

The Woodlands



STANDARD OPERATING PROCEDURES

Developed By:
The Woodlands CERT Committee

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Policy

The Woodlands CERT organization recognizes:

That in the event of a major all-hazard emergency or disaster within the county, there is likelihood that most emergency management and public safety resources, such as fire and rescue, emergency medical services, and law enforcement agencies will be overwhelmed.

That assistance from neighboring counties is probable; however, response time is unknown.

That citizens within The Woodlands may need immediate response.

That the Community Emergency Response Team program offers a resource of citizens, trained by local emergency management and public safety professionals, can provide an immediate and deliberate response that may have the capability to save lives and property.

Purpose

The purpose of this document is to provide procedural policy and guidance with respect to the Community Emergency Response Team program as a resource in disaster response.

Procedures

These procedures apply to Community Emergency Response Team operations and administration for emergency or non-emergency operations from the date of promulgation until formal deactivation of the program. Changes may be incorporated as required.

The Community Emergency Response Team program is active within The Woodlands, but requires formal organizational structure, policy and procedures in order to operate efficiently, effectively, legally, and safely. Towards that end, this document has been created.

These procedures apply to Community Emergency Response Team operations and administration in The Woodlands for emergency or non-emergency operations. They are to be followed by CERT members.

I. Personnel

This section provides policy, procedures, and guidance concerning matters relating to the people that comprise The Woodlands Community Emergency Response

Team (CERT).

A. Basic Membership Eligibility

1. **Appropriate Assignments.** The basic intent in staffing the CERT program is the premise: "There is a job for everyone". This premise takes into consideration that some of the volunteers may be young or older, physically fit or disabled, highly educated or less educated, and so forth. The key to success in staffing the CERT program is to assign jobs appropriate to the individual.
2. **Age.** Inherent to CERT operations in a disaster environment are risks to the health and safety of CERT team members. Therefore, volunteers under the age of 18 (minors) are normally discouraged. However, if accepted, CERT team members under the age of 18 must only be assigned jobs and/or tasks of minimal risk. Similarly, members with advanced age should be assigned tasks appropriate to their physical ability.
3. **Gender.** There are no barriers to gender in this program.
4. **Ethnic Group or Race.** There are no barriers to ethnic groups or race. NOTE: Ethnicity and race may vary in concentration geographically. Because of our diversity, volunteers of different races and ethnic groups are encouraged. They may be especially helpful when interpreters are needed.
5. **Disability.** Many Americans with disabilities are extremely valuable if assigned to positions or duties within the scope of their abilities. Although there may be some physical barriers, which people with disabilities may not overcome, not all tasks, duties, or positions subject people to these barriers. Therefore, assignment within capability may add a valuable member to the team that otherwise would have been overlooked or excluded.
6. **Religion.** There are no barriers to religion in this program.

B. Requirements For Membership

Potential CERT Team members should:

1. Be a resident of or work in The Woodlands.
2. Be able, either physically, mentally (or both physically and mentally) as required, execute any or all competencies taught during basic CERT training.
3. Be of a character that can be trusted under adverse conditions where victims of disaster could be at disadvantage. (CERT Team members must be trusted to treat victims and their property with highest respect and dignity.)

4. Complete all the required paperwork to be a CERT member.

C. CERT Organization & Team Composition

Emergency on-scene management in a disaster situation is needed to:

- Maintain the safety of disaster workers. CERT Incident Commanders must continually prioritize response activities based on the team's capability and training and the principles that rescuer safety is the number one concern. CERT functional leadership assigns activities and accounts for team members. CERT team members work in the buddy system and respond based on their size-up of situations that they encounter.
- Provide clear leadership and organizational structures by developing a chain of command and roles that are known by all team members. Each CERT member in the field ideally has only one person that he or she takes direction from and responds to.
- Improve the effectiveness of rescue efforts. Disaster information is collected and responsibilities are prioritized based on rescuer safety and doing the greatest good for the greatest number according to the team's capabilities and training.

Need for CERT Organization

- The specific CERT organizational structure now in use provides:
- Common terminology that contributes to effective communication and shared understanding.
- Effective communication among team members
- A well-defined management structure (e.g., leadership, functional areas, reporting chain of command, working in teams).
- Accountability.

The CERT organization fulfills these requirements and also has the advantage of:

- Consolidated action plans that coordinate strategic goals, tactical objectives and support activities.
- Comprehensive resource management that facilitates application of available resources to the right incident in a timely manner.
- A manageable span of control that provides for a desirable rescuer/supervisor ratio of between three and seven rescuers per supervisor.

Objectives of CERT Organization

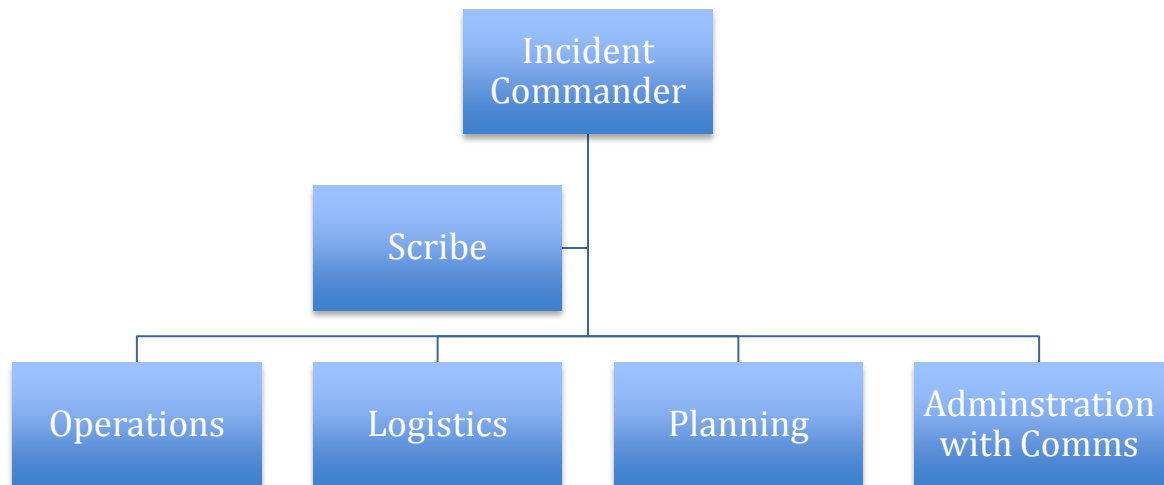
- In a disaster situation, The Woodlands CERT organization:
- Identifies the scope of the incident. (What is the problem?)
- Determines an overall strategy (What can we do, and how will we do it?)
- Deploys teams and resources. (Who is going to do what?)
- Documents actions and results.

CERT organizational framework is flexible, so that it can expand or contract depending upon the on-going assessment priorities determined by the IC, and people and resources available. This expansion and contraction helps ensure rescuer safety, doing the greatest good for the greatest number, manageable span of control and accountability of CERT members.

Incident Command System (ICS) is the system used by fire and law enforcement agencies to manage emergency operations. When CERTs activate their neighborhood or workplace they become part of that system CERTs interrelate with ICS:

- CERTs are part of ICS.
- All CERTs, through their Incident Commander, report to the first fire or law enforcement official at their location and take directions from that person until told that this command system has changed or until relieved.

The basic ICS structure is established by the person who arrives first to the scene, who becomes the Incident Commander. Initially, the Incident Commander may handle all of the command positions, but as the incident evolves, may assign personnel as the Operation Section Chief, Logistics Section Chief, Planning Section Chief and the Administration Section Chief.



ICS Command Function Organization Chart

ICS Command Function Organization Chart, showing the Incident Commander at the top and the four Section Chiefs reporting to the Incident Commander.

As the incident expands, it may be necessary to assign other personnel in each section to handle specific aspects of the response while maintaining an effective span of control.

CERT Structure

The following points about CERT structure are important:

Each CERT must establish a command structure.

- A CERT Leader—or in ICS term, Incident Commander—is appointed to direct team activities. For CERT volunteer activities and training, this person may be appointed. However, during activation for a disaster, this person is the first to arrive at a pre-designated staging area.
- The location established by the CERT Leader/s as the central point for command and control of the incident is called the Command Post for the CERT. The IC stays in the command post. If the IC has to leave, the responsibility of IC must be delegated to someone in the command post.
- The CERT Leader may appoint members to assist with managing resources, services, and supplies. CERT Leaders may also appoint members to collect and display information (intelligence) and collect and compile

documentation. To maintain span of control, this delegation occurs as the organization expands.

- The CERT may operate as a single team that performs all activities as required, or may be divided into smaller teams (under Operations) of at least three people to achieve specific goals developed by the IC (e.g. fire suppression, medical, search and rescue), with a leader for each.
- In all situations, each unit assigned must have an identified leader to supervise tasks being performed to account for team members, and to report information to his or her designated leader.

CERT personnel should always be assigned to teams consisting of at least three persons:

- One person will serve as a runner and communicate with the Command Post.
- Two people will “buddy up” to respond to the immediate needs.

The Logistics and Planning Sections may be expanded in the same way with:

- Logistics including Service and Support units.
- Planning including Situation and Status units.

Other CERT positions

CERT COORDINATOR:

Responsible for obtaining training, resources and the funding for the program.

CERT VOLUNTEER MANAGER:

This position is the manager of the day-to-day activities of the CERT program. Examples of these duties are: Handle all of the paperwork for reporting volunteer and training hours to the Continuing Education Director on a monthly basis; prepares the I.D. cards and certificates; maintains attendance records at all of the CERT classes; keep an updated membership sheet for each person; keep the team roster current; disseminate all information from the CERT Coordinator to the members; and various other duties as requested. This position serves as an administrative assistant for and reports to the Cert Coordinator.

VILLAGE LEADERS:

There are eight VILLAGE LEADERS. Their responsibility is to set up response teams within their geographical area. Conduct bi-monthly or quarterly meetings with the members; plan training for their battalion members and forward request through the appropriate channels. Establish a communications system within the Village for emergency mobilizations. These positions report to the CERT Operations Manager.

TEAM LEADERS:

Within each village, there will be several teams (if membership permits, minimum of 10 on each team). The team leader will be responsible for determining which people will be on each team. The team leader will need to be aware of what equipment each of their team members have available should the need arise. They need to keep a current list of their team members and how to contact them at any time should the need arise. These positions report to the VILLAGE LEADER

D. Position Descriptions

MULTIPLE TEAM OPERATIONS STRUCTURE CERT INCIDENT COMMAND SYSTEM

INCIDENT COMMANDER

Scribe

Section Chiefs: **Logistics Operations Planning/Admin Communications**

VILLAGE TEAM/GROUP LEADERS

Teams: **Fire Suppression SAR Medical Triage Medical Treatment**

1. Incident Commander.

The Incident Commander coordinates and directs the efforts and resources of the CERT team(s) operating on the scene; ensures personnel accountability of team members; sets priority of work; designates safe or unsafe work areas; decides on best work plan; ensures teams are supplied with necessary logistics; ensures members receive necessary work breaks, fluids, and medical attention if needed; ensures operation is properly documented for handoff to professional public safety or emergency management official when Incident Command responsibilities are passed; establishes internal and external communication.

2. Operations Section Chief

Works under the supervision of the Incident Commander, coordinating and directing the efforts of the CERT teams; helps to set work priorities; establishes communication between teams and Incident Commander; ensures information and documentation is passed to Incident Commander or to team leaders; reallocates manpower and equipment to meet the needs of the situation; other duties as assigned.

3. Logistics Section Chief

Works under the supervision of the Incident Commander in concert with the Operations Section Chief, coordinating and directing logistical support to the operating CERT teams; assists the Incident Commander and Operations Section Chief in the overall plan of operation by providing logistical information input; acquires logistical items for team use, such as: water, food, medical supplies, transportation, equipment, etc.; ensures logistics for the

operation are documented and provided the Incident Commander; other duties as assigned.

4. Planning Section Chief/Administration Chief

Works under the supervision of the Incident Commander in concert with the Operations Section Chief and logistics Section Chief, planning use of CERT teams for various types of disaster scenarios; other duties as assigned which include, ensuring documentation has been secured and safeguarded; establishes personnel list of CERT team members and victims; assists Incident Commander, Operations Section Chief and Logistics Section Chief in the overall plan of operation by providing administrative information input; other duties as assigned.

5. Communications Section Chief

Works under the supervision of the Incident Commander. Is responsible for seeing that all Ham Radio Equipment and other radio equipment is properly maintained, and ready to use in the event it is needed. Also responsible for setting up classes twice a year to assist those who want to become licensed to receive the training. In an actual event will work in the command post and set up radio communications.

6. CERT Team Leader

If there is only one CERT team on-scene, and then the CERT Leader is also the Incident Commander until the arrival of governmental authority. Makes initial assessment of the scene and determines appropriate course of action for team members; checks team members prior to deployment to ensure they are safe and equipped for the operation; determines safe or unsafe working environment; assigns team member roles if not already assigned; designates triage area, treatment area, morgue, and vehicle traffic routes; coordinates and directs team operations; determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and determines ways to meet those needs through team members or citizen volunteers on the scene; collects and writes reports on the operation and victims; ensures team accountability; communicates and coordinates with the Incident Commander. Team leader stays in one place during operation.

7. CERT Team Members

a. Fire Suppression Team (2). Work under the supervision of the Team Leader to suppress small fires in designated work areas or as needed; when not accomplishing their primary mission, assist the search and rescue team or triage team; assist in evacuation and transport as needed; assist in the triage or treatment area as needed, other duties as assigned; communicate with Team Leader.

b. Search and Rescue Team (2). Work under the supervision of the Team Leader, searching for and providing rescue of victims as is prudent under the conditions; when not accomplishing their primary mission, assist the Fire Suppression Team, assisting the triage or treatment area as needed; other

duties as assigned; communicate with Team Leader.

c. Medical Triage Team (2). Work under the supervision of the Team Leader, providing START triage for victims found at the scene; marking victims with category of injury per the standard operating procedures; when not accomplishing their primary mission, assist the Fire Suppression Team if needed, assist the Search and Rescue Team if needed, assist in the Medical Triage Area if needed, assist in the Treatment Area if needed, other duties as assigned; communicate with Team Leader.

d. Medical Treatment Team (2). Work under the supervision of the Team Leader, providing medical treatment to victims within the scope of their training. This task is normally accomplished in the Treatment Area; however, it may take place in the affected area as well. When not accomplishing their primary mission, assist the Fire Suppression Team as needed, assist the Medical Triage Team as needed; other duties as assigned; communicate with the Team Leader.

E. Chain-of-Command

1. Chain-of-command is a critical function that maintains the continuity of the operation and ensures that there is a structured conduit for operational communications and decisions. It also establishes a line of succession for leadership of the organization.
2. For the overall disaster or emergency, the Incident Command System will be used to establish leadership and operational and support functions of the available resources.
3. At the scene, the Incident Commander will be in charge. Initially, the first person of competent authority may be the Incident Commander. This could be a professional public safety or emergency management official, or it could even be a CERT team member.
4. If no public safety or emergency management personnel are on the scene, the CERT Team Leader will assume the role of Incident Commander until relieved by higher authority. If more than one CERT team is operating in the area, one of the CERT Team Leaders will assume the role of the Incident Commander, and the basic Incident Command System staff structure will be initiated (Operations, Logistics, Planning, and Administrative).
5. If the Team Leader/IC is lost, the Operations Section Chief will assume the role of Incident Commander.
6. If the above are lost, the Planning Section Chief will assume the role of Incident Commander.
7. If the above are lost, the Logistics Section Chief will assume the role of Incident Commander.

8. If the above are lost, the Communications Section Chief will assume the role of Incident Commander.

9. If only one CERT team is on-scene, and there is no governmental emergency operations presence or capability on-scene, then the Team Leader will assume the role of Incident Commander. The Team Leader will designate internal chain of command.

F. Injuries

1. CERT team members that self-activate and are injured in conjunction with emergency operations will not be covered for purposes of insurance and medical care by any governmental entity.

2. There is no coverage of CERT team members that are activated by The Woodlands Fire Department and/or any other governmental entity that are injured as a result of emergency operations.

G. Liabilities

1. Incumbent with any disaster or emergency is the risk of loss of life, limb, or property. Be review The Good Samaritan Law of the State of Texas .

2. Loss due to the action or lack of action by a CERT member is always a possibility. During an investigation, if it is found that the CERT member did everything possible within the scope of his or her training while acting as a volunteer during an emergency, state and federal laws will offer proper protection, not only to the CERT member, but the local agency responsible for their training and deployment as well.

3. There are important rules to follow to be reasonably safe from liability:

a. CERT Instructors have been trained by the State Emergency Management Agency Train-The-Trainer Course, or the same course offered by the Federal Emergency Management Agency at the Emergency Management Institute at Emmitsburg, Maryland.

b. CERT Instructors teach the CERT program according to the CERT Instructor and Participant Manuals promulgated by the Federal Emergency Management Agency, and there is no topical variance from these manuals. Instructors should ensure that each student has demonstrated competencies in all topics of discussion.

c. That CERT team members have completed the CERT Course and have received their training certificate.

d. That CERT members are aware of the limits of operation as CERT. This means that if they have received other specialized training in such things as First Responder Emergency First Aid, CPR, AED, Chain Saw Operation, etc., that they must step outside their CERT role when

exercising competencies not trained in the CERT program.

e. That CERT teams activate and deploy only as specified in this Standard Operating Procedures manual.

f. That CERT teams rehearse and train on a regular basis using skills taught in their basic training course.

g. That CERT members learn to communicate all-important issues to their leadership during the course of emergency operation, and that everything is documented appropriately.

H. Personnel Accountability

1. In all CERT operations, training or actual emergency response, personnel accountability will be established and maintained. Leaders will always know the location and mission of their personnel. CERT teams conducting emergency operations (or training operations) will use the proper form in the ICS packet. The Administrative Section will maintain this sheet, if there is more than one CERT team operating together; or, the Team Leader will maintain it if the CERT team is operating independently.

2. Personnel accountability will be checked at the initiation of the emergency operation, at regular periods thereafter, and at the end of the CERT emergency operation. If a member is missing, the team will make every attempt to determine whereabouts and re-establish accountability.

3. Victims under control of the CERT team will also be carefully accounted for using the Victim Treatment Form. Victims will be listed in the Medical Triage and Medical Treatment areas. The list will be checked every **30 minutes** to ensure victims are present and/or accounted for. All transfers to other locations or release to EMS or ambulance will be documented.

I. Identification

When performing duty, The Woodlands CERT personnel will be readily identified by wearing their CERT helmet, yellow reflective vest and their other uniform items as well as their CERT ID. All public safety and emergency management organizations throughout the Township will be made aware of these distinctive regalia.

II. Operations

A. Utilization

1. CERT teams are primarily intended for use during disasters or large-scale local emergencies where firefighters, law enforcement officials and emergency medical services are overwhelmed, yet there is a need for immediate assistance by the victims. CERT teams and/or members are not intended to be used for routine emergencies such as house fires, car wrecks, heart attacks, etc.
2. CERT teams can operate in a pre-determined area of operations, or be directed by any emergency management or response agency to operate at a specified location relevant to a disaster.
3. CERT teams should only be used in situations for which they are trained, and execute tasks within the scope of their training. They can operate in buildings with moderate to light damage as long as, in the judgment of the person in charge, the structure is safe. They can conduct light search and rescue, suppress small fires, conduct medical triage, conduct light medical treatment, and organize the area for relief by appropriate agencies when they arrive.
4. CERT teams should not be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.
5. CERT teams may be used to assist professional public safety personnel in logistical and administrative support. They may also be used in non-disaster situations as public safety or emergency management resources of a low risk nature.

B. Activation

This Plan assumes that CERT Team members and leaders have been trained and certified to CERT disciplines. Activation may occur as a result of a text message, localized news alert, call out, radio contact or runner warning of mobilized emergency action.

There are three types of activation used by The Woodlands CERT teams.

- 1) CERT Members may Self Activate to their pre-assigned staging area or site where needed and not wait for any request to respond.
- 2) Members may activate by responding to instructions per The Woodlands CERT (WCERT) originated messaging.
- 3) Members may activate by responding to instructions per governmental Command Staff originated message (i.e. Woodlands Fire Department, County CERT (CCERT) or Office of Emergency Management (OEM)).
 1. Self-Activation.

After ensuring that their own home, family and neighbors are safe, CERT members should self-activate if their assigned team area (their neighborhood) has been stricken by a disaster such as a flood, tornado, etc.

CERT members will move to a designated Village area for staging if the Township has been stricken by a hurricane, tornado, flood, explosion etc., in an area that is safe. An ICS will be agreed upon and actions planned.

2. CERT Originated Activation

The CERT requested activation will be accomplished primarily by a text messaging system, if communication channels permit, to "ALL HANDS". An "All Hands" message can be emailed to phone text by using member's cell number and phone carrier or through the WoodlandsCERT Twitter account. The location of the muster site will be in the message text. Some will be contacted by phone, HAM radio, or other means as necessary as directed by the Village Leaders. We encourage all members to follow the WoodlandsCERT Twitter.

3. Governmental Command Staff Requested Activation

Command Staff Requested Activation. The County Emergency Operations Center (County EOC) may activate CERTs within the county. The Woodlands Fire Department may activate CERTs within The Woodlands.

Even as such, CERT members are not mandated to appear for duty. The Emergency Manager is merely ordering the team to activation, not ordering private citizens to duty. This is a voluntary program. CERT members may choose not to present themselves for duty.

When CERT teams are requested to report to duty, the County Office of Emergency Management or The Woodlands Fire Department assume command responsibility.

When any activation is requested by The Woodlands Fire Department (WFD), the Fire Department Command Staff will contact the CERT Volunteer Manager and activate "ALL HANDS" through The Woodlands CERT communication systems. Command Staff personnel will possess the password for The Woodlands CERT accounts.

The ordered activation will most likely be a message (Twitter or text), if comm channels permit, to "ALL HANDS". Messages regarding drills or test messages will have DRILL or TEST in the message. The location of the muster site will be in the message text. Some will be contacted by phone, HAM radio, or other means as necessary as directed by the Village Leaders.

If self-activated or requested by a governmental command staff, the CERT Communications Team, consisting of one to three HAM radio operators will report to The Woodlands Emergency Operating Center (The Public Safety Building) at the corner of Lake Front and Grogan's Mill to commence duty in the HAM shack provided or alternate location TBD.

The Woodlands Fire Department Command Staff, are authorized to send out an "ALL HANDS" CERT message to muster CERT team members at a location in order for The Woodlands FD or other government entity ICS to utilize CERT volunteer members. They are also authorized to send out messages asking for certain specialties of CERT members. They shall follow CERT's message.

The message template is short in order to utilize Twitter. Please download the Twitter app on your phone and follow WoodlandsCERT. The message format is as follows:

<who> <what> by <authority> for <when> to <where>

Where the information for the entries in brackets (<>) is one of the following:

Type: Test or Drill messages will begin with either

- TEST- Testing "Twitter Messaging System" Reply Direct to test message (implemented at least once a month around mid-month and around 10 AM.
- DRILL – A DRILL message; may ask you to muster or not

Who:

- CERT - all CERTs to report
- SAR - CERT search & rescue to report
- ARO - CERT amateur radio operator to report
- <village> - CERT in a specific village to report

What:

- Activated - report immediately to specified site. Only an "activate" message requires the location and time entries.
- Stand-by – prepare to report upon receiving activation but do not report to site.
- Stand down – incident is completed, further activation is not required

Authority:

- WCERT – Woodlands CERT committee
- CCERT – County CERT coordinator
- WFD – Woodlands Fire Department
- COEM- County Office of Emergency Management

When:

- Now – immediate response
- <time> - at the stated date and time

Where:

- muster sites – CERT members village muster site as specified in Appendix A
- W-EOC - Woodlands Emergency Operations Center (corner Lake Front and Grogan's Mill)
- Specific location – a location determined by command authority

Examples:

ARO activated by WFD for now to W-EOC
CERT stand-by by CCERT
TEST Please reply direct.
DRILL WCERT muster by WCERT for now to muster sites.

The Woodlands Fire Department Command Staff will be provided updated text messaging access to all CERT members. The Command Staff and County EOC need to follow WoodlandsCERT on Twitter. Village Leaders will provide CERT members that cannot be reached by text messaging with communications as necessary.

C. Mustering and Staging

Staging Areas. All CERT Teams will predetermine a designated staging area within their zone of activity. This is a place that is easily accessed and identified by the members. We suggest a neighborhood grocery store parking lot with sufficient parking for 20 cars. Each staging area should consider access to a cache of water, first aid, tools, radios, and neighborhood area maps.

See Appendix A for Village Mustering and Staging SITES

In the event of a local emergency, such as a flood, individual members will initially see to the safety of their home and family. Then, they will move to the team staging area to link-up with the rest of the team, organize, and expand CERT operations into their zone of activity, such as the neighborhood.

The CERT member will come in READY STATUS with CERT back pack, tools and personal protection equipment as provided by CERT. Radios with a designated TAC frequency will be furnished, if possible, for every two-person team. Please bring smart phones, laptops, etc. for SMS communications and recording. CERT Forms available online and In Appendix E will be utilized as applicable.

When activated by The Woodlands Fire Department CERT members will move to the particular staging area designated by the Fire Department's message at the time of the activation not the pre-designated one. The CERT members will organize and wait for assignment to be given by the Command Staff.

The first team member present at the staging area becomes the initial IC for the response. As other CERT member arrive, the CERT IC may pass leadership to someone more qualified. Otherwise, the CERT IC develops the organization to ensure effective communication, to maintain span of control, maintain accountability, and do the greatest good for the greatest number without placing CERT members in harm's way. The IC will initiate a list of CERT members present, inventory available equipment, and report to the Incident Commander for instructions. CERT Forms: Personnel Resources, Equipment, and Assignment Tracking shall be utilized when applicable.

As intelligence is collected and assessed by the planning function, the IC must prioritize actions and work with the Sections Chiefs or Leaders.

Following an incident, information –and therefore, priorities—may be changing rapidly Communications between the IC and response teams ensures that CERTs do not overextend their resources or supplies.

D. Maintaining Well-Being of CERT Personnel

Participation in CERT is voluntary. CERT members should only engage in activities in which they are fit physically and mentally to perform. Buddies shall check up on their buddy's well being. During operations a buddy might have to remind the other CERT member to take time to rehydrate, to not attempt a physical activity or take time to rest before exhaustion sets in.

E. Deactivation

Normally, CERT teams will be deactivated by the command emergency management or response agency, irrespective of how they were activated. This is to ensure all information has been submitted, that everyone has been accounted for and provisions for follow-up counseling, if needed, is provided.

The CERT member should prepare themselves for their role during and following a disaster by learning about the possible impact of disaster on them and others,

emotionally and physically. This knowledge will help CERT members understand and manage their reaction to the event and to work better with others. During a disaster personnel may see and hear things that will be extremely unpleasant. Vicarious trauma is the process of change in the rescuer resulting from empathic engagement with survivors. It is an "occupational Hazard" for helpers. If one feels that they have over identified with the survivor then seek help/counseling from one of the trained CERT members in this area or a professional.

Psychological symptoms may include:

- Irritability or anger.
- Self-blame or the blaming of others.
- Isolation and withdrawal.
- Fear of recurrence.
- Feeling stunned, numb, or overwhelmed.
- Feeling helpless.
- Mood swings.
- Sadness, depression, and grief.
- Denial.
- Concentration and memory problems.
- Relationship conflicts/marital discord.

Physiological symptoms may include:

- Loss of appetite.
- Headaches or chest pain.
- Diarrhea, stomach pain, or nausea.
- Hyperactivity.
- Increase in alcohol or drug consumption.
- Nightmares.
- The inability to sleep.
- Fatigue or low energy.

The Woodlands CERT will provide for defusing sessions and debriefings one to three days after the disaster. A Critical Incident Stress Management professional will conduct a Critical Incident Stress Debriefing (CISD) if needed.

F. Search and Rescue

1. Search. CERT team members may conduct light search and rescue operations within their zone of activity using the techniques and methods taught during their CERT basic training course. Search means to seek victims in the disaster area using controlled and organized methods. Structures will receive a good external size-up prior to entry by CERT members. CERT members may only enter structures that, as a maximum, are moderately to lightly damaged. Structures judged as unsafe will not be searched. The size-up will include locating and de-energizing or turning off of utilities such as gas, electric, and water. Utilities will be de-energized if, in the opinion of the person in charge and depending upon the situation on the

scene, that the utility could pose a threat to life, limb, or property. Once turned off, utilities will be marked at the shutoff point (valve or box) with the date, time, and person shutting it off. Gas lines will NOT be turned on by anyone other than gas company personnel.

2. Rescue. CERT team members may conduct light rescue. Rescue is to remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc., should not exceed the capabilities of the team, nor should they degrade the safety of all-present. An example of degrading the safety of all-present would be to change the structural integrity of the structure to extricate a victim. The structural change could cause the building to collapse.

G. Medical

CERT Medical Operations consist of medical triage and medical treatment as taught in the CERT basic course. CERT members are not responsible for knowing or practicing medical skills beyond the scope of their training. CERT members will use personal protective equipment (exam gloves, masks, and goggles) to the greatest extent possible while conducting triage and treatment of the victims. For organization of the medical operation, see the CERT Participant Manual.

1. Triage. CERT should “Do the greatest amount of good for the greatest number of people.” This means that as the team moves through the area, START triage is conducted and the team keeps moving after assessing the victim. The team will not initiate CPR or other treatment that will commit the team and keep them from helping others. However, after triage has been conducted, they may return to treat the injured. Simple treatment, such as application of a pressure bandage to save life may be initiated. A more thorough triage will be conducted when the victim has been transported to a safer area.

2. Medical treatment. CERT members have been trained to conduct limited medical treatment. CERT will not conduct medical treatment beyond the limits of their training while in a CERT status. The Woodlands CERT and county emergency services recognize four color status categories: green indicates a minor status, yellow indicates a delayed status,

Red indicates an urgent status, and Black indicates the victim is dead. **CERT will use the colored flagging tape to mark the category of injury.** The tape will be tied on the victim’s left wrist in plain sight. If the left wrist cannot be used, the tape will be tied to the right wrist in plain sight. If neither wrist can be used, the tape will be tied to something that will be easily seen. (The tape should not be covered, so if the victim is wrapped, CERT will ensure another piece of tape is affixed to the outer wrapper (blanket, tarp, etc.) where it can be seen. If a victim is not breathing, after two attempts to resuscitate have failed, the victim is considered in the Black category.

Unless a CERT has received higher levels of CERT medical training, such as First Responder, CPR, AED, etc., and received CERT Level 3 certification

from the Fire Department, **they will remove their green helmets and vests and notify the CERT team leader that they will temporarily be acting in another capacity until the situation has been corrected.** They may then return to CERT status. **Level 3 CERT have identification cards and patches that distinguish their training.** This procedure helps to eliminate the misconception that while acting in a CERT capacity the rescuer conducted a procedure he or she was not trained to do, thereby endangering the reputation of the CERT program. Obviously, if this situation appeared in a court of law, the judge would recognize that the individual was properly trained and was operating within the scope of his or her training, and that the CERT helmet and vest were irrelevant. The medical treatment area will be located upwind and on higher ground from the disaster site and/or biological waste areas.

3. CERT teams will maintain documentation on all victims treated. A copy of the documentation will accompany the victim if responsibilities for care shifts to competent authority such as the local Emergency Medical Services personnel. The CERT team will, as a minimum retain documentation on the victim such as: Name, gender, location found, date and time, results of triage (Injuries, complaints, etc.), treatment, who passed to and when, anticipated care facility sent to.

4. Triage and Treatment Areas, Morgue. A secondary triage area (outside the affected structure will be designated and used to conduct a more thorough triage and documentation. A treatment area will be established and run to care more appropriately for the victims. The treatment area will be divided into the green, yellow, and red areas so that appropriate levels of care will be given. CERT teams will attempt to provide shelter from the elements for the victims to the best degree possible. A morgue will be established outside the view of victims in the triage and treatment area. Each of these areas will be chosen for best shelter to the victims and accessibility from the work site and for vehicle transportation. If these areas are established, a minimum of one CERT member will be in charge of each.

5. Biological Waste. Sites will be selected that can be used for human waste (toilet facilities, slit trenches, etc.) and for biological waste (blood saturated materials, fecal matter, urine, vomit, etc. coming from victims). Selection will be made keeping in mind the weather conditions and drainage, as well as security. These areas will be marked and protected. Outside toilets (latrines) will normally be trenches dug into the ground 2 feet deep by 2 feet long. When full, they will be covered with dirt and plainly marked. There should be some form of view protection surrounding the latrine. Biological waste should be, as a minimum, double bagged, and placed in a trashcan with secure lid, or buried. Burial sites should be clearly marked. All CERT members should be watchful to prevent children and animals in the waste areas.

H. Fire Suppression

1. CERT teams will NOT attempt to suppress fires unless with a buddy.

2. CERT members are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. CERT will not attempt to suppress large, well-developed fires. CERT will not normally attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.
3. CERT teams will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials.
4. CERT teams may use fire extinguishers, hoses, or other means appropriate to the type of fire, size of fire, and ability to escape safely.
5. CERT teams will not be used by trained firefighters to put out major fires.

I. Assistance To Local Authorities During A Disaster

1. In some cases, the local authorities may have the resources to handle the emergency response to a disaster. However, they may need assistance and support by CERT personnel to assume some of the disaster related, labor intensive tasks that are important but of a lesser priority.
2. If CERT teams are needed to assist The Woodlands public safety or emergency management personnel, they will be activated and assigned appropriate tasks. Such tasks will not be of any higher risk than a CERT would normally encounter in their emergency response role.
3. CERT teams will not be used for law enforcement, such as roving guard to stop looters, or making arrests. They may be used to assist administratively or logistically.
4. All utilization of CERT teams in support of local authorities will be documented with CERT names, addresses, and phone numbers, tasks, locations, etc. This documentation will serve as a basis for reporting to the State Emergency Management Agency.

J. Non-Emergency Operations

CERT teams may be used for non-emergency operations as long as these operations are booths at fairs, marathons, parades, assisting at first aid tents, CERT demonstrations, assisting in the installation of smoke alarms, etc. and are within the Township Limits. The non-emergency operations shall not interfere with the readiness of the team for emergency operations.

K. Operations and Terrorism

CERT teams are not intended to combat terrorism, nor are they expected to operate in the presence of a high-risk environment. CERT may be used for work that is related to the threat or as a response element after a terrorist act for work

that poses little or no threat to their safety, yet provides assistance to public safety personnel by assuming safe, ancillary functions that would degrade their (public safety Personnel) effectiveness in the emergency. The Woodlands CERT team members will **NOT** attempt CERT operations if they discover or strongly suspect the incident was caused by a terrorist act. CERT members themselves could become casualties from the residual effects of chemical, biological, or nuclear weapons of mass destruction. They could also become casualties from secondary explosive devices. CERT members who discover or strongly suspect that an incident was caused by a terrorist act will immediately leave the area and report all known information to the first public safety officials they can contact.

L. Rescuer Safety

Effective emergency scene management requires the formulation and communication of strategic goals and tactical objectives that are based primarily on the safety of rescue personnel.

Rescuer safety is paramount. The question, "Is it safe for the CERT members to attempt the rescue? Is primary. The answer to this question is based mainly on the degree of damage to the structure.

M. Documentation of CERT Operations

It is vital to document and communicate information about the disaster situation and resource status. Efficient flow of information makes it possible for resources to be deployed effectively and for professional emergency services to be applied appropriately.

Under the CERT organization, each level of authority has documentation responsibilities:

Section Chiefs are responsible for providing the Command Post with ongoing information about damage assessment, group status, and ongoing needs.

The Command Post is responsible for documenting the situation status, including:

- Incident locations
- Access routes.
- Identified hazards.
- Support locations:
 - a) Staging area.
 - b) Medical treatment and triage area.
 - c) Morgue, if there are fatalities

This documentation must be provided to the first professional responders on the scene. This information is vital for tracking the overall situation.

Forms for Documentation can be downloaded in advance from the CERT url. Some of the Forms are attached in Appendix E.

III. Logistics

Team members are to mobilize in uniform (vest and helmet), CERT ID's and backpacks and some communication device. Remember to never self deploy on CERT operations- you need a buddy.

A. Team Member Backpacks

1. CERT backpacks are owned by the individual CERT member.
2. It is suggested each backpack contain some items from the list below. This is dependent upon team make-up.

- Fold up shovel
- Fold up handsaw
- Hatchet
- Hammer
- Duct Tape
- Tool to turn off gas, water
- 50 feet of rope
- Crescent Wrench
- Screwdrivers
- Sharp pocketknife
- Dust masks
- Respirator for smoke
- Light Sticks
- Flashlight – spare batteries
- Portable radio (battery operated and hand crank)
- Roll of barricade tape
- Two way radios (2) FRS
- Marking Pens (sharpies and fat ones)
- Trash bags
- Metal Whistle
- Goggles
- Work Gloves
- Rain Gear
- Tablet to write on
- Bottles of Water
- Emergency food packets
- Waterproof matches
- Personal First Aid Kit
- EMT Snips (heavy duty 7.25 cuts leather) 1
- Spring Loaded Center Punch (window breaking instrument) 1
- Face Masks 4
- Emergency space blankets 4

Antiseptic hand cleaning towels 24
Biohazard bags 3-5 gal 5
Various size band-aids 2 boxes
Splint materials (various sizes) 4
Cold compresses 4
Nitrile Gloves (non-latex) 12 pairs
Flagging Tape (can be used for triage)
Red, Green, Yellow, Black Tags

3. Backpacks will be brought to all training events unless otherwise specified.
4. Backpacks will be brought to all emergency response missions. See Appendix F for suggested Basic Backpack items.
5. Each Village will have a Ready Kit with forms for administration of operations and other supplies as determined i.e. 2-way radios. See Appendix F for suggested Ready Kit.

B. Supply and Re-supply

1. It will be the responsibility of the CERT member to refill any supplies used unless agreed prior to use that they will be replaced by another source. Logistics coordinates resupply during mock exercises and mobilizations.
2. Basic load to carry for a CERT member is the ID, Backpack plus ½ liter of water.
3. Water re-supply. The Team Leader will search for locations where potable water may be obtained. The Team Leader will ensure all members of the team receive water and that they are hydrated regularly.
4. Subsistence re-supply. The Team Leader will search for locations where safe and edible food may be obtained. The Team Leader will ensure all members of the team receive their ration and that they eat regularly.
5. Battery re-supply. The Cert Members should arrange to have a battery re-supply at least 4 hours into the emergency. Each CERT member is responsible for battery supply.
6. Medical re-supply. The Woodlands Fire Department will attempt to provide an on-site re-supply of medical supplies by the end of the first 12 hours of the operation. Possible sources of medical supplies are local hospitals and EMS organizations.
7. Special equipment or materials. The Team Leader will attempt to locate and provide any special equipment or materials needed by the team to accomplish its mission, recognizing that the equipment contained in the backpack was chosen to match the scope of training and limitation of activities.

C. Storage

1. A CERT trailer has not been acquired, but its acquisition will be pursued. When obtained the trailer will be staged at strategic locations throughout The Woodlands. Designated CERT members will have access to them so they can be taken to the scene of use when needed.
2. The CERT program has equipment available for use for outdoor events and it is stored TBD. There are pop-up canopies, tables, chairs, and other materials.

D. Transportation

1. Trailer. When acquired The CERT trailer will be used to transport CERT supplies and equipment as required. Designated CERT members will be authorized by the Township to tow the trailers to whatever location they are needed.
2. Re-supply. The Woodlands Fire Department will use any means available to transport supplies and materials to CERT teams in operation as appropriate and determined by incident priorities.
3. CERT Team Members. Normally, CERT team members will not require transportation to or from the operation area. However, in the event that CERT is needed elsewhere, efforts will be made to provide transportation. CERT members must be prepared to remain in the affected area at least three days (72 hours).

E. Support During An Emergency Operation

1. CERT teams who must remain on-scene for extended periods of time will receive all possible logistical and administrative support from TBD for various scenarios.
2. If CERT members are needed by The Woodlands to support ongoing efforts by public safety and emergency management agencies, activation can be ordered by the County Office of Emergency Management or the Fire Department Command Staff. CERT activities are limited to their scope of training on-scene. Administrative and logistical tasks, which carry negligible personal risk, are not currently limited, unless the CERT is somehow exposed to potential harm.

IV. Documentation

A. Training Documentation

1. All training conducted for and by CERT will be documented.
2. Each class will receive documentation on: title, date(s), time(s), location, students completing, etc. The CERT's Continuing Education Director will maintain this information and report and submit the records to the Committee.
3. Each CERT member will have a file containing information on training received. The CERT Volunteer Manager will ensure their member files are current.

B. Emergency Operations Documentation

1. All CERT operations will be documented as appropriate.
2. CERT Team Leaders are responsible to furnish the CERT Coordinator and/or appropriate officials on-scene (as necessary) documentation relating to the operation which includes such things as: How and when notified, how activated, arrival date and time, team members present, team organization, description of activities and results, visitations by others, logistical needs, problems encountered and solutions, date and time of stand-down order, after action report, etc. Some Templates are located in Appendix E of this SOP. Leaders shall preprint a hard copy set to utilize in case electronic templates are unavailable.
3. Buddy Teams. Two person buddy teams will ensure they document such things as victim information, structure information, etc.
4. CERT Teams. Team leaders will ensure that they receive documentation on victims, structures, and anything else relative and important with respect to the disaster scene. They will also document information about the team, its members, their locations, actions taken, etc. Team Leaders will ensure documentation is appropriately consolidated for submission to your Village Leader who will forward it to the CERT Volunteer Manager.
4. The CERT Operations Director will consolidate all documentation and forward to the CERT coordinator. Documentation includes Forms in Appendix E. All electronic photographs, messages, etc. will be compiled by the COMMS Director and forwarded electronically to appropriate authorities.

V. Communications

A. Written

Sometimes, due to the situation, use of telephone, cell phone, text msg's or radio may be impossible. In these situations, a messenger and written message may be used. This method should be used only for required messages or urgent messages due to the risk to the messenger.

1. Written operational communications between The Woodlands Fire Department and CERT teams in operation will contain, as a minimum, the following: sender name and phone number, position, location, receiver name, position, location, date, time, message.
2. Some messages will require acknowledgement, which means, the receiver will acknowledge receipt of the message by signature, date, and time. If the message must be returned, the messenger that brought it can return it.

B. Telephone or Text

Telephonic messages should contain name and location of sender, phone number of the sender, and the message. If the telephonic message is being taken by someone other than the intended receiver, the sender should ask that the message be read back.

C. Radio

Messages by radio should be brief and to the point so that the frequency will not be cluttered, and batteries can be conserved. When contact is established, the sender should ensure the receiver gets the following information: sender call sign or name, location, message. If the receiver is not the person intended, the receiver should be asked to read back the message for accuracy. Until further notice, CERT teams will use family system radios among the team members for internal communications. CERT HAM radio operators may be available. A communications base control station will be activated in the communications trailer for all events.

D. Report To Incident Commander

When competent authority arrives, they may become the Incident Commander. This means that all information acquired to that time should be passed from the previous Incident Commander to the new Incident Commander. This can be done verbally or in writing or both verbally and in writing. It is preferred that the information be passed in writing with verbal explanation. The CERT Incident Commander should have similar information to be passed to The Woodlands Fire Department to be included in the After Action Report. If only one copy is available, it should go to the new Incident Commander with a request that it be passed to the Fire Department or other authorized emergency agency at the end of the

operation.

E. Situation Reports (SITREPS)

1. Situation reports are made periodically to update the person in charge. At the scene, this is the Incident Commander.
2. Situation reports may contain the following example information: Sender name, location, position, date, time, number operational personnel, number of injured personnel, number of victims on-scene and status, number of victims transported and status, homes destroyed (by level of destruction), commercial structures destroyed (by level of destruction), infrastructure (streets, utilities, bridges, reservoirs, etc.), weather conditions, dangerous situations, etc.
3. Some messages will require acknowledgement, which means, the receiver will acknowledge receipt of the message by signature, date, and time. If the message must be returned, the messenger that brought it can return it.

VI. Training

A. Basic CERT Training

To be entered onto the rolls as a CERT Team Member, citizens must first receive official CERT training in a 24-hour program of instruction, which is taught in accordance with the guidelines established by the Federal Emergency Management Agency, and this Standard Operating Procedure. If the citizen volunteer comes from outside the area claiming to have already taken the training, he or she must present their certificate of training. Appropriate paperwork to complete the class will be obtained on the first night of training by the CERT Volunteer Manager. This includes a completed copy of the Disaster Service Worker Form and a photocopy of the applicants drivers license or state issued id card, and a photograph to be taken for the ID card which will be issued later.

B. Skills Refresher

CERT members will receive refresher training on the topics taught in the basic course at least once per year. This can be in short increments taught throughout the year. The CERT Coordinator is responsible for the scheduling and the CERT Volunteer Manager will document the training.

C. Tabletop Exercise

CERT will be included in the county tabletop exercises. CERT may also conduct its own version of the tabletop exercise to identify weaknesses and strategies for operations.

D. Mock Disaster Exercise

CERT will be included in the county mock disaster exercise. CERT may also conduct its own mock disaster exercise in order to refresh member CERT skills and competencies.

E. Additional Skills

CERT members may receive training that enhances CERT effectiveness in a disaster situation. These skills should fall within the parameters of the FEMA CERT instruction. Personnel who are CERT qualified may be excellent candidates for training in non-CERT but disaster related skills. If such training is received, CERT members must know when to set aside their CERT role for the role required for this specialized training. As an example, if a CERT member receives training in CPR, First Responder, or AED, they are aware that the scope of training is beyond that of basic CERT.

Unless they are certified as 2nd or 3rd Level CERT, while conducting tasks of a higher level of training, they should step out of their CERT role until the task is completed. Second level certification is by completing three Red Cross Classes from Disaster Services. They are fulfilling our Mission; Community Services Overview, and Shelter Operations and Management. Also completing the NIMS training is IS 100, 200, 700 and 800b.

Third level certification is achieved by completing the Red Cross Classes in either Title 22 First Aid, or Emergency Response, CPR for the Professional Rescuer (or a National Registered E.M.T., nurse or physician) or equivalent agency courses.

Other advanced training classes are First Responder Awareness to Hazardous Materials; Urban Wild-land Fire Interface, Flood and Swift Water Awareness and Techniques of Traffic Control as well as other training.

F. Communications Training

TBD

G. Staff Training

Volunteer or selected members will receive additional training on the duties of CERT staff. These members will learn to organize and operate functions such as Operations, Planning, Logistics and Administration so that in the event a large-scale operation is required, individuals will have training and experience supporting CERT operations.

The Continuing Education Director will ensure that all CERT training is documented.

VII. After Action Reporting

Many agencies and departments fail to realize the importance of the After Action Reporting process, and its benefits in supporting emergency management and public safety activities.

The After Action reporting process is comprised of two main parts, which are the After Action Review and the After Action Report.

A. Conducting an After Action Review

1. An After Action Review is a facilitated group discussion of the key issues and actions that were observed or performed during a significant event. For CERT teams, each work site should hold an individual after action review. It should be facilitated by the CERT Team Leader, who will ask leading and probing questions as to what went well, what needs improvement, and why.
2. All personnel who had a role in the emergency response will be encouraged to participate and provide comments to the group.
3. The CERT Team Leader should take notes on the key issues discussed, considering the potential for both lessons learned and best practices.

B. After Action Reports and Lessons Learned

Once the CERT team has conducted its After Action Review, it will compile its written After Action Report, which will capture those key issues and concerns provided during the group discussions. The report once completed and approved by the CERT Incident Commander for dissemination will be forwarded on to The Woodlands CERT Coordinator. This report will then become a part of the overall After Action Report. Some items recommended for inclusion are:

1. Activation/Deactivation. What went well? What needs improvement? Why?
2. Personnel Issues: What went well? What needs improvement? Why?
3. Operations. What went well? What needs improvement? Why?
4. Logistics. What went well? What needs improvement? Why?
5. Documentation. What went well? What needs improvement? Why?
6. Communications. What went well? What needs improvement? Why?
7. Training. What additional training would be helpful?
8. How many structures did our team search?
9. How many (total) victims were rescued?
10. How many (total) victims were (injury category):
Green: _____ Yellow _____

Red:_____ Black:_____

11. Describe condition of objects of infrastructure in your area:

- a. Streets and Roads.
- b. Power lines.
- c. Gas.
- d. Phones.

12. Describe the structural damage in your area:

Homes. _____ Destroyed

_____ Heavy Damage _____ Moderate Damage _____ Light Damage

b. Commercial or Business Structures.

_____ Destroyed _____ Heavy Damage _____ Light Damage.

Appendix A

Montgomery Co. Office of Emergency Management CERT Coordinator – Miranda Garvey

Village
Alden Bridge

Village Leader
Joe Hakkinen

Alternate

College Park	Glen Bernstein	Carter Miller
Cochran's Crossing	Rud Merriam	
Creekside Park	Ed Commender	
Grogan's Mill	Mike Thomson	Bruce Cunningham, Ruth Pinney
Indian Springs	Randy Scott	Chad Jolley
Panther Creek	Scott Darby	Brian Laing
Sterling Ridge	Paul Lancaster	
Woodlands Fire Department	DC Wayne Walker	Rachel Mitchell
Neighborhood Services	Holly Steinke	

WCERT: Chair- Scott Darby; Secretary- Mike Thomson; Operations- Ruth Pinney; Planning-Joe Hakkinen; Logistics-Ed Commender; Communications-Glen Bernstein; Community Action-vacant; Continuing Education- Rachel Mitchell

Village CERT Team Pre-Designated Staging and Mustering Areas:

Alden Bridge	Primary: Alden Bridge Shopping Center west side parking area (near medical offices) Alternate: St. Anthony of Padua Church (Bay Branch at Kuykendahl) - at Kuykendahl-entrance lower parking lot
Creekside Park	Primary: YMCA on Creekside Forest Dr. Alternate:
Cochran's Crossing	Primary: Cattail Park Alternate:
College Park	
Harper's Landing	Primary: The pavilion at the HL pool and park
Windsor Hills	Primary: The Windsor Hills club house
Windsor Lakes	Primary: The Windsor Lakes club house
Grogan's Forest	Primary: TBD
Grogan's Mill	Primary: Grogan's Mill Village Center parking lot, 2260 Buckthorne Alternate: Montgomery Co. Library parking lot, 2101 Lake Robbins Dr.
Indian Spring	Primary: Community Church parking lot at Falconwing and Rushhaven Alternate:
Panther Creek	Primary: Panther Creek shopping center parking lot Alternate:
Sterling Ridge	Primary: HEB parking lot, 10777 Kuykendahl Road Alternate: Mitchell Library, 8125 Ashlane Way

Appendix B Example Mobilization Message Templates

The Woodlands CERT members called by County CERT to be standby to be

activated at muster site (in case of Cochran's Crossing- Cattail Park) in ready status at 1400 or 2 PM.

CERT standby by CCERT for 1400 to muster sites

The Woodlands CERT members called by The Woodlands Township CERT Leader or Committee Leader to predetermined muster sites in ready status at 1 AM.

CERT called by WCERT for 0100 to muster sites

The Woodlands CERT members called by The Woodlands Township CERT Leader or Committee Leader to The Woodlands mall in ready status immediately.

CERT called by WCERT for IMMEDIATE muster at The Woodlands Mall- north entrance by SEARS.

Amateur Radio Operators called by Woodlands Fire Department for now to the Woodlands Emergency Operations Center corner of Grogan's Mill and Lake Front:

ARO called by WFD for now to W-EOC

Woodlands CERT stand down by WFD for the immediate future or until next activation. Check with chain-of-command for deactivation Plan of Action.

WCERT stand down by WFD for now.

A mobilization drill of All Hands is directed by Woodlands CERT immediately to muster at Grogan's Mill Fire Station.

DRILL WCERT by WCERT immediate to Grogan's Mill Fire Station.

A monthly communications test. Twitter message with request for Twitter direct reply.

**TEST WCERT by WCERT Comm test. Please direct reply.
TEST WCERT by WFD Comm test. Please direct reply.**

Appendix C UNIFORM

The **suggested** uniform for all actively participating members of The Woodlands CERT shall be as follows:

Denim or heavy trousers

Steel Toed Boots

CERT T-Shirt or Polo shirt if available

CERT baseball cap or protective helmet

CERT Reflective Vest as appropriate

Weather appropriate protection

Personal Protective Equipment as appropriate- goggles, etc.

CERT IDENTIFICATION and In Case of Emergency Information

It is suggested that the uniform items be worn as appropriate for type of event where the CERT members are taking an active part such as drills, graduations, emergency activation callouts, training, public education events, and any other event in which CERT members are representing The Woodlands CERT Team.

Appendix D Pre-Deployment Instructions

The following should be communicated as part of the Mobilization Instructions:

BEFORE YOU DEPLOY FOR MOBILIZATION

- Ensure the safety of your family.
- Inspect your house for damage and gas leaks.
- Make contact with you “Out-of-Area” contact
- Assist immediate neighbors

Appendix E CERT Forms

The following forms will be utilized as applicable. These can be preloaded onto devices and then uploaded to our COMMS center or they can be filled out by hand.

Assignment-Tracking-Log
Communications Log
Damage Assessment
Equipment Inventory
Personnel Resources
Victim Treatment Area Record

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

CERT FORM #2

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

CERT FORM #1

ASSIGNMENT TRACKING LOG		CERT		DATE			
ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
LOCATION		LOCATION		LOCATION		LOCATION	
TEAM		TEAM		TEAM		TEAM	
TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
OBJECTIVES		OBJECTIVES		OBJECTIVES		OBJECTIVES	
RESULTS		RESULTS		RESULTS		RESULTS	
CERT LEADER/ INCIDENT COMMANDER						PAGE ____ OF ____	
SCRIBE(S)							

CERT FORM #3

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

CERT FORM #7 (Based on ICS 303)

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

CERT FORM #6 (Based on ICS 309)

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

CERT FORM #1

VICTIM TREATMENT AREA RECORD		CERT	DATE		
TREATMENT AREA LOCATION					
TIME IN	NAME OR DESCRIPTION	TRIAGE TAG (circle)	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
SCRIBE(S)				PAGE ___ OF ___	

CERT FORM #5

Appendix F Backpacks and Ready Kits

Suggested Backpack Contents:

Flashlights and batteries
Tool to turn off utilities
Nitrile Gloves (non-latex) 2 pairs
Flagging Tape (can be used for triage)
Red, Green, Yellow, Black
Sharp pocketknife
Dust masks
Light Sticks
Marking Pens (sharpies and fat ones)
Metal Whistle
Goggles
Work Gloves
Rain Gear
Helmet
Reflective Vest
Tablet to write on / CERT forms
Personal First Aid Kit with Triangular bandages
Various size band-aids 2 boxes
Splint materials (various sizes)
Abdominal compresses 4
Tourniquet (2)
Tape
Insect Repellent / Sun Screen

Other: Phone with camera and texting capabilities and GPS capable, 2-way Radio

Suggested Team Ready Kits Team of 10 personnel:

Fold up shovel	Fold up handsaw
Hatchet	Hammer
Duct Tape	50 feet of rope
Crescent Wrench	Screwdrivers
Crowbar large (2)	Short 4X4's
2- ways Radios FSR radios (5)	Portable radio (battery operated and hand crank)
Roll of barricade tape	Marking Pens (sharpies and fat ones)
Trash bags	Bottles of Water
Emergency food packets	Window breaking instrument 2
First Aid Kit with splints	Assorted bandages and compression bandages
EMT Snips 4	Insect Repellent
Face Masks 40	Emergency space blankets 40
Antiseptic hand cleaning towels	Biohazard bags 3-5 gal 5
Large Wool Blankets 4	Cots 2

Preprinted Forms on Clip Board with pens and pencils

Appendix G Developing WCERT “Social Media”

With every disaster the importance of social media and its potential power seems to grow. Numerous articles have already been written about the importance of the medium during the Japan earthquake. A tweet from the US State Departments says it all: “Telephone lines disrupted, try contacting loved one...via social media.” Also social media is often the best way to gain situational awareness. Video links of impacted area are most useful for disaster situations.

Response organizations and local government agencies bemoan their low number of “fans” during the preparedness phase. But, as it has been said before “If you build it, people will come—especially during a crisis.

CERT will continue to develop ways to better communicate and to gather and disseminate information in order to support our community in times of crisis or disaster by following 10 Key Strategy Considerations.

1. **Research.** Researching promising practices used in preparedness and disaster scenarios to gain insight and direction for our CERT’s strategy.
2. **Management.** Determining who will manage WCERT’s presence. Also to determine early on key stakeholders.
3. **Fears.** What fears do CERT member have related to social media. Acknowledge these fears and determine how you will move forward in a manner that is both conscientious of these concerns and also recognizes the benefits that come with innovation and enhanced communication.
4. **Goals** As with any new initiative, it is important to set goals.
5. **Audience.** Identify your current audience as well as potential audiences.
6. **Content.** The content CERT shares may include news, event information, disaster preparedness tips, and alerts. Your goals will help determine the types of content you choose to distribute.
7. **Level of Engagement.** CERT’s goals will also help determine the degree of interaction you want to facilitate. There are options of restricting certain types of interaction.
8. **Platforms.** Answers to type of content, level of engagement, and audience in combination with your goals and research will help to determine the platform or platforms that best fit CERT’s needs.
9. **Integration.** Integration with other platforms and methodologies to offer a near seamless way to reach our members is essential.
10. **Follow-up.** Re-look at goals and reassess for constant improvement.