enough to step in and perform a wide array of disaster operations at disaster sites. They are able to perform complex tasks and missions with little to no supervision required. At this level members have become leaders, will be holding leadership positions and starting to teach other lower level members.

V. Master Specialists:

Members that have achieved this rating are highly trained specialists that are capable of performing very advanced disaster service functions with out any need for supervision. Members at this level hold leadership and command level roles. They are the writers of programs and planning specialists for our CERT Team. They often train and mentor other lower level members. Members at this level are the elite of the Olathe CERT program.

2. Identification (by Training Level)

After completing each qualification level a wall certificate will be presented to the member suitable for framing and home display. Field Identification will be as listed below:

- Awareness – An Olathe CERT ID Card marked with preferred response tier level. The holder may put the card into a completely clear ID card holder if desired or clipped directly to a supplied neck lanyard.
- Operations – A Badge Holder with a Green Top will be issued. First Aid Certificates may be maintained in the badge holder with the ID Card.
- Technician – A Badge Holder with a Yellow Top will be issued. And a second Laminated card with the wearer's specialties listed attached to the main ID Card reverse side.
- Specialist – A Badge Holder with a Red Top will be issued. And a second Laminated card with the wearer's specialties listed attached to the main ID Card reverse side
- Master Specialist – A Badge Holder with a Blue Top will be issued. And a second laminated card with the wearer's specialties listed attached to the main ID Card reverse side.

3. Member Awards and Recognition

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It is the policy of Olathe CERT to award and recognize our volunteers training, service and achievements whenever such opportunities exist. Each year in the month of January we hold an organizational awards and recognition reception exclusively for all CERT members. The City of Olathe also offers a Volunteer recognition event once a year to which all CERT members are welcome to attend. For Specific information on what forms of award and recognition are available please check with the organizational support and training committees for the most current details on specific awards and recognitions our program provides.

4. Point System

Earn your one year pin after you complete 8 hours of Continuing Deployment Units (6 hours of training and 2 hours of CERT community service) following your completion of and graduation from the Olathe CERT Basic Training Course.

After five years of completing 40 hours of Continuing Deployment Units you will receive line impressive star dangler to hang from your CERT pin.

Follow these steps to log your Olathe CERT Training or Community Service to earn your yearly Continuing Deployment Units:

- Step 1: Go to our Olathe CERT website on Volgistics (see address below) and check out the Olathe CERT Events or Approved Outside Training. You can gain hours through work or other Volunteer training if it is CERT related, but you must get it approved through the CERT manager
- Step 2: Locate a training class or community event to participate in that meets your required 8 hours a year of Continuing Deployment Units and register.
- Step 3: Record the Event Title, Date, Time, and person in charge in Volgistics.
- Step 4: Use Volgistics to record your service hours and to keep informed of CERT news. Access Volgistics through our Olathe CERT member website or at: <https://www.volgistics.com/ex/portal.dll/?FROM=100383>
- Step 5: User name is your email address and your temporary password is makenewpw.
- Step 6: Once you are in, change your password at the Set-up Button.
- Step 7: Update your profile, emergency contacts, address, and date of birth (year is optional).
- Step 8: Attend the Annual Olathe CERT Awards and Recognition Event each January to celebrate our Olathe community CERT success.

C. LIABILITY

1. Overview

The primary sources of civil liability protection for emergency volunteers are:

- A. Volunteer protection acts
- B. Good Samaritan laws

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- C. Emergency management and homeland security statutes; and governmental immunity laws and tort claims acts
- D. EMAC and other mutual aid

A. Volunteer Protection Acts

The federal Volunteer Protection Act of 1997 (VPA) was enacted by Congress to promote volunteerism by reducing individual volunteer's concerns about civil liability. Many states have statutes that provide similar relief, although the requirements and limitations significantly vary. The federal VPA provides useful protection to emergency volunteers who are not protected by a more specific state law. However, the VPA and most state volunteer protection acts were not designed specifically for emergency volunteers, so they can be less helpful than emergency management laws.

Who is protected?

The federal VPA protects individual volunteers who are working without compensation and within their area of responsibility for a governmental entity or nonprofit organization. It does not protect:

- Volunteers for businesses, which includes many hospitals.
- Organizations of any type, including nonprofit or governmental organizations that use volunteers, or the organization's paid employees, who may train or supervise volunteers.

What activities are not protected?

The federal VPA does not protect volunteers from liability for:

- Acts that exceed ordinary negligence, such as gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of others.
- The operation of a motor or other vehicle for which the state requires an operator's license or insurance.
- Acts for which the volunteer was not appropriately licensed, if a license was required.
- Violent acts, hate crimes, sexual offenses, civil rights violations, or any act committed by the volunteer under the influence of alcohol or a drug.

How is protection provided?

The federal VPA provides limited immunity from ordinary negligence to protected volunteers and limits a plaintiff's right to recover punitive damages from a protected volunteer. It does not provide for payment of defense costs or payment of a judgment or settlement. It does not prevent the organization or entity for which the volunteer works from suing the volunteer.

B. Good Samaritan laws

Good Samaritan law is the popular name for statutes that protect individuals who help a person who is experiencing an emergency in a setting where that person does not have ready access to professional care or assistance. Good Samaritan laws are a potential source of protection for

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emergency volunteers who are near an event and respond to help victims, because protection does not depend on formal activation as part of an emergency response force. Every state offers some form of Good Samaritan protection, but who is eligible for protection varies. The term Good Samaritan is sometimes used in connection with more limited purpose protection as well. For example, in 1996, Congress passed a law that offers limited liability protection to donors of food and to the nonprofit organizations that distribute that food. This law is referred to as the Bill Emerson Good Samaritan Food Donation Act. Many states have adopted similar laws. Good Samaritan law can also be used broadly to refer to almost any kind of liability protection provided to volunteers in an emergency setting. In this manual, we are using Good Samaritan law to describe statutes that offer limited immunity protection but are not part of an official emergency management or homeland security law.

Who is protected?

Generally, individuals who, in good faith, without a duty to do so, and without compensation, assist someone who is experiencing an emergency in a setting where that person does not have ready access to professional care or assistance are protected. Some states protect only people with healthcare or first aid training. Others protect paid members of a government or nonprofit emergency medical unit. Still others protect any person rendering aid, without regard to training.

What activities are protected?

Often Good Samaritan laws only protect people who provide care at the immediate scene of the emergency. Thus, emergency volunteers providing assistance at a site away from the immediate scene, for example, at a hospital, might not be protected.

How is protection provided?

Good Samaritan laws provide limited immunity from civil liability for ordinary negligence to protected volunteers, as described above. They do not provide for payment of defense costs or payment of a judgment or settlement. Some states are expanding their Good Samaritan laws to provide protection in community emergencies.

C. Emergency management and homeland security statutes; and governmental immunity laws and tort claims acts

As emergency management practices have evolved to recognize the value of organizing, registering, and training groups of volunteers prior to an emergency, the Good Samaritan concept of liability protection has also evolved. In some states, emergency volunteers now have statutory liability protection more tailored for their activities:

- Emergency volunteers may be included in protection provided under special emergency management or homeland security statutes.
- Emergency volunteers may share in the rights and immunities provided to government employees performing similar work under governmental immunity and tort claims acts.
- Emergency volunteers may have immunity under professional practice and other statutes.
- The who, what, and how of this protection varies from state to state.

Who is protected?

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Commonly, emergency volunteer civil liability protection is limited to uncompensated individual volunteers who are registered with, and operate under the control of, a government agency or a recognized emergency response organization. Emergency management statutes often protect volunteers by recognizing them as emergency workers or disaster workers, categories that include more than emergency volunteers.

Less often, these laws will specifically protect:

- Volunteers with certain named groups, such as MRC and **CERT**.
- Nongovernmental organizations.
- Individuals or organizations responsible for an emergency volunteer's actions.

A number of states have adopted statutes that protect:

- Architects and engineers who volunteer their services after a disaster.
- Individuals (and occasionally organizations) that permit the use of their real property (and occasionally personal property) for emergency preparedness or shelter, usually but not always without compensation.
- The key to protecting emergency volunteers is to be certain they meet all the statutory requirements for the protected group.

What activities are protected?

Some states limit liability protection to declared emergencies. Others include preparedness activities, training, drills, or exercises. Some statutes provide protection for specific activities.

How is protection provided?

Some states give emergency volunteers the same governmental immunity provided to government employees performing similar functions. Others provide separate immunity for emergency volunteers. Some statutes also provide emergency volunteers a legal defense and pay the cost of liability coverage, or permit or require their agencies and local governments to do so.

D. EMAC and other mutual aid

Local governments for adjoining communities often have mutual aid agreements that describe how they will help a party to the agreement whose resources are insufficient to manage an event. An interstate mutual aid compact addresses the same need, but on a larger scale, by establishing the terms and conditions under which states will assist each other in an emergency. EMAC is the most widely known interstate mutual aid compact.²² EMAC was ratified by Congress in 1996; and the legislatures of all 50 states, Puerto Rico, the U.S. Virgin Islands, and the District of Columbia have adopted EMAC.²³ The discussion in this manual focuses on EMAC because of its broad reach.

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Who is protected?

One important EMAC issue is liability. The assumption underlying the EMAC language is that states will render aid using their own employees and resources. Consequently, EMAC protects the state rendering aid and its officers and employees,²⁴ but does not explicitly protect local governments or their employees, volunteers, businesses, and nonprofit entities, all of which are potential sources of assistance in a major disaster. Volunteers or organizations that self-deploy to another state in a disaster are not protected by EMAC.

A state can—if it chooses to—include these omitted parties in its emergency forces and in EMAC liability protection by establishing a temporary employment relationship. The goal is to establish a relationship that will be recognized as employment under the law of the state rendering aid. The mechanism for establishing this relationship will not be the same in every state. State-specific legal advice is critical to developing an approach that works

What activities are protected?

EMAC protects acts or omissions in good faith while rendering aid in another state, and the maintenance or use of any equipment or supplies in connection with that aid. EMAC provides that a responding state's emergency forces —continue under the command and control of their regular leaders, but the organizational units...come under the operational control of the emergency services authorities of the state receiving assistance. Thus, a response team is not protected for activities outside of its approved mission.

How is protection provided?

EMAC protection is a combination of immunity and assumption of responsibility by the state receiving aid for tort liability caused by the emergency forces of a state that renders aid.

2. Kansas Disaster Worker Immunity Law:

48-915: Immunity from liability of the state, local governments and certain individuals; Kansas tort claims act, applicability.

(a) Neither the state nor any political subdivision of the state, nor the agents or representatives of the state or any political subdivision thereof, shall be liable for personal injury or property damage sustained by any person appointed or acting as a volunteer worker, or member of any agency, engaged in emergency management activities. The foregoing shall not affect the right of any person to receive benefits or compensation to which such person otherwise may be entitled under the workers compensation law or any pension law or any act of congress.

(b) Whenever a proclamation is issued declaring a state of disaster emergency pursuant to [K.S.A. 48-924](#), and amendments thereto, neither the state nor any political subdivision of the state nor, except in cases of willful misconduct, gross negligence or bad faith, the employees, agents, or representatives of the state or any political subdivision thereof, nor any volunteer worker, or member of any agency, engaged in any emergency management activities, complying with or reasonably attempting to comply with this act, or any proclamation, order, rule and regulation promulgated pursuant to the provisions of this act, or pursuant to any ordinance relating to blackout or other precautionary measures enacted by any political subdivision of the

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state, shall be liable for the death of or injury to persons, or for damage to property, as a result of any such activity performed during the existence of such state of disaster emergency or other such state of emergency.

(c) Any member of a regional medical emergency response team created under the provisions of [K.S.A. 48-928](#), and amendments thereto, shall be deemed a state employee under the Kansas tort claims act, [K.S.A. 75-6101](#), *et seq.*, and amendments thereto.

History: L. 1951, ch. 323, § 14; L. 1975, ch. 283, § 25; L. 1994, ch. 248, § 5; L. 2002, ch. 149, § 1; July 1.

Other Resources:

[http://www.citizencorps.gov/cert/downloads/pdf/CERT Liability Guide.pdf](http://www.citizencorps.gov/cert/downloads/pdf/CERT_Liability_Guide.pdf).

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VI. PREPAREDNESS

Do every day or two something for no other reason than its difficulty, so that, when the hour of dire need draws nigh, it may find you not unnerved and untrained to stand the test.

-William James

A. CERT Training

1. Basic CERT Academy (Awareness Level)

To everything there is a beginning and to every successful thing in life there is a foundation that people or organizations grow from. The CERT basic training program is the foundation for everything we do in the CERT organization. Olathe CERT conducts at least two CERT Academies every year and more as need and demand dictate. The CERT Academy is the National Standard CERT course. This program covers all of the minimum national CERT standards

This training level has been designed to prepare individuals for call out deployments with the Olathe Fire Department CERT unit for local and out of area response in the event of an emergency or disaster. The goal of this level is to give each member the minimum training and skills to ensure a successful deployment outcome disaster situation. Program participants at this level will be listed as part of the Olathe Fire Department CERT Response Program.

2. Advanced Training

Olathe CERT with the support and approval of the Olathe Fire Department offers its volunteers opportunities to advance their knowledge and skills beyond the Basic CERT level. The most current training level requirements are listed on the CERT Website. The Training level program is evaluated two years and updated as needed by the Training committee the most recent revision to the advanced training program is listed below for each level:

OLATHE KS CERT TRAINING LEVELS (Effective Jan 2013)

AWARENESS:

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- National Community Emergency Response Team Course
- Completion of Background Check and required paperwork

OPERATIONS:

- FEMA IS-100.b Incident Command Systems
- FEMA IS- 20.11 Diversity Awareness
- FEMA IS-102.a Deployment Basics for FEMA Response Partners
- Olathe CERT Communications Orientation Course
- Basic Storm Spotter
- Basic First Aid
- Community CPR/AED
- Blood Borne Pathogens

TECHNICIAN:

General Training:

- FEMA IS-700.a Introduction to the National Incident Management System
- FEMA IS-288 The Role of voluntary agencies in emergency management

Administration/Logistics Track: (Both Required)

- Red Cross Disaster Services Overview
- Red Cross Shelter Operations and Simulation

Communications Track: (Both Required)

- FEMA IS-242 Effective Communication and
- FEMA IS-704 NIMS Communications/Information Management

Search/Rescue/Fire Track: (Pick any Two)

- NASAR Search & Rescue Technician III
- CERT Traffic and Crowd Control Management
- Red Cross Damage Assessment

Medical Track: (Pick any Two)

- CPR/AED For the Healthcare Provider
- Oxygen Administration
- Advanced First Aid

SPECIALIST:

General Training:

- FEMA IS-800.b National Response Framework
- FEMA IS-200 ICS for Single resources and initial action incidents
- FEMA IS-775 EOC Management and Operations

Administration/Logistics Track: (Pick Three)

- FEMA IS-244.a Developing and Managing Volunteers
- FEMA IS-120.a An Introduction to Exercises
- FEMA IS-130 Exercise Evaluation and Improvement Planning
- FEMA IS-139 Exercise Design

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Communications Track: (All Required)

- Obtain a FCC Amateur Radio Technician License
- Attend and Participate in a Communications Drill
- CERT Emergency Communications

Search/Rescue/Fire Track: (Pick Three)

- NASAR Search & Rescue Technician II
- CERT Animal Rescue Response I
- Flood Response for CERTS
- CERT Tools for Leadership Success

Medical Track: (All Required)

- Emergency Medical Responder
- Disaster Medical Course (Electronic Core Disaster Life Support or Higher)
- Take the ECSI Instructor Development class or provide proof of Instructor Status

MASTER SPECIALIST:

General Training:

- FEMA IS-240.a Leadership and Influence
- FEMA IS-701.a NIMS Multiagency Coordination now
- FEMA IS- 230.a Fundamentals of Emergency Management

Administration/Logistics Track: (All Required)

- FEMA IS-241.a Decision Making and Problem Solving
- FEMA IS-1 Emergency Manager: Orientation to the Position
- FEMA IS-235.b Emergency Planning

Communications Track: (License plus Two)

- FCC Amateur Radio General License or Higher
- FEMA IS-704 NIMS Communication and Information Management and
- FEMA IS-702 NIMS Public Information Systems
- Or
- EMCOMM I
- EMCOMM II

Search/Rescue/Fire Track: (Pick Three)

- NASAR Search and Rescue Technician I
- CERT Animal Rescue II
- CERT Firefighter Rehab
- CERT Safety Officer

Medical Track: (Any One)

- Wilderness Advanced First Aid (16 Hour Course) or
- Wilderness First Responder or
- Emergency Medical Technician- Any Level or
- Professional and Allied Health Nursing Status or
- Any Professional Healthcare Provider that's training course is greater than 60 hours

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3. DHS/FEMA Independent Study Program (ISP)

The Emergency Management Institute (EMI) offers self-paced courses designed for people who have emergency management responsibilities and the general public. All of the classes are free-of-charge. Most of the Olathe CERT Training level courses are available at this website. Classes range in time length from 30 minutes up to 12 hours. FEMA's Independent Study Program offers courses that support the areas identified by the National Preparedness Goal. To see course offerings or to take courses go to: <http://www.training.fema.gov>

4. National Fire Academy Outline Training

The US Fire Administration through FEMA operates another training site that has classes of interest for CERT members like the EMI from DHS/FEMA the classes on this site are also free-of-charge but you must register and obtain an ID to use in this system. You can find it at <http://www.usfa.fema.gov>

5. Texas A&M Engineering Extension Service (TEEX)

This site also offers some relevant online courses and classroom courses. Some programs are free and some require payment. You will need required to create a log in profile to use this site. It can be found at: <http://teexweb.tamu.edu>

6. The National Center for Biomedical Research and Training (NCBRT)

The NCBRT is another online training location for Homeland Security Training that is free of charge. Site profile and approval for access are required. The Medical Course Core Disaster Life Support (CDLS) is found here. To register and see course offerings go to: <http://ncbrt.lmu.edu>

7. Kansas Train

Kansas Train is a unique secured website that is administered through the KS Dept of Health and Environment. By using the Train web site you can

- find and register for many courses listed on Train.org and participating TRAIN affiliate sites,
- Track your learning with personal online transcripts and upload Training Certificates to maintain a personal data base,
- Access valuable materials, course reviews, and discussions to improve your learning experience, and
- Stay informed of the latest trainings for your area or expertise.

The use of Kansas Train requires you to make a profile with a secured pass word. To register and start using this program go to <http://ks.train.org>

8. K-Serve

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The Kansas System for Early Registration of Volunteers (KSERV) is a secure registration system used in Kansas to prescreen and identify disaster volunteers before a disaster happens. This system serves the entire state of Kansas and as a CERT volunteer with Olathe it is highly suggested that you register if you would like to respond out side of the City of Olathe. Registration does not obligate you to serve at a disaster. To enroll please go to <http://www.kshealth.kdhe.state.ks.us/VolunteerRegistry/>

9. Show Me Response

Used for the KS City Metro area and the state of Missouri Show Me Response is basically just like KSERV listed above As an Olathe CERT member with **advanced medical training** it is also suggested you pre register at this site as well by going to <http://www.showmeresponse.org>

10. Resident Classroom Courses

Olathe CERT offers many of its own classroom courses. Through our own Emergency Care and Safety Institute (ECSI) Training center we offer a wide array of Pre-Hospital Basic to Advanced First Aid courses. We bring in Emergency Medical Responder and other courses on an as needed basis. Many of our own members are Instructors and Instructor-Trainers for a wide variety of courses such as Incident Command System and other FEMA related classes. Also If we don't have a class one of our partner agencies such as MARC may. To see course offerings please check the CERT training section on our website.

11. Training Level Policies

To obtain recognition of a CERT training level a cert member must submit a request to the CERT manager via the CERT training committee. This request shall contain copies of proof of all required certifications and qualifications. All certifications must be current and in good standing at the time of submittal. It is the responsibility of the CERT member to notify the CERT training committee of any lapsing certifications or of any updates to existing certifications. This may be done through an approved online training record system. Should a training requirement become unavailable or should it be superseded by a newer similar training certification, the CERT training committee and or the CERT manager may approve an exception to that requirement. Official recognition of the CERT members status will occur upon approval of the submitted request.

12. Volgistics

Volgistics is Olathe CERT's online volunteer management system. This is an online database that can track your volunteer hours, keep you up-to-date on events, as well as advise you of training. This system is secure and only the CERT Manager and Coordinators can access any information in it. This is important in case we are on deployed on an incident. Please make sure your online profile is up to date and recorded. It is only through this system that volunteers can update their own personal information. Make sure to check this area weekly for new information.

B. Personal / Family

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1. Create an Evacuation/Disaster Plan

Personal/Family Safety (from CERT Training: Participant Manual pg. 1-9)

The appropriate personal safety measures are determined by:

- The type of event.
- The amount of warning that you have.
- Whether you are inside, outside, or driving.
- Protecting yourself during a disaster requires planning. There are measures you should take to prevent or minimize the damage caused by most hazards. These measures can be taken long before a disaster occurs, during the time of the disaster, and after the disaster has occurred.

Home and Workplace Preparedness

Preparedness is the key to survival in a disaster. Individuals, families, and building managers can take steps that will help minimize structural and nonstructural hazards, facilitate escape, and promote survival during the period immediately following the event.

Home and worksite preparedness includes:

- Structural and nonstructural hazard identification and precautions taken.
- Individual preparations, such as: assembling a disaster supply kit, developing a disaster plan, developing a safe room in a secure area of the home (in case authorities ask you to stay indoors).

Developing a Disaster or Evacuation Plan (pg. 1-12 CERT Training Manual)

A disaster plan can mean the difference between life and death. For example: How will you escape your home? Where will you meet family members? What route will you take out of your neighborhood if evacuation becomes necessary? Do you have an alternate route in case your route is blocked or otherwise impassable? What will you take with you? Where will you go? What will you need to shelter in place? Do you have those items (or enough of those items)?

You should play the “What if?” game (What will I do if this happens?) for every hazard that presents a high risk to the community. Then begin within the home and work outward to the answer each of the questions above.

The answers to these questions may be different depending on the hazard, and you probably will not be able to plan for every event that could happen. By playing “What if?” with high-risk hazards, you will be better prepared for any hazard that might strike.

Creating a Family Disaster Plan (pg. 1-13)

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To get started...

- Contact your local emergency management office and your local chapter of The American Red Cross. Find out which disasters are most likely to happen in your community.
- Ask how you would be warned.
- Find out how to prepare for each type of disaster.

Meet with your family.

Discuss the type of disasters that could occur. Explain how to prepare and respond. Discuss what to do if advised to evacuate. Practice what you have discussed.

Plan how your family will stay in contact if separated by disaster.

Pick two meeting places: A location a safe distance from your home in case of fire. A place outside your neighborhood in case you can't return home. Choose an out-of-state friend as a "check-in contact" for everyone to call.

Complete the following steps.

Post emergency telephone numbers by every phone. Show responsible family members how and when to shut off water, gas, and electricity at main switches. Install a smoke alarm on each level of your home, especially near bedrooms; test them monthly and change the batteries two times each year. (Change batteries when you change your clocks in the spring and fall.)

2. Create a Disaster Kit

- ✓ Flashlight, batteries, candles, matches or lighter
- ✓ First Aid Kit
- ✓ Radio
- ✓ Bottled water and nonperishable food
- ✓ Cash
- ✓ Whistle
- ✓ Pen, paper and essential documents
- ✓ Travel size toiletries, hand sanitizer, toilet paper
- ✓ Change of clothes and blanket for each person
- ✓ Pet supplies

C. Olathe CERT Team

1. Cage

The Olathe CERT Unit maintains a preparedness cage at the Olathe Fire Administration building. This cage holds all of CERT Training and support materials as well as a Variety of emergency

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and preparedness items. The Training Committee and Health and Safety Liaison are responsible to organization, inventory and upkeep of this resource area.

2. Deployment Roll Outs

In an effort to assist with the rapid activation and deployment of CERT volunteers the Training committee has developed a series of roll out carts geared to the response of specific emergency situations. Deployment carts are in the CERT Cage in the Fire Admin Building. Roll Outs that are developed and ready to go are: Medical, Tornado, Flood and Winter Response.

3. Trailer

Olathe CERT has a CERT Trailer for deployment and training use that is also maintained at the Olathe Fire Administration Building. The layout of the trailer is supportive of our roll out cart rapid deployment system. The maintenance and upkeep of the trailer falls to the Training committee.

4. Suggested Member Response Equipment

Olathe CERT volunteers are expected to bring sufficient equipment to satisfy the following needs over a period of 72 hours:

- **Food Water, Shelter and Clothing:** personal items needed to sustain yourself.
- **Personal Protective Equipment (PPE),** including but not limited to: Headwear, footwear, clothing, eye protection, respiration and hand protection. PPE's should cover but are not limited to physical labor, body substance isolation and weather gear.
- **Official Identification:** CERT Vest, CERT Helmet, CERT ID and a state issued picture ID card.
- **Basic responder tools:** Gear to perform basic cert duties (Light Fire suppression, Light SAR, Disaster Medical). Ex: Wrench and/or 4-in-1 tool, flashlight, first aid kit, spray paint ...etc
- **Advanced responder tools :** If applicable, additional items needed to perform advanced duties that you may have been trained for: Ham radios, pens, pencils, BLS medical equipment, maps, compasses, computer, ...etc
- **Other Consumables:** Sufficient consumable items to last for 72 hours. (Batteries, pens ...etc)
- **Storage:** A means of easily transporting/carrying all of your supplies (duffel bags , backpack ...etc)

Exceptions:

- CERT members are urged to error on the side of safety and to bring whatever they need to be safe no matter what event they are responding to.
- Planned deployments may not require a full equipment load out. The deployment notification message will include the type of load out needed for the deployment if any.
- CERT members are advised not to bring items they are not licensed or certified to use.

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- CERT members should review official CERT policies, as well as state, federal and local laws on the equipment they carry. If an item is restricted you should not include it in your supplies.

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VII. ACTIVATION AND DEPLOYMENT POLICIES AND PROCEDURES

Activate yourself to duty by remembering your position, who you are, and what you have obliged yourself to be.

- Thomas Kempis

A. Notification

The current program for mass notification is called Notify JoCo. You can register and obtain more information @ NotifyJoCo.org This system is designed to keep Johnson County residents and businesses aware of emergencies and some non-urgent events. It is a partnership among Johnson County, Water One and participating cities. Once registered, you can customize preferences to receive timely messages from the County, city and public utilities in the network. You also choose the way you prefer to be contacted at home, work or cell, text, email and others.

It is anticipated Notify JoCo would also be utilized to notify and activate CERT members. Once contacted, we will respond to the message as soon as possible with availability or ideally within ____ minutes. Further instructions will be received once the CERT member contacts person who generated request via phone/cell, text or email.

B. Activation / Reporting -

Self Activation — neighbor helping neighbor

Community Activation — Provide support to emergency response agencies as needed
In the event emergency services within Olathe are overwhelmed, CERT teams are designed to take immediate action and provide care and support throughout their immediate area. Olathe CERT members are taught to self—activate in their neighborhoods and work as a team while conducting size—up operations until emergency services can gain access to the area and stabilize the situation.

CERT members are not emergency personnel as defined by state law and as such are not exempt from federal, state, and local laws when responding or reporting, as directed, to emergencies. CERT member activities are covered by the Good Samaritan Act and the Volunteer Protection Act.

CERT members should be advised in community activations of the nature of the emergency, the number of CERT members needed, and the staging location for operations when assisting emergency response personnel.

CERT members upon self activation after an emergency/disaster will (1) care for their family and home first, (2) check their immediate neighborhood, (3) if not needed in their immediate neighborhood, respond to the neighborhood staging area (closest elementary school) to form their team.

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Should the immediate neighborhood not need assistance, the Team Leader should initiate contact by whatever means possible with the Olathe Fire Department Operations Center (DOC) to ascertain if the team will be assigned for community support in another location.

Notification:

Members should be notified of developing situations in the community that may require services or activation. Communication methods may include but not be limited to

Email

Phone

website

Local Media Amateur Radio

Coordination:

Self—activated CERT members must coordinate their efforts until emergency response personnel arrive and provide assistance, direction, and/or leadership.

Community activated CERT members should be directed by the Olathe Fire Department whether on scene or through available communications. CERT members are only authorized to respond to community emergencies as directed by the Olathe Fire Department.

Activities of CERT members should be relayed frequently to the on scene Incident Commander.

In the event of a catastrophic disaster which results in the temporary loss of communications, all available CERT members are to report to a rally point as designated by the Olathe Fire Department. The primary rally point will be the Fire Department Administration Building, 1225 S. Hamilton Circle. Should that location be affected by the disaster, the secondary rally point will be the parking lot of City Hall, 100 E. Santa Fe outside the Emergency Operations Center (EOC).

CERT field deployment will default to the policies set in the Olathe Fire department administrative policy guide (OFD Policy 1-075)(April-2005). This policy is dated and so it will be used as a template and specific operational details will be done according to the best practices set forth by FEMA/NIMS, Olathe Fire department policies and Olathe CERT best practices in addition to what the situation requires. (See Appendix for the APG).

C. Incident Command System

1. District Liaison
2. Health & Safety Liaison

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3. CERT Team Leader
4. Medical Director (Medical)
5. Search & Rescue Director (SAR)
6. Fire Group Leader (FIRE)
7. Safety Officer (Safety)
8. Logistics Section Chief (Logistics)
9. Operations Section Chief (OPS)
10. Communications

D. Operation Overview

1. Damage Assessment

Damage size-up is one of the most important steps in a disaster! Trained members should begin by taking a step back to better understand the big picture. Use CERT check sheet to perform a detailed size-up.

Size-up Steps:

- (1) Gather facts
- (2) Assess damage
- (3) Consider probabilities
- (4) Assess your situation
- (5) Establish priorities
- (6) Make decisions
- (7) Develop a plan of action
- (8) Take action
- (9) Evaluate progress

Assessing Damage

Assessing the damage of a building, trees and the general area begins with observations.

- Is it safe for you or other members to be in the area?
- Make a lap around the area to gather details.
- Assess damage levels based on the type and age of construction, debris or other

Communicating Damage

You can describe different locations within and around the area.

You must communicate your findings to the CERT command post or responding agencies

Assess Your Situation

Remember that size-up is a building process with each step building upon the previous steps until the decision is made to begin the search and rescue operation (or that the situation is unsafe).

You need to draw on everything you've learned to assess your situation to determine:

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- Whether the situation is safe enough to continue
- The risks that rescuers will face if they continue
- What resources will be needed to conduct the operations safely and what resources are available

Make Decisions

At this point in the size-up you will make decisions about where to deploy your resources to do the most good while maintaining an adequate margin of safety. Many of your decisions will be based on the priorities established.

- The safety of CERT members
- Line safety for victims and others
- Protection of environment
- Protection of property

2. Search and Rescue

- *Search and Rescue Planning*: Assessing SAR needs, risks, and resources.
 - Acknowledge that the most important person in a rescue attempt is the rescuer.
 - Rescue the greatest number of people in the shortest amount of time.
 - Rescue lightly trapped victims first.
 - Planning (developing rescue action plans based on probable search and rescue situations), and practicing implementing those plans.
 - Realistic size-up of the situation.
 - Careful attention to rescuer safety.
- *Size-up*: How to size up the situation in which the SAR teams will operate.
 - Step 1: Gather facts.
 - Step 2: Assess damage to the building.
 - Step 3: Identify your resources.
 - Step 4: Establish the rescue priorities.
 - Step 5: Develop a rescue plan.
 - Step 6: Conduct the rescue.
 - Step 7: Evaluate your progress.

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- *Search Techniques:* How to search systematically for disaster victims.
 - 1. *Call Out.* Begin the search by shouting something like, “If anyone can hear my voice, come here.” If any victims respond, give them further directions such as “Stay here” or “Wait outside” (depending on the condition of the building). Be sure to ask victims for any information they may have about building damage or about others trapped in the building.
 - 2. *Be Systematic.* Use a systematic search pattern to ensure that all areas of the building are covered.
 - ✓ *Bottom-Up/Top-Down.*
 - ✓ *Right Wall/Left Wall.*
 - 3. Listen carefully.
 - 4. Triangulate
 - 5. Use the Buddy System.
 - 6. Mark Searched Area.
 - 7. Document Results.
- *Rescue Techniques:* Safe techniques for lifting, leveraging, cribbing, and victim removal.
 - Work in pairs.
 - Never enter an unstable structure.
 - Following recommended procedures for lifting and carrying.
- *Rescuer Safety:* How to protect your own safety and your buddy’s during SAR.

The goal of creating a safe environment is to maintain rescuer safety and to remove victims as quickly as possible while minimizing additional injury. A large part of maintaining rescuer safety is for every CERT member to recognize his or her personal limitations and follow prescribed safety procedures.

3. Fire Procedures

This unit addresses the basic use of fire extinguishers, personal safety, fire prevention for the home and workplace and an overview of the OFD and its resources. In addition, this unit provides an orientation to hazardous materials. This basic knowledge enables the CERT team member to recognize and identify a hazardous material threat and how to properly notify authorities.

Effective fire suppression depends on an understanding of:

- The Type of fuel involved.

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- The elements required for fire to exist.
- The class of fire.
- The resources required and available to extinguish each type of fire.
- Effective fire suppression techniques.

Fire requires heat, fuel, and oxygen to exist. There are four types, or classes, of fire:

- Class A: Ordinary combustibles
- Class B: Flammable liquids
- Class C: Energized electrical equipment
- Class D: Combustible metals

A variety of resources may be available for fire suppression, including:

- *Portable Fire Extinguishers.*

There are five types of extinguishers:

Water Extinguishers are among the most commonly used. They are excellent for heat removal on Class A fires. Extreme caution should be exercised when using a water extinguisher to ensure that the water, which is under extreme pressure, does not scatter lightweight materials and spread the fire.

Dry Chemical Extinguishers are also commonly used. They have a sodium bicarbonate base and are effective on Class A, B, and C fires. Both types of dry chemical extinguishers are nontoxic.

Carbon Dioxide Extinguishers are used primarily on Class C fires and are also effective on Class B fires.

Halon Extinguishers are best used on Class B or C fires. Halon is a clean agent and is nontoxic when used in low concentrations or in no confined areas. However, halon extinguishers are being phased out because of potential impact on the environment.

Foam Extinguishers are used for special applications and are less common.

- *Interior Wet Standpipers*

In commercial buildings and apartment buildings, they should be available for use by occupants or tenants.

- *Confinement*

In interior spaces, the ability to confine the fire by closing doors is a valuable resource.

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- “Creative” Resources

Sometimes it is necessary to make use of other materials and equipment that may be at hand.

- Swimming pool or spa, with buckets
- Dirt or sand and shovels
- Garden hose and ladders (for second floor or roof)

4. Medical & Triage Procedures

The need for disaster medical operations is based on two assumptions:

- (1) The number of victims will exceed the local capacity for treatment.
- (2) Survivors will assist others. They will do whatever they know how to do. They need to know lifesaving or post-disaster survival techniques.

There are 3 phases of death from trauma:

- Phase 1: Death within minutes as a result of overwhelming and irreversible damage to vital organs
- Phase 2: Death within several hours as a result of excessive bleeding
- Phase 3: Death in several days or weeks as a result of infection or multiple-system failure (i.e., complications from the injury)

Peter Safer’s research after earthquakes in Chile, Peru, and Italy indicated that more than 40% of disaster victims in the second and third phases dying from trauma could be saved by providing simple medical care.

CERT personnel are trained to provide:

1. Treatment for life-threatening conditions—airway obstruction, bleeding, and shock—and for other less urgent conditions.
 - Use the Head-Tilt/Chin-Lift method for opening airways.
 - Control bleeding using direct pressure, elevation, and/or pressure points.
 - If there is a question about whether a victim is in shock, treat for shock.
2. The greatest good for the greatest number of victims by conducting simple triage and rapid treatment.

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In a disaster, there will be more victims than rescuers and that immediate help will not be available. CERTs must be able to function quickly and efficiently to save lives. More detailed instructions on how to treat the 3 “killers” are in participant manual and CERT training manual.

TRIAGE

Triage is a French term meaning “to sort.” During triage, victims are evaluated, sorted by the urgency of treatment needed, and set up for immediate or delayed treatment. Triage was in fact, initiated by the military and experience has shown that triage is an effective strategy in situations where:

- There are many more victims than rescuers.
- There are limited resources.
- Time is critical.

Triage occurs as quickly as possible after a victim is located or rescued. The procedure for conducting triage evaluations involves checking:

- ✓ The airway and breathing rate.
- ✓ Circulation and bleeding.
- ✓ Mental status.

During triage, victims’ conditions are evaluated and the victims are prioritized and labeled (tagged) into three categories:

- Immediate (I): The victim has life-threatening (airway, bleeding, or shock) injuries that demand immediate attention to save his/her life; rapid, life-saving treatment is urgent.
- Delayed (D): Injuries do not jeopardize the victim’s life. The victim may require professional care, but treatment can be delayed.
- Dead (DEAD): No respiration after 2 attempts to open the airway. Because CPR is one-on-one care and is labor-intensive, CPR is not performed when there are many more victims than rescuers.

The CERT program goal is to do the greatest good for the greatest number. From triage, victims are taken to the designated medical treatment area (immediate care, delayed care, or morgue). (Note: If you have labeled your medical treatment areas using “I”, “D”, and “Morgue,” you can tell spontaneous volunteers to take “I” victims to the “I” treatment area, etc. Disaster medical operations require careful planning, teamwork, and practice. Take advantage of participating in community-wide disaster exercises whenever they are scheduled.

(Information obtained from CERT Participant Manual, Unit 3: Disaster Medical Operations- Part 1)

5. Communication Procedures

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Communications tools may be used to improve the efficiencies of the CERT personnel for activation and field operations. Where communications will enhance the efficiency of the overall CERT objectives, there are several other issues of primary consideration in respect to the communications plan:

Not all CERT operations will require electronic communications — depending on the objectives of the operations and situation, communications between personnel may not be required or could be detrimental to the overall mission. Communications is a tool and not the primary objective of a CERT mission. Communications should only be used to make the mission more efficient and effective. Further, in certain circumstances, the use of radios and other wireless devices may cause explosives to detonate. A determination of the use of wireless devices causing a problem should be of primary consideration.

Capitalize on existing resources — a number of CERT members are also Amateur Radio Operators. These personnel are trained in overall communications skills and are familiar with the existing emergency communications infrastructure. We will use Amateur Radio and its infrastructure as a means of efficient communications in emergency situations. Where the use of Amateur Radio may greatly enhance the overall mission, a determination to utilize Amateur Radio personnel and its infrastructure should neither jeopardize nor detour from the overall mission. The Olathe Fire Department will use certain portions of the existing Amateur emergency communication.

Infrastructure — the overall communications plan is broken down into two main sections: (1) Use of verbal communications and (2) Use of FRS and Amateur radios.

Verbal — where radio communications or landlines are not available to the CERT member, relaying information to the Olathe Fire Department Incident Commander in the area or to the DOC will necessitate runners or members traveling by private vehicle to the nearest fire station or to the DOC to relay size up of the neighborhood situation and needs. If the nearest fire station is not occupied due to call load, the CERT member should locate the emergency phone near the front door and call the Emergency Communications Center who will relay the information to the appropriate Olathe fire units for response.

Radio Communications — since the use of amateur radio is not yet widespread within the CERT community, the use of FRS (Family Radio Service) radios will be used where available to aid in communications within the City. The main plan will utilize a combination of FRS radios and the amateur radio band.

CERT members will use the following system in Olathe. Using the last two digits of the zip codes for Olathe (66061 and 66062), the main call-in frequencies for the City on FRS will be Channel 6 with a tone of 1 west of I-35 and Channel 6 with a tone of 2 east of I-35.

Teams in neighborhoods or specific site may use any other FRS frequency within their own site to communicate. If possible the Team Leader should relay the site frequency and location to the DOC.

With the limitations on range with the FRS radios, a relay system between the neighborhoods and the DOC will be set up using amateur radio operators. Amateur radio operators, who also will be equipped with FRS radio for monitoring, will be stationed at the nearest Junior High School to the disaster area. If the Junior High school is inaccessible due to being affected by the disaster as

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well, a secondary location will be utilized at the nearest fire station. These operators will relay to the DOC where amateur radio frequencies on 2m and 440m are available.

Amateur radio support will come from some trained Olathe CERT members. If Olathe CERT members are not available, assistance with amateur radio support will be requested via Johnson County Emergency Management RACES (Radio Amateur Communications Emergency Service) communications. The RACES contact should go through the County Emergency Management Duty Officer at 913-782-3038. Should this option be unavailable, a request will be made through the ARES (Amateur Radio Emergency Service) through their Emergency Coordinator. Check the resource book for the DOC for the most current contact number.

Communications Quick Reference: Only for use in emergencies in or around Olathe, KS.

Radio Frequency allocation:

FRS: Family Radio Service

Calling Channels:

CH 6 – (462.6875- Mhz) no DCS or Tone

Fallback calling channel:

CH 1 – (462.5625 Mhz) – No DCS or Tone

Amateur Radio (aka Ham Radio)

Olathe CERT frequency:

147.480 Mhz Simplex – No DCS or Tone

Fallback calling frequency:

146.520 Mhz Simplex – no DCS or Tone

Olathe CERT phone Numbers (Emergency use only)

Main line: 913.971.6333

Olathe FD DOC: 913.971.7970

Olathe CERT Disaster Communications deployment plan:

(If there is no communication available)

- If you are CERT trained; report to your nearest Olathe elementary school or proceed as directed by the Olathe CERT website or email/text notification
- Once at location make contact to CERT or Emergency Services using whatever legal means you have available.
- Monitor radio calling frequencies and channels for other stations.
- CERT members with Ham radios and FRS radios will deploy to Olathe middle schools as directed by the CERT Ham radio net.
- Middle school stations will relay information from elementary school locations to the DOC or EOC.
- Be Flexible; if all else fails deploy runners to manually deliver messages.

E. Health and Safety

1. Member Health

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1. Member wellness: Safety Officer is responsible for adding CERT member wellness into event planning.
 2. Pre-Deployment Health assessment: Safety office is responsible for checking if CERT volunteers' health status is acceptable for deployment.
 3. Deployment Restrictions: Safety office is responsible for recommending to the team leader if a cert members' health requires restriction to certain duties or tasks.
2. Member safety
 1. Meeting Safety: Safety officer will identify safety issues during meeting planning.
 2. Training and Exercise safety: Safety officer will assist during the planning process for training and exercise planning and make sure safety issues are addressed.
 3. Safety officers: The Safety officer will coordinate with event safety personnel to provide event safety services.
 4. Deployment safety: The safety officer will ensure CERT members are checked in safely and CERT members are safely released from service.
 3. Infection Control and Exposure plan
 1. Safety officer will coordinate with Fire department officials as per Fire department infection control and exposure policies and guidelines.
 4. Personal Protective equipment
 1. Maintain CERT medical and safety equipment.
 2. Check for proper use of personal protective equipment.
 5. Deployment team medical support.
 1. Ensure deployment teams have suitable medical and safety support.
 6. Critical Incident stress management
 1. Make sure CISM is included in safety officer training as well as event and deployment planning.

F. Deactivation

Demobilization/Check-Out Process: Overview (*Please use authorized demobilization check sheets in ICS field briefcase*)

When assignments are completed, you will be demobilized. Be sure to:

- ✓ Complete unfinished business and reports.
- ✓ Brief replacements, subordinates and supervisor.

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- ✓ Provide follow-up contact information.
- ✓ Return any incident-issued equipment or supplies.
- ✓ Evaluate the performance of subordinates.
- ✓ Follow incident and agency check out procedures.
- ✓ Complete post-incident reports, critiques, evaluations and medical follow-up/ actions.
- ✓ Complete all payment and/or payroll issues or obligations.
- ✓ Upon arrival home, notify the home unit (i.e., whomever is tracking you) of your arrival and ensure you are prepared for the next assignment.

Complete Briefings

As part of the demobilization process, you should schedule a debriefing session with your supervisor to complete the Task Book assessment record and performance appraisal.

In addition, you should brief the person replacing you, if possible. The briefing can be in person or written, but must give clear directions and status of work. If there is no replacement, personnel should ensure that task-related information is transferred to the region.

Submit Final Paperwork

Before leaving your duty station and heading home, you should take care of paperwork associated with checkout by:

- ✓ Submit final time and attendance statement signed by the supervisor.
- ✓ Make return travel arrangements.
- ✓ Prepare a final travel voucher in coordination with the Cost Unit.

Return All Accountable Property

Remember, you are responsible for:

- ✓ Properly using, caring for and protecting all Government property (Fed. Property Mgt. Reg. and FEMA Reg. 6150-1)
- ✓ Report any loss, theft, damage, destruction or misuse.
- ✓ Cooperate with investigations if there is lost or stolen property.
- ✓ Return all issued equipment at check out to the Logistics Section Accountable Property Specialist.
- ✓ You may be monetarily liable if negligent in performing these responsibilities.

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Final Tasks

The final tasks in the check out process are to:

- ✓ Clear your workstation or area.
- ✓ Submit after-action report entries.
- ✓ Check out through Deployment Support Staff.

Once you are home, notify the home unit of your arrival and ensure your readiness for the next assignment.

Deactivation procedures have been taken from IS-101.b: Deployment Basics 2012 (fema.gov)
Lesson 6: Check-Out Procedures

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VIII. RESOURCES

A. Media

1. Website
2. Social Media
3. Publications
4. Affiliate contacts and websites

B. Tools and Forms

1. Olathe CERT Position Descriptions
2. Olathe CERT ICS Forms
3. Code of Conduct Acknowledgment Form