

# City of San Rafael

## COMMUNITY EMERGENCY PREPAREDNESS PLAN



This page left blank

We have all seen the effects of disasters on others; we may have even been affected ourselves. We have seen our neighbors homes go up in flames and our local businesses flooded. We all have watched as people have been stranded on rooftops, without food and water, waiting for assistance. We have seen the destruction to our entire social system through major earthquakes. We have watched as people have waited helplessly for assistance from others during disasters while knowing all along that they could have made a better effort to prepare themselves.

The City of San Rafael recognizes that a disaster impacting our area will overwhelm our local resources and that the needs of individuals may not be met as quickly as desired.

Knowing this, we are committed to providing the residents and business owners of San Rafael a comprehensive community emergency preparedness program.

All San Rafael residents have a critical role in emergency preparedness and are each responsible for their own ability to withstand the effects of a major emergency or disaster. Through proper preparedness and training, individuals are empowered to become survivors and not victims, thus fostering a disaster resilient community.

The San Rafael Community Emergency Preparedness Program focuses on three areas of preparedness:

- General Preparedness
- Individual/Household Preparedness
- Community Preparedness

For more information or if you have questions regarding this plan please contact:

City of San Rafael  
Office of Emergency Services  
Attn: Emergency Services Manager  
1039 C Street  
San Rafael, CA 94901  
(415) 485-3111  
[oes@cityofsanrafael.org](mailto:oes@cityofsanrafael.org)  
[www.sroes.org](http://www.sroes.org)



March 2009

This page left blank

# Table of Contents

<b>Emergency Preparedness Levels .....</b>	<b>9</b>
General	
Individual / Household	
Community	
<b>CERT Organization .....</b>	<b>13</b>
Steering Committee	
Coaches	
Block Captains	
San Rafael CERT Training	
<b>Setting Up a CERT Team .....</b>	<b>19</b>
10 Step Process	
<b>CERT Operations .....</b>	<b>33</b>
Activating the Team	
Accountability	
Spontaneous Volunteers	
Communications	
<b>Resources .....</b>	<b>39</b>
Templates	
CERT Response & Operations Forms	
Samples	

This page left blank

## Emergency Preparedness Levels

General Preparedness

Individual / Household

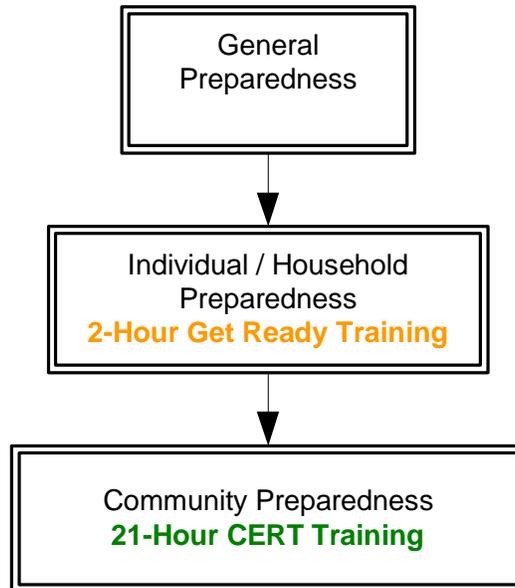
Community Preparedness



This page left blank

# EMERGENCY PREPAREDNESS LEVELS

Emergency preparedness involves activities that are done before a disaster; such as training, planning, community education, and exercises. Depending on an individual's interest in preparedness, there is a level of preparedness education to suit their need. From individual study and research to fully-developed Community Emergency Response Teams, there is no reason why anyone should find themselves unprepared when a disaster strikes. Regardless of a person's level of preparedness, as long as they are falling into one of the following three levels, they are taking the efforts to be self-sufficient and be less of a burden on the emergency response system.



## General Preparedness

General preparedness refers to a person's basic efforts in preparing themselves for an emergency or disaster. They have done their own research and under their own initiative created an emergency supply kit and a basic family emergency plan. Information on developing a personal emergency preparedness plan can be found on a variety of local, state, and national organization websites as well as in the local telephone directories. The City of San Rafael's Office of Emergency Services (OES) provides general emergency preparedness information and resources on the website at [www.sroes.org](http://www.sroes.org) and to individuals upon request.



## Individual / Household Preparedness

In order to provide a standard level of education for individual and household preparedness, local agencies throughout Marin County have combined to offer the *Get Ready Marin Household Disaster Preparedness* course. This 2-hour course helps residents learn how to protect themselves and their families against all types of hazards. The focus of the course is on how to develop, practice, and maintain

emergency plans that reflect what must be done before, during, and after a disaster to protect people and their property.

The success of the Get Ready classes can be attributed to taking the trainings into the neighborhoods and communities. Volunteer instructors, supported by City staff, have taught classes for mother's clubs, neighborhood & homeowners associations, rotary clubs, business groups, and church congregations.

Get Ready training sessions are continually offered throughout the City of San Rafael and are coordinated by the City of San Rafael's Office of Emergency Services.

### **Community Preparedness**

In order to develop and support fully prepared and resilient neighborhoods, the City of San Rafael has adopted the *Community Emergency Response Team (CERT)* training program. CERT is a Federal program which educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as: fire safety, light search and rescue, team organization, and disaster medical operations.

Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

***CERT in San Rafael...***  
Is a program, not a training.  
Everyone can have a role  
regardless of their training,  
skills, or experience.

Not everyone needs to have taken a CERT class in order to be part of a CERT team. All that it takes is the interest to be part of your neighborhood or workplace team.

San Rafael's CERT program is managed by the San Rafael Office of Emergency Services and is supported by fire department instructors as well as local community leaders that have become trained as CERT instructors.

The following sections of this plan are specific to the development, maintenance, and actual operations of a CERT team.

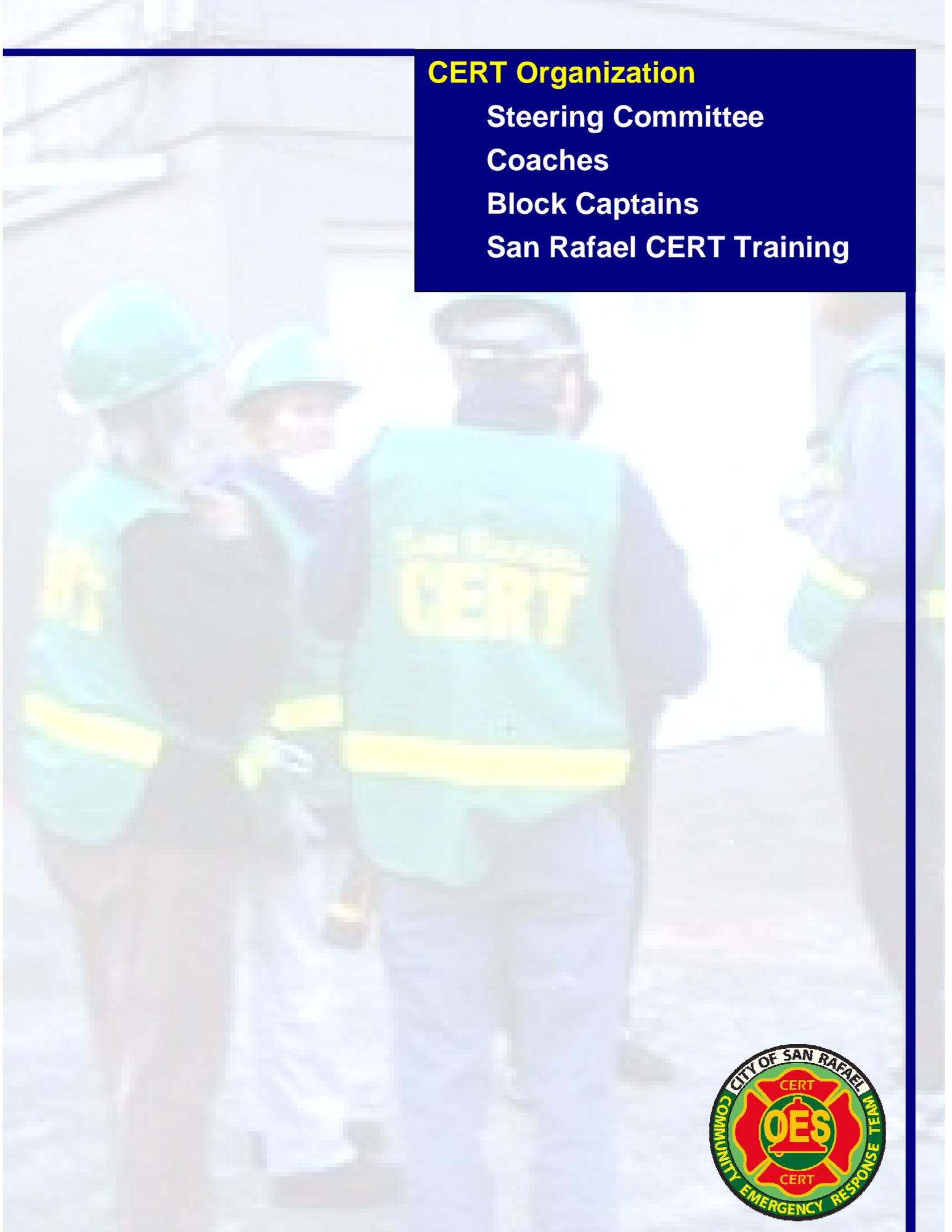
## **CERT Organization**

**Steering Committee**

**Coaches**

**Block Captains**

**San Rafael CERT Training**

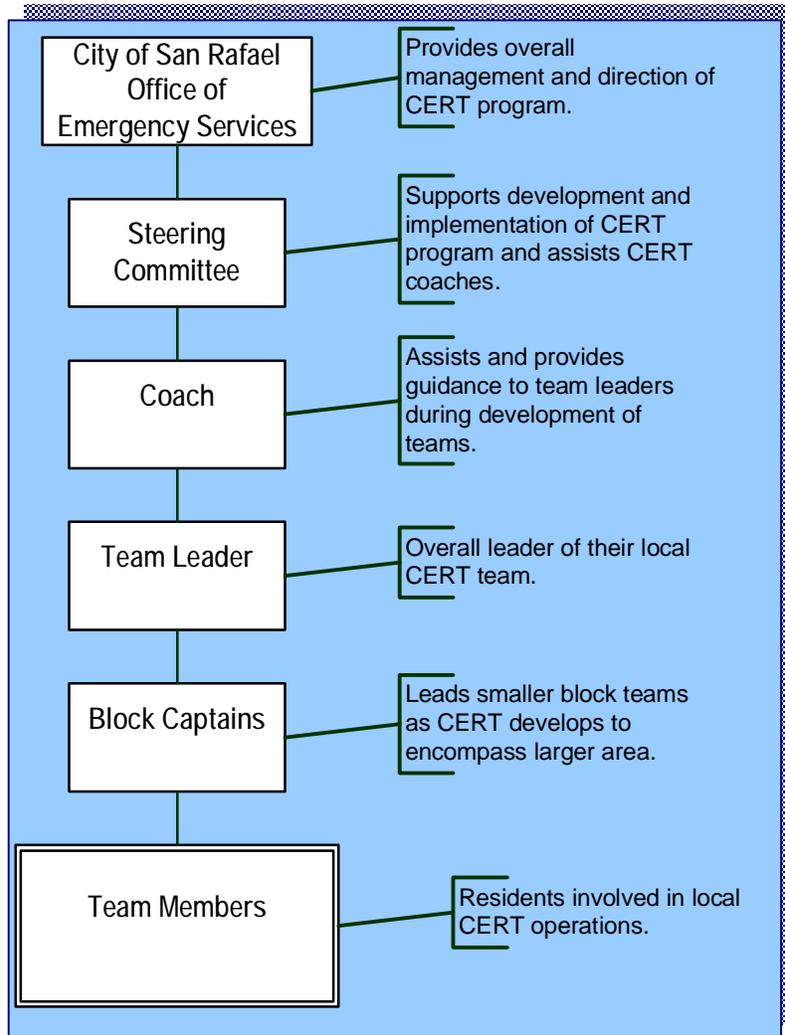


This page left blank

# CERT ORGANIZATION

Without guidance and support, developing CERT teams can be a complex and challenging task. Recognizing this, San Rafael OES is committed to providing a comprehensive CERT program that not only trains residents in basic disaster operations, but also provides the overall framework, resources, and tools necessary for residents to take their training and fully develop local CERT teams.

San Rafael's CERT organization is structured using the following model:



## **San Rafael CERT Steering Committee**

To assist San Rafael OES with the continued development and enhancement of the CERT program, a CERT Steering Committee has been established. The committee is made up of San Rafael residents who have been trained in CERT and are interested in supporting the continued development of CERT, as well as the implementation of CERT throughout San Rafael's neighborhoods.

Some of the key focus issues for the committee are:

- Foster the development of CERT organized neighborhoods
- Assist in the promotion of the CERT program
- Evaluate opportunities for enhancing CERT in the neighborhoods
- Assist neighborhood CERT Coaches in developing / implementing CERT
- Assist in the development of CERT training & exercises

### Committee Membership

The committee is made up of 9 members who are appointed by the San Rafael Office of Emergency Services. Members will serve 2-year terms beginning January of the first year and ending December of the second year. Position terms will be staggered to avoid a complete membership change occurring at once. Calls for applications for CERT Steering Committee positions will be made by San Rafael OES during the month of October. San Rafael OES, working with members of the committee, will review applications and appoint members.

### Meetings & Organization

Steering committee meetings will be held on a quarterly basis, or as needed at the discretion of San Rafael OES. A Chair and Vice-Chair will be appointed to provide leadership and guidance during meetings. San Rafael OES will serve to provide guidance and support to the CERT Steering Committee. Meeting format will follow Robert's Rules of Order to promote structured and equal meetings and discussion.

## **CERT Coaches**

A CERT Coach:

- Connects newly trained CERT members into neighborhood teams
- Provides guidance and support in developing CERT team
- Helps others in the neighborhood find trainings
- Encourages residents to attend CERT training
- Leads the "game plan" of what to accomplish in the neighborhood

A CERT Coach provides advice and guidance to team leaders in setting up their neighborhood teams. From how to get a CERT team started, defining the organization, recruiting members, setting up disaster supply caches, keeping members interested, to providing guidance on training and exercises, a CERT Coach's role is one of a mentor.

## Team Leader

Team Leaders, working with CERT Coaches, organize the team and will take a leadership role during CERT operations. They maintain the CERT roster and, along with the CERT coaches, plan training and exercises specific to their neighborhood. Team Leaders will have an active role in recruiting new members to their teams. They will also be responsible for the CERT teams overall functionality and will be the liaison with the City of San Rafael during operations.

## Block Captain

As CERT teams grow in size and complexity, Block Captains will be used to maintain an effective span of control for all tactical CERT operations. Block Captains will assume responsibility for fire suppression, search and rescue, and disaster medical operations in their given area. They will work with their neighborhood team to acquire supplies, resources, information, and overall support.

## San Rafael CERT Training

Several types of CERT training are offered throughout the year. Visit [www.sroes.org](http://www.sroes.org) to see the Community Emergency Preparedness Calendar for dates, class fees, and information on registering for classes.

### CERT Basic

This is the entry level CERT training course covering basic disaster response skills, such as fire safety & suppression, light search & rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood following / during a disaster.

Course length = 21 hours

Number of students per course = 27

Course offerings per year = 4

Cost = Variable cost for San Rafael residents, those employed in San Rafael, and for those not employed or residing in San Rafael.



## CERT Refresher

The CERT Refresher course provides previous CERT graduates an opportunity to once again review the hands-on skills learned during the CERT Basic course. Students will review fire safety and suppression, triage, disaster medical operations, search & rescue, and victim extrication. Very limited classroom curriculum will be offered as the class is primarily focused on refreshing practical skills. All students attending CERT Refresher training must have previously completed a CERT class.

Course length = 6 hours

Number of students per course = 40

Course offerings per year = 2

Cost = Fixed fee. San Rafael residents receive priority enrollment.

## CERT Advanced

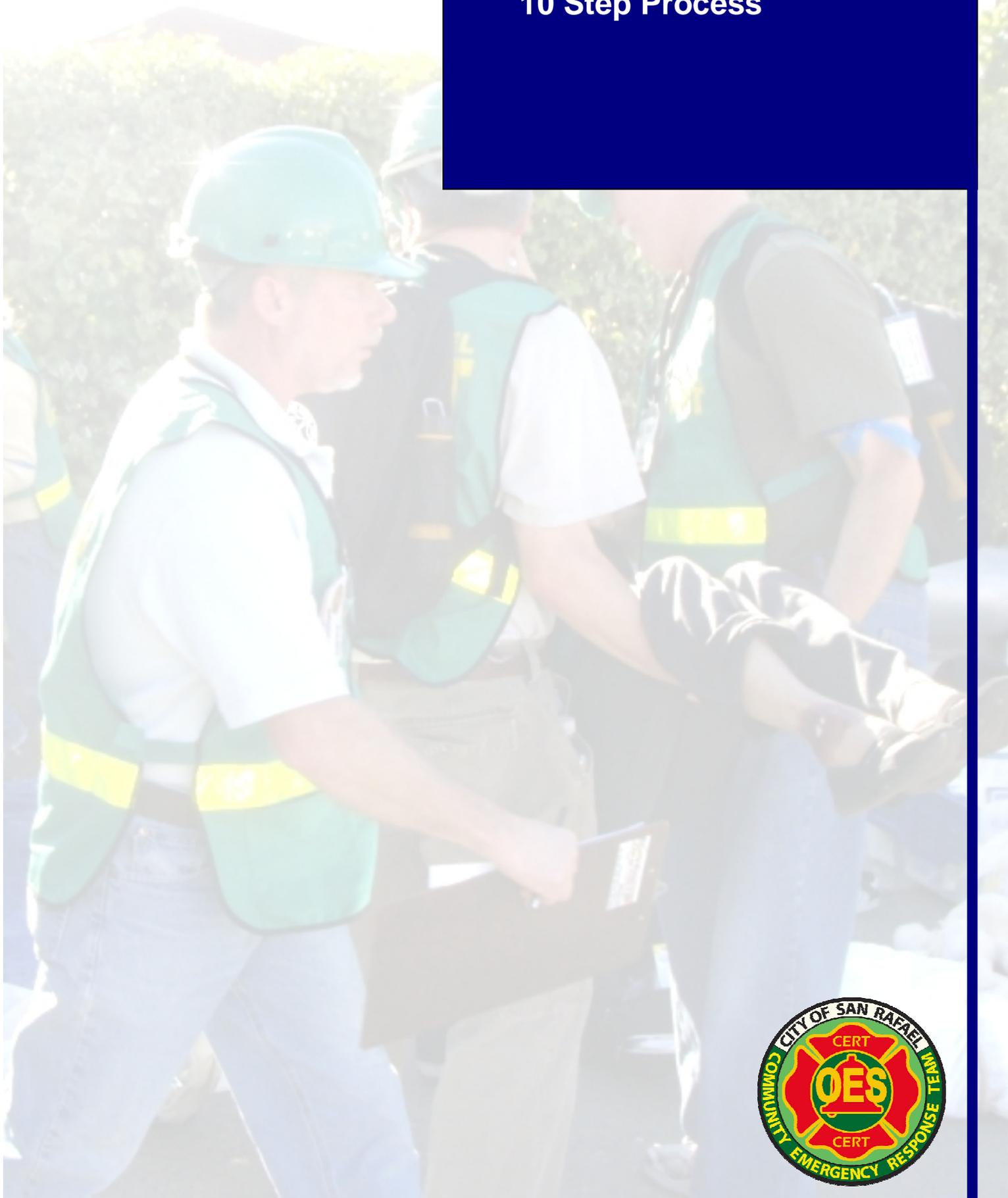
Advanced trainings are offered to all previous CERT graduates. The goal of providing advanced trainings is to continually develop and enhance our residents' skills and capabilities. This will lead to more effective and self-sufficient neighborhood response teams. Some of the advanced courses to be offered will include: *Leadership, Advanced First Aid, Shelter Management Training, CERT Radio, Disaster Simulations, and CERT Organization.*

These various courses will be offered throughout the year. When at all possible, outside agencies will be sought in conducting advanced trainings. All students attending CERT Advanced trainings should have previously completed a CERT class.



# Setting Up A CERT Team

## 10 Step Process



This page left blank

## SETTING UP A CERT TEAM

The goal is to be prepared to care for yourselves and others when first responders are inundated with requests for help, severely limiting their ability to get to all who need assistance in a timely manner. Experience shows that people genuinely want to help each other when these events occur. Imagine a major disaster occurring. Who would you want to help? How far would you naturally extend your reach?

One of the major goals of the CERT Program is to train citizens well enough over time that, when the situation dictates, they will be able to:

- Recognize the problem(s)
- Determine and prioritize the tasks to be accomplished
- Identify available resources
- Organize the team(s)
- Assign specific tasks
- Utilize first aid training and search & rescue techniques
- Stabilize the situation
- Document actions
- Ensure that volunteers are acting in a safe manner

The City of San Rafael's Office of Emergency Services has developed a 10 step process for establishing a CERT team.

### **10 Step Process for Establishing a Local CERT Team**

1. Community Assessment
2. Neighborhood Meeting
3. Establish Boundaries
4. Identify Hazards
5. Team Meeting Site / Command Post
6. Team Members & Organization
7. Skills & Equipment / Contact List / Census & Roster
8. Neighborhood CERT Map
9. Disaster Supply Cache
10. Training & Exercising

Ensure that you inform the San Rafael Office of Emergency Services as you begin to develop your CERT team, The City of San Rafael can better respond and meet the needs of the community with a full awareness of local CERT team resources and capabilities. San Rafael OES will maintain a copy of your CERT neighborhood plan in the City's Emergency Operations Center.

### **STEP 1: Community Assessment**

The first part of setting up a neighborhood team is performing a community assessment. You may contact San Rafael OES to see if there are people on file in your neighborhood who are registered as having gone through the CERT training program as well as if there is a team already established and active in your neighborhood.

***The goal of CERT...***  
Do the greatest good for the greatest number of people.

Depending on what you find out, you may contact your team leader or you may be the first on your block taking initiative in starting a CERT team. Not everyone has to have had CERT training to be part of a CERT team. Involving neighbors who have an interest in disaster preparedness and those who want to help in the event of an emergency is all that you need. Don't be discouraged by a few people that can't see the point of your concerns. Remember, you became interested because the program was important to you and your family. There are plenty of others like you in the neighborhood. Start small, it will get big sooner than you would expect. Once you know who else is out there and interested, it is time to bring them together.

### **STEP 2: Neighborhood Meeting**

A personal invitation will encourage neighbors to attend a meeting to discuss neighborhood preparedness. We're all in this together and it will be important to work together in establishing your neighborhood plan. Consider working with two or three neighbors who also understand the importance of disaster preparedness to help with this effort.

At this meeting:

- Determine the level of Interest and support
- Review the 10 step process for setting up a CERT team
- Assign residents to work on processes
- Establish timeline
- Identify additional support resources (local merchants, churches, etc.)

Once you have had your first meeting and have begun the organization of your neighborhood CERT team, establish a timeline for completing steps 3-10.

*See References: Recruitment Letter for a New Team, Recruitment Letter for an Existing Team, and Meeting Agenda for a New Team.*

### **STEP 3: Establish Boundaries**

Define the scope of your neighborhood and establish neighborhood boundaries. If you live within a homeowner's association, segment the neighborhood into manageable groups. You may wish to start on a smaller scale to keep it manageable and then expand the area as your team grows. We recommend about 10 - 20 homes. This is a typical block, corner to corner, both sides of the street. We recommend including "line of sight" homes. When disaster strikes, we tend to respond to those things we can see.

**Start small to keep  
your team  
manageable.**

If you live in an apartment your whole building is your neighborhood. If you live in a condominium complex that is larger than 20 homes, consider dividing the complex into smaller groups.

Why does the number of houses matter? Because while you are organizing and preparing for a disaster, you want to keep in mind the dynamics of an effective response. Keep the size of your response area something manageable so that you are working within your team's resources. This leads to your goal of doing the greatest good for the greatest number of people.

### **STEP 4: Identify Hazards**

Work together and identify all of the hazards in your neighborhood. Consider the most likely emergencies to affect your neighborhood. Are there:

- Areas prone to wildland fire? Landslides? Liquefaction?
- Flood zones? Nearby creeks that might flood due to excessive rains, or inefficient drainages?
- Power lines overhead?
- Hazardous materials (gas stations, businesses, etc.)?

What hazards are within the boundaries you have established for your CERT team? In addition to saving lives, these will be of concern when responding to a disaster. Depending on what the hazards are in the area this will be a consideration when setting up your disaster supply cache. For example, if you live within a flood zone, it would be good to have sandbags as part of your disaster supply cache.

## STEP 5: Team Meeting Site / Command Post

Establish a neighborhood meeting site / CERT Command Post. This site should be readily known and accessible to emergency vehicles and offer some sort of shelter if possible for keeping people warm. Pick a backup site where you can meet if the first site is not available. Think about where good meeting places would be. You will want your meeting place to be free of hazards such as large trees that may fall, power lines, or buildings that may collapse. Consider also a location that will be protected from the elements if it is raining or windy.

### Consider areas for:

- Disaster supplies
- Medical treatment area
- Staging of volunteers
- Vehicle access
- Protection from elements
- Void of hazards

## STEP 6: Team Members & Organization

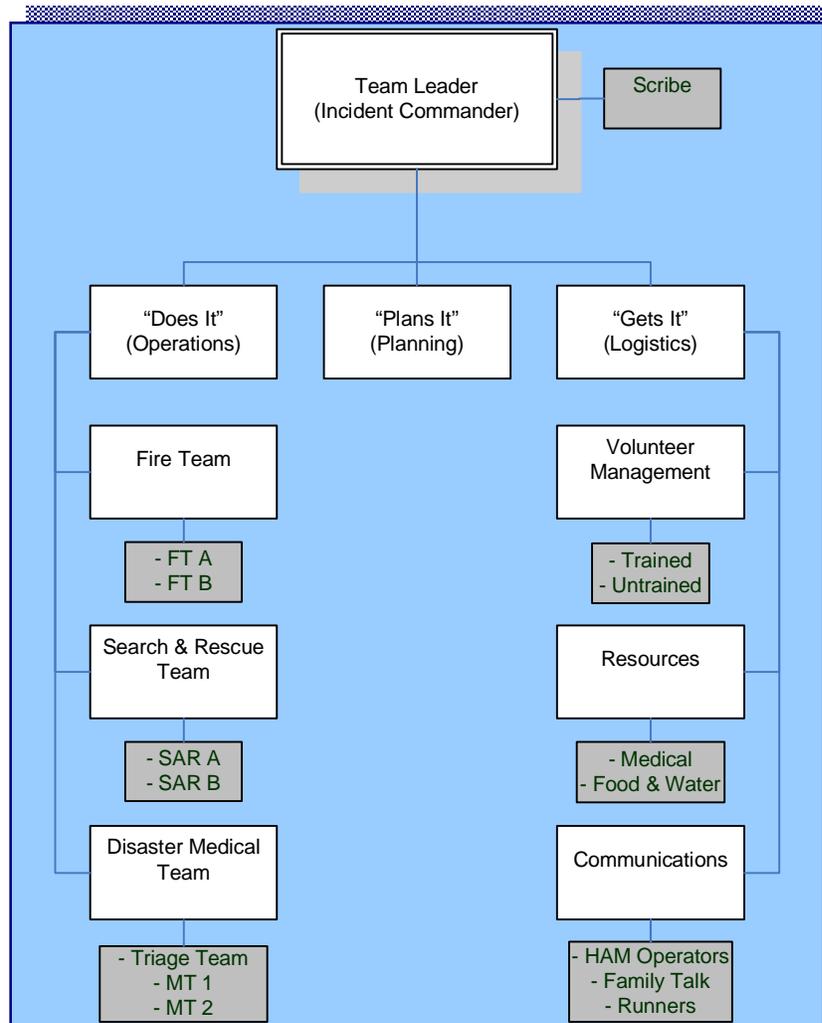
There is a role for everyone on a team regardless of their skills or training. The roles of CERT team members range from being an overall team leader, to individuals being responsible for fire suppression, searching for and rescuing trapped victims, treating people with basic disaster medical skills, to finding and keeping track of supplies. If a team member is not comfortable performing a function it is that team member's responsibility to communicate that to the team leader.

The size of the team should reflect the boundaries that you've established as your neighborhood area. If your neighborhood boundaries are large, you will need more people on your team to be effective in responding.



## Team Organization

The basic structure of how a CERT team is organized falls within what is called the Incident Command System (ICS). ICS provides a basic structure for a coordinated response with some clear lines of authority, creating a common and effective way of organizing people and resources during a disaster. Most emergency response agencies operate at an incident within this structure.



**CERT Organization**

When organizing people based on ICS, we can take those who want to help, assign them a role, and everyone can work as a team toward shared common goals. These individuals, coming together as a team, can:

- Put out small fires
- Work to search for and rescue people after a structure collapses
- Treat those who might be injured
- Support each other and collectively respond to the needs of the neighborhood

## Roles and Responsibilities

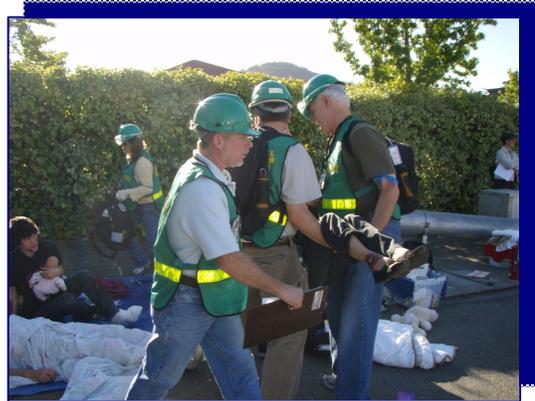
With ICS team organization you have some positions to recruit for and fill. Below are the key positions and what each position is about. You may want to pick a few people for each role in case one person is out of town or not able to get to the team meeting site.

### “Team Leader” (ICS term = Incident Commander)

The team leader is someone with a take charge attitude that can encourage others to do the greatest amount of good for the greatest number of people. They have the big picture of how things should be organized based on what needs to be accomplished. The team leader will be the one interfacing with the first responders when they arrive on scene, so there is one authority figure communicating all of what has happened.

The Team Leader:

- Manages overall emergency operations
- Sets up command post with the help of other team members
- Communicates with the City
- Supervises division team leaders
- Emphasizes safety, size-up, and the buddy system



### “Plans It” Team (ICS term = Planning)

This person and / or team are your quick thinkers. They will think about what the team will do now and in the future and will work closely with the Team Leader and the “Does It” team to come up with common goals and objectives. Plans will keep thinking about what is going on and evaluating the situation and will plan for any expected and unexpected probabilities like aftershocks, additional personnel, weather conditions, work shifts, etc. They will keep the “Does It” team, “Gets It” team, and Team Leader updated with current actions being taken and incident information.

The “Plans” Team Leader:

- Works closely with the Team Leader to develop overall team plan
- Assesses damage and compiles overall incident information
- Posts public message and incident boards
- Monitors radio news
- Maintains records

### “Does It” Team (ICS term = Operations)

The “Does It” team is responsible for carrying out the fire suppression, search & rescue, and disaster medical operations. As these operations become larger, an individual will be appointed by the “Does It” team leader to oversee all of those operations within those functions.

- Fire Safety and Suppression Team
  - Works to secure utilities if necessary, and suppress small fires
- Search and Rescue Team (SAR)
  - Searches for trapped victims.
  - Performs the initial triage before the medical team cares for the victims
  - Rescues the victims from the structure, and transfers care to the medical team
- Medical Team
  - Performs basic first aid
  - Conducts disaster medicine
  - Sets up a triage area, cares for patients, manages fatalities, and continues to reassess the patients in the triage / medical treatment area



### The “Does It” Team Leader (Operations)

- Manages direct response to the emergency by identifying resource needs with the Logistics Team Leader and providing:
  - Fire suppression
  - Safety & utilities monitoring
  - Door-to-door damage assessment
  - Search & rescue
  - Disaster medical operations

### “Gets It” Team (ICS term = Logistics)

Responsible for all the resources that are to be gathered and used during the incident. A good “Gets It” team leader is someone who is organized and likes to organize things. Having resources like volunteers, and supplies like bandages, special equipment like fire extinguishers and chainsaws, are going to come in handy during a disaster. If someone needs something, they go to the “Gets It” team.

### The “Gets It” Team Leader (Logistics)

- Obtains and coordinates resources and supplies
- Establishes and maintains communications
- Manages volunteers

## Runner

As simple as it sounds a runner can do any sort of role that is needed. Perhaps they are the right hand person to the Team Leader, or they have a position that works closely with each of the functional team leaders and communicates special information between all teams. Runners are an ideal position for those volunteers that have no specific emergency skills or CERT training.

## Scribe

A scribe may be assigned to work with any division or team, though generally they assist the Team Leader. This person would document information as it comes in and take other important notes as requested.

## Span of Control

As the incident grows and the size and complexities of the various operations increase, it is important to remember to maintain an appropriate span of control in order to remain effective. A recommended ratio for effectively managing personnel or tasks is 5 to 1. That is, 1 person should not be supervising more than 5 other people or assignments. Assign additional people as needed to maintain a proper span of control.



## **STEP 7: Skills & Equipment / Contact List / Census & Roster**

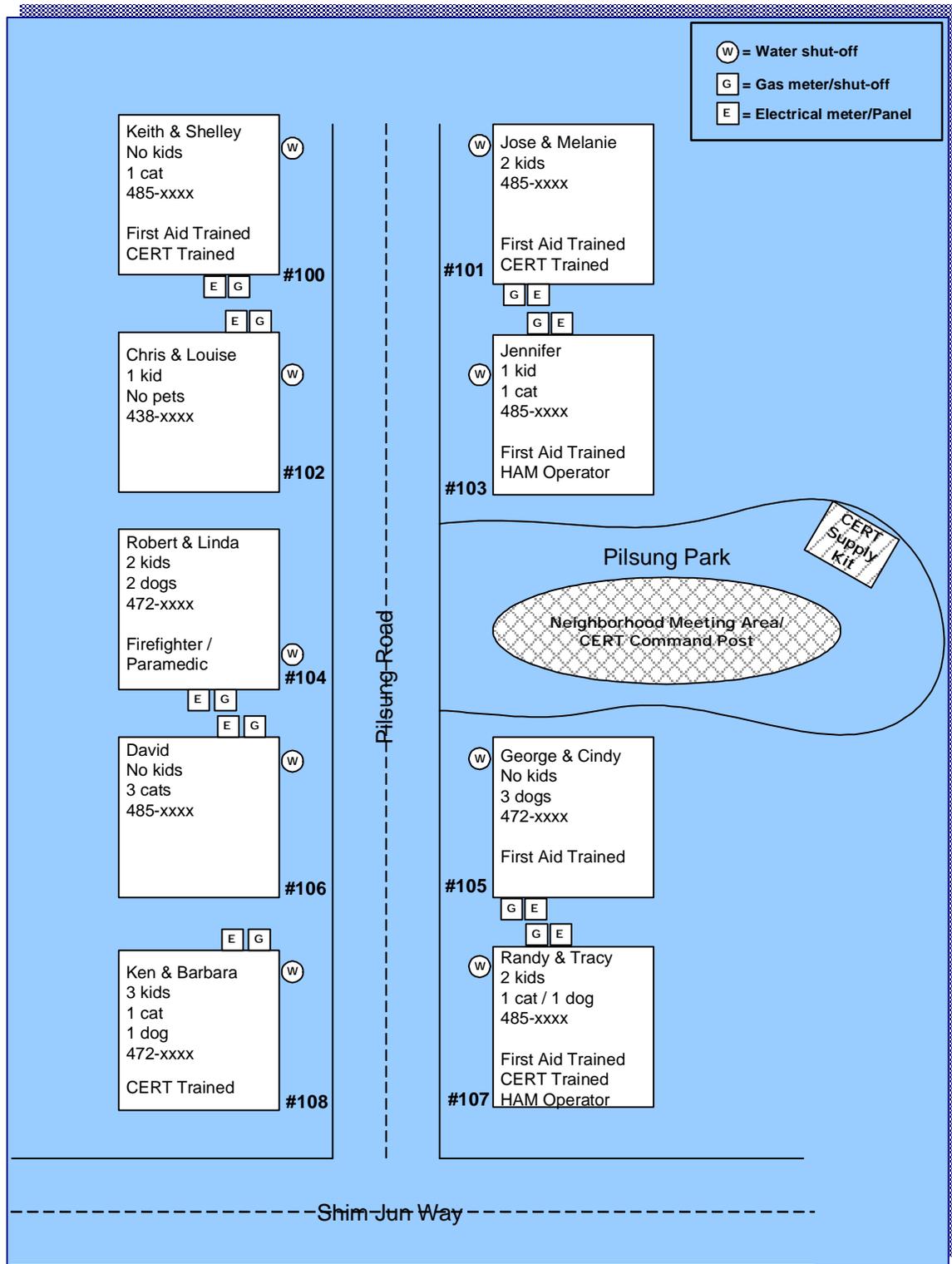
Identify the skills and equipment each neighbor has that would be useful in an effective disaster response. There are many roles on a CERT team and depending on where experience lies and what the comfort zone is of each individual, there is something for everyone to do and contribute to the response in a meaningful way. Having an inventory of special equipment will be of value during an event.

You should create a Neighborhood Directory and Roster. Using the information obtained from the neighborhood Census Form, identify those with special needs such as elderly, disabled, or children who may be home alone during certain hours of the day. These may be some of the first houses you check on in the event of an emergency or disaster. On the Neighborhood Directory and Roster form, you will also identify CERT team roles.

*See References: Neighborhood Skills and Resources, Neighborhood Directory and Roster, and Neighborhood Census Form.*

## STEP 8: Neighborhood CERT Map

Create a neighborhood map identifying CERT team boundaries, team meeting site(s), disaster supply cache locations, and label each home with resident information. Label utilities, special hazards, and any other information necessary to the response.



**Neighborhood CERT Map**

## STEP 9: Disaster Supply Cache

Identify equipment needs and storage locations. You may have two or three disaster supply caches depending on the size of your neighborhood. As you each will have your own personal emergency response kits, you will also need to have supplies readily available that will allow you to effectively respond in taking care of your neighborhood. As you've identified special hazards in your area you may need to tailor your disaster supply cache accordingly.

### ***Look for support...***

Many merchants will donate or provide support to their local CERT team.

### Storing Your Disaster Supplies

Determine where to store emergency supplies. Choose a location that is central in the neighborhood, free from hazards, and easily accessible by team members. Consider exposure to extreme temperatures. Will you have supplies stored in someone's garage, in multiple (new) trash barrels on wheels? Make sure that there are keys or other resources to ensure access to the supplies during an emergency. Consider having several disaster supply caches in your neighborhood if one disaster supply cache cannot be accessible. Consider partnering with a local merchant for storage. Perhaps they will share part of their parking lots for a central meeting site for your team.

### Recommended Supplies and Storage Areas

As you establish a disaster supply cache keep in mind all areas of response that you will be tasked to take care of. Below is a break out of the types of items you will need to consider in each area that a CERT team would be utilizing in response to an incident.

#### **Command Post**

Supplies such as: Emergency radio (NOAA) for update on event details, office supplies such as white boards, pens, paper, sticky notes, tarps, standing tents with walls in case of inclement weather, rope, hygiene kits, flagging/caution tape, cones, a bull horn, extra batteries for radios/flashlights, and portable sanitation units. These items will be necessary to set up and establish a command post during the course of the event.

#### **Medical Supplies**

Supplies such as: latex gloves, bandages, gauze, multiple sizes of wound treatment pads, triangular bandages, splinting devices, medical tape, backboards, emergency blankets and cots will be necessary in order to treat wounds by controlling bleeding and treating victims for shock during the event.

#### **Personal Protective Equipment**

Supplies such as: hard hats, vests, face masks (N95), protective eye wear and heavy duty leather gloves, and whistles are all critical and required pieces of personal protective equipment that is part of rescuer safety prior to treating a wound, performing search and rescue, and light fire suppression.

## **Search and Rescue**

Supplies such as: flashlights, light sticks, building marking crayons, multipurpose utility tools, cribbing blocks, axes, shovels, pry bars, a chain saw, sledge hammers, duct tape, masking tape and family talk radios will all be used during operations in order to safely search for and rescue victims.

## **Fire Suppression**

Supplies such as: multipurpose fire extinguishers (2A 10B:C) will be used for protecting life and property by suppressing small fires before they become larger fires.

## **Food and Water**

Supplies such as: Water, water treatment tablets, water filtration systems, and MREs will be necessary for sustenance during continued operations during the event.

## **Generator**

Supplies such as: a generator, light stands and extension cords will be necessary to operate during non daylight hours.

## **Miscellaneous**

Supplies such as: shelving units and clear plastic bins will aid in organizing the supplies and for setting up a command post.

*See References: Sample Disaster Supply Cache*

## **STEP 10: Training & Exercising**

Like any team, it's critical to practice together in order to know how you work together. Plan team drills, disaster simulations, table top exercises, setting up a command post, securing utilities, triage, and search and rescue drills. Small team drills allow team members to see what kinds of problems to expect and talk about how they would solve them.

**Practice will help develop confidence and competence in responding to disasters when they occur.**

San Rafael OES offers various trainings for CERT members throughout the calendar year. See [www.sroes.org](http://www.sroes.org) for available CERT training opportunities.

CERT members are always welcome to refresh their skills by attending CERT graduation exercises as victims in the disaster simulation.

This page left blank

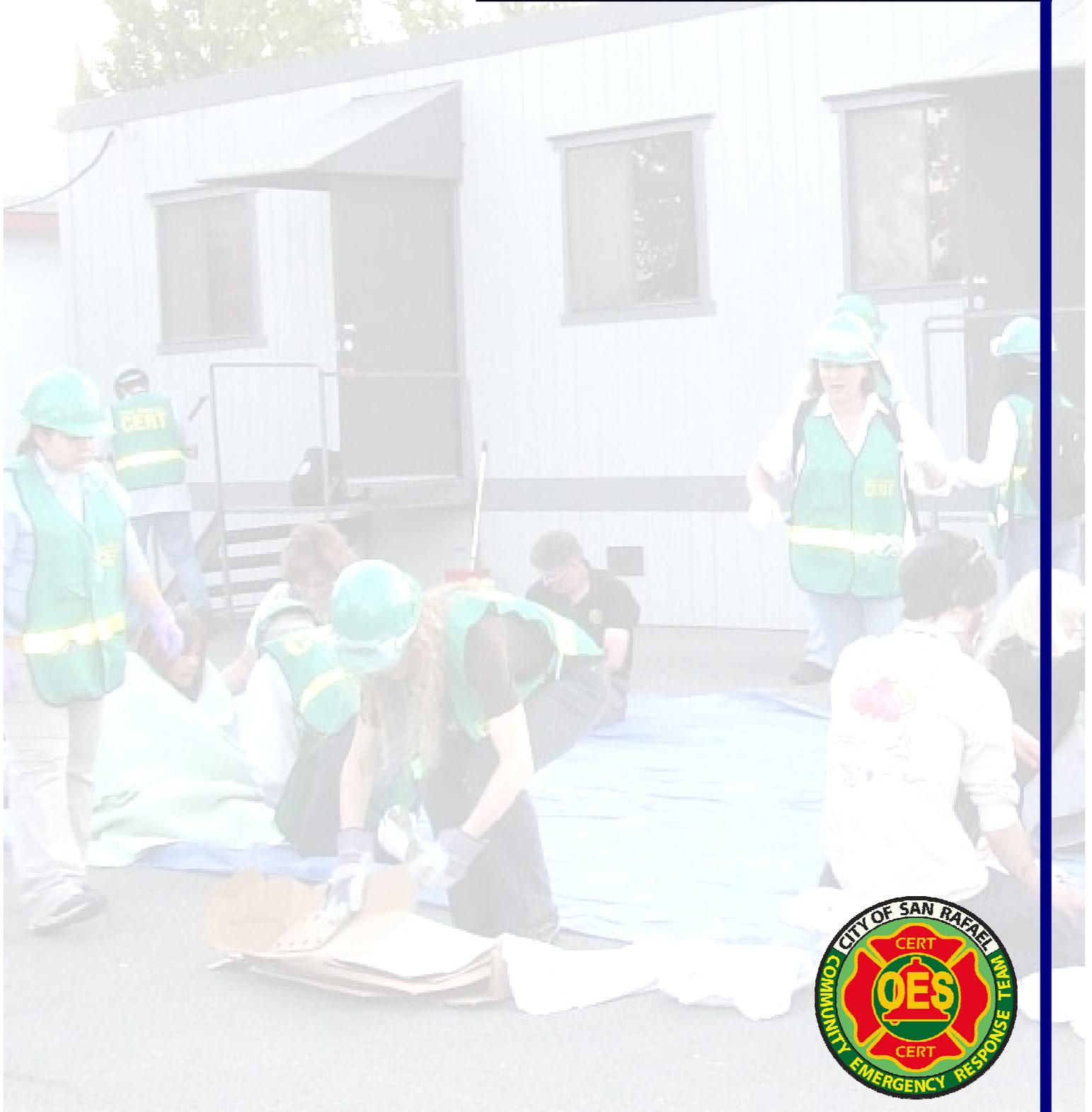
## CERT Operations

Activating the Team

Accountability

Spontaneous Volunteers

Communications



This page left blank

# CERT OPERATIONS

## Activating Your Team

The City of San Rafael recognizes the fact that during a disaster CERT teams are self-activating. After taking care of yourself and your home, how will your team activate? How will you mobilize? Will there be a phone tree that you employ? What if the phones aren't working? Will you communicate via cell phones? Hand-held radios? Discuss how you will activate your team and proceed to your meeting site.

After a disaster incident has taken place, CERT organization proceeds in the following manner:

1. CERT members take care of themselves, their families, and their neighbors.
2. CERT members proceed to the meeting site with their disaster supplies. Along the way, they make damage assessments that would be helpful for the CERT Team Leader's decision making.
3. If your CERT Team Leader is not at the meeting site yet, the first CERT member that arrives becomes the CERT Team Leader for the incident or until the Team Leader arrives and there is a transfer of control. As other CERT members arrive, the CERT Team Leader makes team assignments for Operations, Planning, and Logistics.
4. As additional members arrive to assist, Logistics will assign them a role as needed. Assignments will be made based on their capabilities and the requirements of the incident.
5. As the damage from the disaster is realized, the CERT Leader will prioritize actions and work with the functional team leaders to accomplish the CERT goal – *do the greatest good for the greatest number*.

Remember that the incident priorities and objectives will be changing rapidly. The CERT Team Leader must stay in close contact with the functional team leaders to ensure that CERT members do not overextend resources, supplies, or themselves.

**Your safety  
comes first!**

## Accountability

The safety of all team members is paramount during emergency response functions. Team leaders should know where their teams are at all times. It is important to keep track of your team members especially when they are out in the field on assignments. How will you keep track of your team members? It is important to ensure that all team members check in and out during CERT operations.

*See References: CERT Member Sign-in Sheet*

## Spontaneous Volunteers

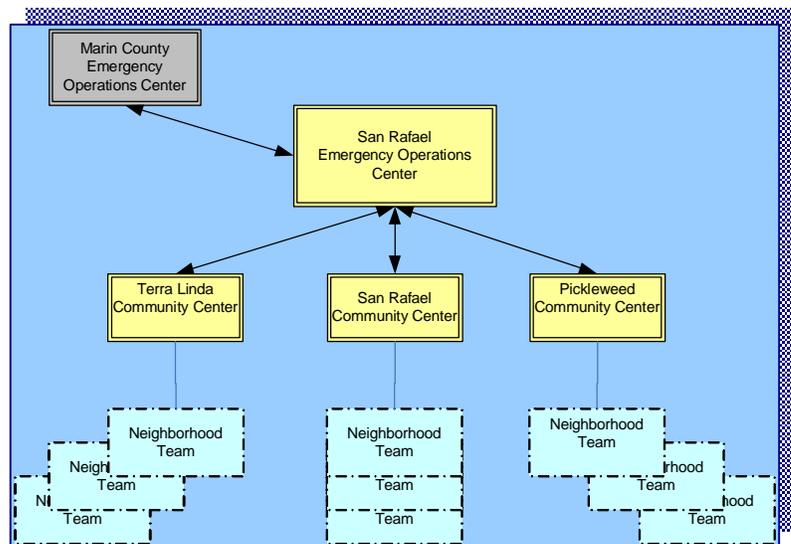
At the time of an incident you may find that many people will come forward to offer their assistance. Remember, anyone can help out; they don't necessarily need to have gone through the CERT training. Perhaps you have some roles they could fill that don't require any technical CERT skills. They could work as "runners" in obtaining more supplies, or assisting with documentation of damage assessment and assisting with documentation of the injured parties in the medical treatment area. Depending on the role you assign them, remember to also account for them.

If you do not have defined roles for spontaneous volunteers as part of your CERT team organization and you are able to communicate with the City, have these people contact the City of San Rafael's Emergency Volunteer Center (EVC). The EVC will have several roles for individuals looking to help their community during the time of a disaster or emergency event.

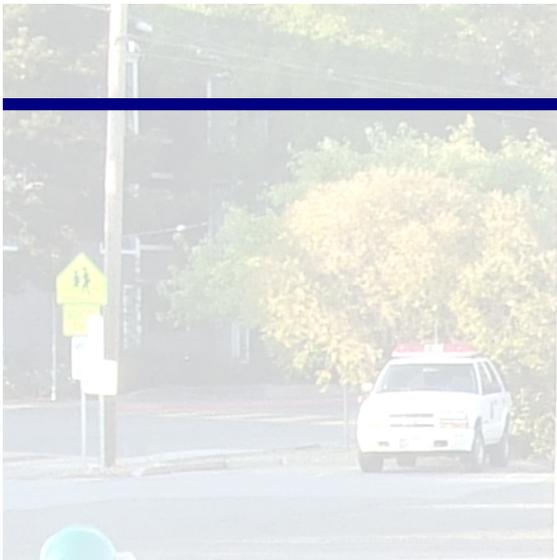
## Communications

Define a communication infrastructure for emergency and non-emergency situations. Identify how you will communicate within your team and with others during the incident. Will you communicate with runners? Family-talk radios? Amateur radio operators?

Also consider how you will communicate the status of your neighborhood to the City? Do you know where to communicate to? Each of the City's community centers as well as some other locations will be a resource center collecting information on the neighborhoods. These resource centers will then pass on that information to the Emergency Operations Center (EOC). All parts of communication are important and necessary to figure out.



This above chart illustrates the communications structure for the CERT program communicating with the City of San Rafael. CERT team members report to their CERT Team Leaders, who report to a Community Center. The coordinator at the Community Center reports the neighborhood status up to the City's Emergency Operations Center (EOC). That information will be recorded, prioritized, and resources will be allocated based on overall area needs.



## Resources

Templates

CERT Response &

Operations Forms

Samples



This page left blank

# TEMPLATES

<p><b>Recruitment Letter for a New Team</b></p>	<p>Use this letter when you are looking to recruit team members for creating a CERT team within your neighborhood.</p>
<p><b>Meeting Agenda for a New Team</b></p>	<p>This template can be used to facilitate and organize discussion with neighbors about forming a CERT team.</p>
<p><b>Recruitment Letter for an Existing Team</b></p>	<p>Use this letter when you are looking to recruit new team members to your existing CERT team. Send out the Neighborhood Census Form with this letter.</p>
<p><b>Neighborhood Census Form</b></p>	<p>This form is to gather neighborhood information about residents, special needs considerations, knowledge &amp; skills, and special equipment. It will be used as part of the Neighborhood Directory and Neighborhood Skills &amp; Resources forms.</p>
<p><b>Neighborhood Directory &amp; Team Roster</b></p>	<p>Compilation of resident information and identified CERT team roles.</p>
<p><b>Neighborhood Skills &amp; Resources</b></p>	<p>Using information obtained from the Neighborhood Census Form; fill out this form so you will know who has specific skills and resources.</p>
<p><b>Position Checklists</b></p>	<p>CERT team member roles and responsibilities.</p>

This page left blank



23 firefighters on duty – 55,000 residents...

In the event of a disaster,  
how will the needs of so many be met by so few?

We need to work together to get prepared!

Please join your neighbors to discuss what we can do.

- |  |   |
|--|---|
| What is a disaster?                    | Disasters, by definition, are events that overwhelm police, fire, and medical emergency responders.   |
| Why organize a neighborhood CERT team? | CERT will help us organize a timely response when 9-1-1 is unavailable. All of us, working together, can reduce the serious consequences of disaster in our neighborhood.   |
| What will we do?                       | <ul style="list-style-type: none"><li>• We will organize into a capable team that will help us know what to do to take care of our neighborhood – to respond to injuries, leaking gas, and people who may be home alone and frightened.</li><li>• We will identify the skills and equipment each neighbor has that are useful in an effective and timely disaster response.</li></ul> |

Date:
Time:
Place:

Please call or email if you have any questions:  
*(Insert point of contact phone number and email address)*



*(Insert neighborhood name)*

## **Organizing CERT**

*(Insert date, time, and location)*

### Agenda

- Welcome and Introductions
- Why are we here?
- Review the 10-step Process for Establishing CERT
- Assignments
- Timeline
- Next Steps
- Adjourn



## UMBRELLA ANYONE?

You know the old saying, "If you have an umbrella with you, it isn't going to rain." Being prepared doesn't mean that we won't have an emergency, but it will really make a difference in how we are able to cope with it.

Hi Neighbors,

Our names are:            *Insert Name(s)*  
                                  *Insert address(s)*  
                                  *Insert phone number(s) and email address(s)*

We are your CERT (Community Emergency Response Team) trained neighbors. We wish there were more of us! Did you know that we only have 23 firefighters on duty at any given time? That's not a lot of first responders for 55,000 people when the disaster strikes. We need to be able to take care of ourselves in the event of an emergency or disaster, and that's why we need you!

If you are interested in working with us and becoming a member of your neighborhood CERT team we'd love to talk with you more about the team. Please join us at our *(insert neighborhood CERT name)* meeting

Date: *Insert date*  
Time: *Insert time*  
Place: *Insert location*

In the meantime, in order to best help the neighborhood we need any information you can share with us. Please see the attached Neighborhood Census form.

### 1. How can we help you?

We need to know if you have special needs: for instance, do you have living with you an elderly parent in a wheelchair, or a child with special needs? We may or may not be able to help you, but it will help us prioritize where we need to go first in case of emergency.

### 2. How can you help us?

For instance, do you have a generator you could share (or a place to keep frozen foods for others if the power goes out?) Do you have a pool? Do you have special skills? (nursing, First Aid, skilled use of power tools?)

Please fill out the attached form and mail it, drop it off at one of our houses, or better yet, bring it to the meeting.

Let's talk about it!



## Neighborhood Census Form

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Mobile Phone \_\_\_\_\_

Email Address \_\_\_\_\_

Single Family Detached \_\_\_\_\_ Multiplex \_\_\_\_\_ Swimming Pool \_\_\_\_\_

Names of Residents

Mobility Limitations

Critical Special Needs

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Pets \_\_\_\_\_

Knowledge and Skills (Medical, communications, trades, etc.):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Equipment (Generator, chain saw, pry bar, etc.):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I am interested in participating in the CERT organization  Yes  No

I am not interested in participating in the CERT organization but am willing to offer my skills and resources during an emergency  Yes  No





## Neighborhood Skills & Resources

Name	Address	Skills / Specific Equipment
<b>Leadership</b>		
<b>Fire</b>		
<b>Search &amp; Rescue (ropes, axes, tarps, ladders, pry bars)</b>		
<b>Medical Experience (first aid training, nurses, doctors)</b>		
<b>Shelter (Tents, camping equipment, food, water)</b>		
<b>Communications (Handheld / HAM radio equipment, training)</b>		
<b>Structures (Electricians, contractors, engineers, architect)</b>		

CITY OF SAN RAFAEL  
 COMMUNITY EMERGENCY RESPONSE TEAM  
 A Program of the San Rafael Office of Emergency Services



Childcare		
Transportation (Runners, bicycles, 4-wheel drive vehicles)		
Miscellaneous (work lights, spotlights, generators, etc.)		



## **TEAM LEADER**

You are the decision maker.

### **Set up** your organization

- Identify safe locations for command post (CP).
- Organize your CP
  - Scribe
  - Runner
  - Logistics
  - Assistants
- Establish a staging area for volunteers.

### **Assess** your situation

- Identify incidents your team can handle.
- Identify incidents your team cannot handle.

### **Plan** which incidents your group will handle and prioritize

- Consider your group's training.
- Consider your group's resources.
- Consider life hazards.
- Consider property hazards.
- Evaluate probability of success.

### **Act** on your plan

- Send resources to handle your incidents
- Leaders
- Personnel
- Equipment
- Maintain documentation of all activities

### **Considerations**

- Your effective span of control is 1 to 5 people.
- Organizations must grow as your resources and number of incidents grow
- Incidents can be combined.
- Moderately damaged structures require all 3 team types (Fire, Medical, and Search and Rescue) to effectively handle the incident.
- Team functions can be combined.
- A map can assist you in visualizing the location of problems and resources.



### **LOGISTICS TEAM LEADER**

You provide facilities, services, and materials in support of the incident, and assist the Team Leader as necessary.

- Choose runner (if needed).
- Choose scribe (if needed).
- Maintain a list of all current resources such as:
  - Personnel
  - Fire extinguishers
  - Wrenches
  - Blankets
  - First aid supplies, bandages
  - Other supplies
  
- **Keep the Team Leader updated** on the amount of resources.
- **Determine need for more resources** based upon the number of incidents that the Team Leader had identified as manageable.
- If you determine that you have inadequate resources, assign volunteers to **gather additional resources**.
- **Arrange for transportation** as needed.



### **PLANS TEAM LEADER**

You will work with the other CERT team leaders to compile data and maintain a current situation summary. You will also maintain records of all activities, evaluate conditions, and will plan for any expected or unexpected probabilities.

#### **Actions**

- Write down assignment.
- Assess situation before beginning your operation.
- Obtain resources (personnel and equipment).
- Maintain Team Member Assignment form (recruit a scribe if necessary).
- Create your teams
- Give your teams their assignment.
- Maintain a log.

**Plan** which incidents your group will handle and prioritize

- Consider your group's training.
- Consider your group's resources.
- Consider life hazards.
- Consider property hazards.
- Evaluate probability of success.

#### **Considerations**

- Your effective span of control is 1 to 5 people.
- Organizations must grow as your resources and number of incidents grow
- Incidents can be combined.
- A map can assist you in visualizing the location of problems and resources.



### **OPERATIONS TEAM LEADER**

You assign resources and monitor the operational team's progress and resources. You will be supervising multiple teams: Fire Team, Search and Rescue Team, and Medical Team.

#### **Actions**

- Write down assignment.
- Assess situation before beginning your operation.
- Obtain resources (personnel and equipment).
- Maintain Team Member Assignment form (recruit a scribe if necessary).
- Create your teams
- Give your teams their assignment.
- Maintain a log.

#### **Considerations**

- Safety is your #1 priority at all times.
- **Stop any unsafe operations.** You are responsible for your team's safety.
- Always use a buddy system.
- **Oversee and manage** your resources. Do not get involved.
- **Monitor work progress** and make changes when necessary.
- **Keep the Team Leader updated** on progress and needs.
- **Familiarize yourself** with all considerations for fire; search and rescue, and medical team operations.



### **FIRE TEAM LEADER**

You ensure that all small fires are safely suppressed and that all utilities problems are handled.

#### **Actions**

- Write down assignment.
- Assess situation before beginning your operation.
- Obtain resources (personnel and equipment).
- Maintain group status sheet (recruit a scribe if necessary).
- Inform your personnel of assignments.
- Create your teams.
- Give your teams their assignments.
- Maintain a log.

#### **Considerations**

- Safety is your #1 priority at all times.
- **Stop any unsafe operations.** You are responsible for your team's safety.
- Always use a buddy system.
- **Oversee and manage** your resources. Do not get involved.
- Monitor work progress and make changes when necessary.
- **Keep the Operations Team Leader** updated on progress and needs.



## SEARCH & RESCUE TEAM LEADER

You assess the safety of light search and rescue operations, and coordinate safe search and rescue operations.

### Actions

- Write down assignment.
- Assess situation before beginning your operation.
- Obtain resources (personnel and equipment).
- Maintain Team Member Assignment form (recruit a scribe if necessary).
- Create your teams.
- Give your teams their assignment.
- Maintain a log.

For all situations, first:

- Perform a walk-around to size-up the structure.
- Perform a voice triage

For lightly damaged structures:

- Search
- Triage
- Report
- Send request to Medical Team for treatment and transportation.

For moderately damaged structures:

- Send request to Fire Team to assess/handle utilities
- Search
- Check for breathing
- Stop major bleeding
- Remove from structure
- Send request to Medical Team for backup.

For heavily damaged structures:

- STAY OUT and mark the hazard.
- Send request to Fire Team to assess/handle utilities.
- Ensure structure is secured and no one enters.

### Considerations

- Safety is your #1 priority at all times.
- **Stop any unsafe operations.** You are responsible for your team's safety.
- Always use a buddy system.
- **Oversee and manage** your resources. Do not get involved.
- Monitor work progress and make changes when necessary.
- **Keep the Operations Team Leader updated** on progress and needs.



## **MEDICAL TEAM LEADER**

You manage triage and treatment of the injured, coordinate procurement of supplies, and oversee the morgue.

### **Actions**

- Write down assignment.
- Assess situation before beginning your operation.
- Obtain resources (personnel and equipment).
- Maintain Team Member Assignment form (recruit a scribe if necessary).
- Create your teams.
- Give your teams their assignment.
- Notify other teams/groups of the location of the medical operations area.
- Maintain a log.

Select a medical operations area that:

- Is large enough for anticipated number of victims
- Is free of hazards
- Has good access points for transportation
- Provides for separation of: delayed treatment area, immediate treatment area, and the morgue.

Create your triage team(s):

- Triage teams perform head-to-toe assessments and document.
- Create your treatment team(s). Treatment teams:
  - Open airway
  - Control bleeding
  - Treat for shock

### **Considerations**

- Patients must be triaged periodically.
- Consider identifying resources for grief counseling.
- Safety is your #1 priority at all times.
- **Stop any unsafe operations.** You are responsible for your team's safety.
- **Oversee and manage** your resources. Do not get involved.
- Monitor work progress and make changes when necessary.
- **Keep the Operations Team Leader updated** on progress and needs.

## CERT RESPONSE & OPERATIONS FORMS

<b>Status Cards</b>	Distribute these cards within your neighborhood and encourage your neighbors to use them to visually report their status during emergencies.
<b>CERT Member Sign-In Sheet</b>	Used by Logistics, this form is used to track all CERT team members and spontaneous volunteers for accountability.
<b>Inventory Control</b>	This form is used by Logistics to track supplies.
<b>Team Member Assignments</b>	Used by Operations, this form is for keeping track of team members and their assignments.
<b>Damage Assessment</b>	Used by Operations, this form is for assessing damage to structures, fires, hazards, injuries, and roads status.
<b>Patient Treatment Record</b>	This form is used in the Medical Treatment Area to keep track of patient information.
<b>Situation Summary</b>	Completed by Plans for use by the Team Leader. This information will be communicated to the nearest Community Center.
<b>Activity Log</b>	For use by everyone, this form will be used to create an incident archive of activities, event notes, and actions taken.

This page left blank

**OK**

Print this on green card stock and display in a clearly visible place such as a window, where it can be seen from the street or from your front entrance. Use this green "OK" card if there is no immediate danger to property or life.



# Caution

Print this on red card stock and display in a clearly visible place such as a window, where it can be seen from the street or from your front entrance. Use this red "CAUTION" card if there is a critical medical or structural problem that poses risk to life, or you had to evacuate your house because it is structurally unfit for residence.



Home has been evacuated because:

---

---

Our address: \_\_\_\_\_

We are at: \_\_\_\_\_

Please contact: \_\_\_\_\_

Print this on orange card stock and place under your front doormat if you have to evacuate.















## Situation Summary

Date:	Time:	Person Reporting:
CERT Neighborhood:		# of Homes:
Description, location, & magnitude of emergency:		
<b>MEDICAL STATUS</b> Number of injured: Number missing: Number deceased:		<b>TRIAGE STATUS</b> Minor: Delayed: Immediate:
Actions Being Taken:		
Assistance Needed:		

COMPLETED BY PLANS FOR USE BY THE TEAM LEADER

This information should be communicated to the nearest Community Center which will be communicated to the City's Emergency Operations Center.



# **SAMPLES**

The below listed templates and CERT Response and Operations Forms are completed with fictitious event information to display proper usage.

<b>Disaster Supply Cache</b>
<b>Neighborhood Map</b>
<b>Recruitment Letter For A New Team</b>
<b>Meeting Agenda For A New Team</b>
<b>Recruitment Letter For An Existing Team</b>
<b>Neighborhood Census Form</b>
<b>Neighborhood Directory And Team Roster</b>
<b>Neighborhood Skills And Resources</b>
<b>CERT Member Sign-In Sheet</b>
<b>Inventory Control</b>
<b>Team Member Assignments</b>
<b>Damage Assessment</b>
<b>Patient Treatment Record</b>
<b>Situation Summary</b>
<b>Activity Log</b>

This page left blank



## **Sample - Disaster Supply Cache**

Quantity	Item	Quantity	Item
	<b>Command Post Supplies</b>		<b>Search and Rescue</b>
1	Emergency Radio	12	Flashlights
48	Extra Batteries (AA)	25	Lightsticks
48	Extra batteries (D)	12	Building Marking Crayons
4	Plastic Bins	8	4-in-1 tool
10	Flagging Tape	4	Pry Bars
2	Porta Potty	6	Duct Tape
24	Toilet Paper	6	Masking Tape
24	Hygiene Kits	6	Family Talk Radios
5	Handi Wipes/box	4	Cribbing blocks/sets
5	Paper Towels		<b>Fire Suppression</b>
5	Tarps 10 x 16	4	Fire Extinguishers 5 lb
1	Tents 10 x 10		<b>Medical Supplies</b>
4	Rope 3/8 50 ft	1	First aid supply kit
2	White Boards 18 x 24	24	Emergency Blankets
1	Markers/box for Whiteboard	1	Bleach/gallon
24	Pens		<b>Misc</b>
1	Plastic Bags/case	4	Plastic Bins
1	Easel		
	<b>Food and Water</b>		
2	5-Gallon Buckets Water		
2	Water Treatment tablets		
10	Heater Meals		
1	Gallon of Bleach		

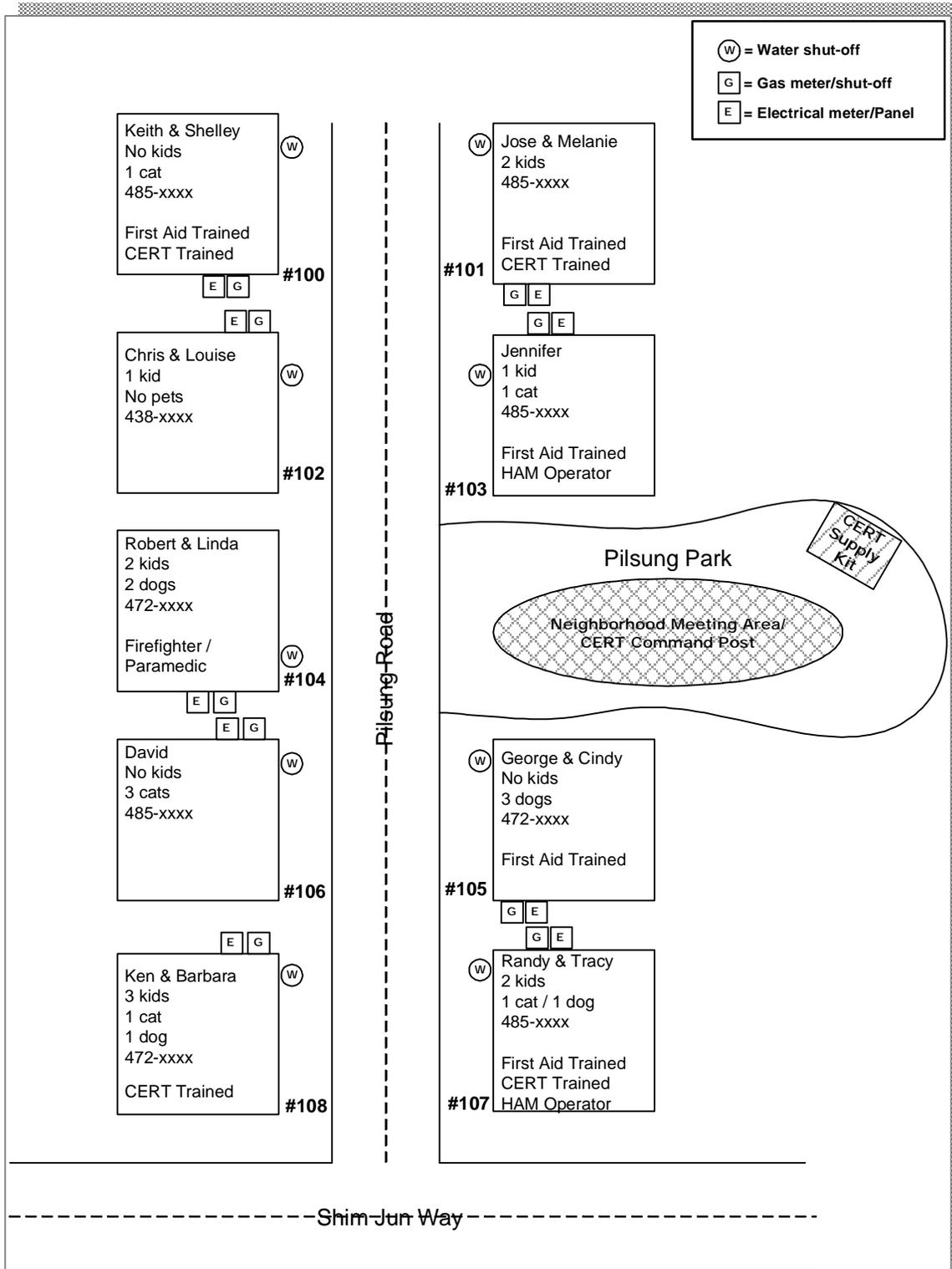
Create inventory sheets for each disaster supply cache location.

Adjust the list, prioritizing for limited budget and storage space, if necessary. Develop a plan to phase in the supplies. Contact local service clubs and vendors for assistance.

Plan an annual inventory, replacing water and other items with limited shelf life as necessary.



### Sample – CERT Neighborhood Map





## **Sample – Recruitment Letter for a New Team**

23 firefighters on duty – 55,000 residents...

In the event of a disaster,  
how will the needs of so many be met by so few?

We need to work together to get prepared!

Please join your neighbors to discuss what we can do.

- |  |   |
|--|---|
| What is a disaster?                    | Disasters, by definition, are events that overwhelm police, fire, and medical emergency responders.   |
| Why organize a neighborhood CERT team? | CERT will help us organize a timely response when 9-1-1 is unavailable. All of us, working together, can reduce the serious consequences of disaster in our neighborhood.   |
| What will we do?                       | <ul style="list-style-type: none"><li>• We will organize into a capable team that will help us know what to do to take care of our neighborhood – to respond to injuries, leaking gas, and people who may be home alone and frightened.</li><li>• We will identify the skills and equipment each neighbor has that are useful in an effective and timely disaster response.</li></ul> |

Date:

Thursday  
November 11<sup>th</sup>

Time:

6:00 – 7:00

Place:

Keith &  
Shelley's  
100 Pilsung Rd

Please call or email if you have any questions:  
*Keith and Shelley, 485-xxxx, [kands@yahoo.com](mailto:kands@yahoo.com)*



---

## ***Sample – Meeting Agenda for a New Team***

West End Neighborhood  
Organizing CERT  
Thursday, November 11, 2008 6:00 – 7:00 p.m.  
100 Pilsung Road

### **Agenda**

- Welcome and Introductions
- Why are we here?
- Review the 10-step Process for Establishing CERT
- Assignments
- Timeline
- Next Steps
- Adjourn



## **Sample – Recruitment Letter for an Existing Team**



### **UMBRELLA ANYONE?**

You know the old saying, “If you have an umbrella with you, it isn’t going to rain.” Being prepared doesn’t mean that we won’t have an emergency, but it will really make a difference in how we are able to cope with it.

Hi Neighbors,

Our names are: *Keith and Shelley*  
*100 Pilsung Road*  
*Phone: 485-1234 Email: [kands@yahoo.com](mailto:kands@yahoo.com)*

We are your CERT (Community Emergency Response Team) trained neighbors. We wish there were more of us! Did you know that we only have 23 firefighters on duty at any given time? That’s not a lot of first responders for 55,000 people when the disaster strikes. We need to be able to take care of ourselves in the event of an emergency or disaster, and that’s why we need you!

If you are interested in working with us and becoming a member of your neighborhood CERT team we’d love to talk with you more about the team. Please join us at our *West End Neighborhood CERT* meeting

*Date: Thursday, November 11, 2008*

*Time: 6:00 – 7:00 p.m.*

*Place: Keith & Shelley’s house – 100 Pilsung Road*

In the meantime, in order to best help the neighborhood we need any information you can share with us. Please see the attached Neighborhood Census form.

### **1. How can we help you?**

We need to know if you have special needs: for instance, do you have living with you an elderly parent in a wheelchair, or a child with special needs? We may or may not be able to help you, but it will help us prioritize where we need to go first in case of emergency.

### **2. How can you help us?**

For instance, do you have a generator you could share (or a place to keep frozen foods for others if the power goes out?) Do you have a pool? Do you have special skills? (nursing, First Aid, skilled use of power tools?)

Please fill out the attached form and mail it, drop it off at one of our houses, or better yet, bring it to the meeting.

**Let’s talk about it!**



## Sample - Neighborhood Census Form

Address 103 Pilsung Road

Home Phone 485-xxxx Mobile Phone 472-xxxx

Email Address jsmith@yahoo.com

Single Family Detached  Multiplex \_\_\_\_\_ Swimming Pool \_\_\_\_\_

Names of Residents	Mobility Limitations	Critical Special Needs
<u>Jennifer Smith</u>	<u>none</u>	<u>none</u>
<u>Julia Smith</u>	<u>none</u>	<u>Hearing impaired</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Pets 1 cat - Tinkerbell

Knowledge and Skills (Medical, communications, trades, etc.):  
First Aid trained, HAM radio operator  
\_\_\_\_\_  
\_\_\_\_\_

Special Equipment (Generator, chain saw, pry bar, etc.):  
\_\_\_\_\_  
\_\_\_\_\_

I am interested in participating in the CERT organization  Yes  No

I am not interested in participating in the CERT organization but am willing to offer my skills and resources during an emergency  Yes  No



## Sample - Neighborhood Directory & Team Roster

Address	Resident Name / Notes	Telephone Number	Email	CERT Role
100	Keith & Shelley No kids 1 cat	485-xxxx	<a href="mailto:kands@yahoo.com">kands@yahoo.com</a>	Team Leaders
101	Jose & Michelle 2 kids	485-xxxx	<a href="mailto:jose@yahoo.com">jose@yahoo.com</a>	SAR Team
102	Chris & Louise 1 kid No pets	438-xxxx	<a href="mailto:chrisinthehouse@comcast.net">chrisinthehouse@comcast.net</a>	Plans Team Leader
103	Jennifer 1 kid 1 cat	485-xxxx	<a href="mailto:jen@hotmail.com">jen@hotmail.com</a>	SAR Team
104	Robert & Linda 2 kids 2 dogs	472-xxxx	<a href="mailto:rljohnson@pacbell.net">rljohnson@pacbell.net</a>	Medical Team
105	George & Cindy No kids 3 dogs	472-xxxx	<a href="mailto:georgeandcindy@hotmail.com">georgeandcindy@hotmail.com</a>	Fire Team
106	David No kids 3 cats	485-xxxx	<a href="mailto:david@davidinc.com">david@davidinc.com</a>	Logistics Team Leader
107	Randy & Tracy 2 kids 1 cat / 1 dog	485-xxxx	<a href="mailto:timetoparty@gmail.com">timetoparty@gmail.com</a>	Operations Team Leader
108	Ken & Barbara 3 kids 1 cat / 1 dog	472-xxxx	<a href="mailto:kbjones@gmail.com">kbjones@gmail.com</a>	Medical Team



## Sample - Neighborhood Skills & Resources

Name	Address	Skills / Specific Equipment
<b>Leadership</b>		
<i>Keith</i>	<i>100 Pilsung Road</i>	<i>Life Coach</i>
<i>Cindy</i>	<i>105 Pilsung Road</i>	<i>Teacher</i>
<b>Fire</b>		
<i>George</i>	<i>105 Pilsung Road</i>	<i>3 fire extinguishers</i>
<b>Search &amp; Rescue (ropes, axes, tarps, ladders, pry bars)</b>		
<i>Chris</i>	<i>102 Pilsung Road</i>	<i>Axe, sledgehammer, tarps, ladders</i>
<i>George</i>	<i>105 Pilsung Road</i>	<i>Ropes, pulleys, carabineers, axe</i>
<b>Medical Experience (first aid training, nurses, doctors)</b>		
<i>Shelley</i>	<i>100 Pilsung Road</i>	<i>CPR instructor</i>
<i>Cindy</i>	<i>105 Pilsung Road</i>	<i>First Aid trained</i>
<i>Jennifer</i>	<i>103 Pilsung Road</i>	<i>First Aid trained</i>
<b>Shelter (Tents, camping equipment, food, water)</b>		
<i>Cindy</i>	<i>105 Pilsung Road</i>	<i>1 2-person tent</i>
<i>Chris</i>	<i>102 Pilsung Road</i>	<i>2 4-person tents</i>
<b>Communications (Handheld / HAM radio equipment, training)</b>		
<i>Jennifer</i>	<i>103 Pilsung Road</i>	<i>HAM Radio trained</i>
<b>Structures (Electricians, contractors, engineers, architect)</b>		
<i>Chris</i>	<i>102 Pilsung Road</i>	<i>contractor</i>



CITY OF SAN RAFAEL  
COMMUNITY EMERGENCY RESPONSE TEAM  
A Program of the San Rafael Office of Emergency Services

---

Childcare		
<i>Tracy</i>	<i>107 Pilsung Road</i>	<i>Runs childcare facility out of home</i>
Transportation (Runners, bicycles, 4-wheel drive vehicles)		
<i>Linda</i>	<i>104 Pilsung Road</i>	<i>Has 3 bikes, 1 bike trailer</i>
Miscellaneous (work lights, spotlights, generators, etc.)		
<i>Ken</i>	<i>108 Pilsung Road</i>	<i>4 standing light posts, 1 small generator</i>



## Sample – CERT Member Sign-in Sheet

Date: 12/02/2008	Person Reporting: David	Page #: 1						
Print Name and Time In			Skill Specialty Rank in order from 1-5 or print "No"					
Name	Time In	Time Out	Fire	Medical	SAR	Transport	Document	Other
Jim	0800		5	3	2	4	1	
Jack	0800		3	1	2	4	5	
Jose	0811		1	no	2	no	no	
Johnnie	0815		no	1	no	no	no	
Robert	0830		1	2	3	4	5	
Linda	0845		no	1	no	2	3	
Ken	0855		2	1	3	4	no	
Barbara	0855		no	1	no	2	3	

FOR USE BY LOGISTICS

Have people sign in and mark their special skills. This information will be used to create team assignments with Operations and track who is participating. Record time out when completed with CERT response.











## ***Sample - Situation Summary***

Date: <i>12/02/08</i>	Time: <i>1030</i>	Person Reporting: <i>Keith</i>
CERT Neighborhood: <i>West End</i>		# of Homes: <i>15</i>
<p><b>Description, location, &amp; magnitude of emergency:</b> <i>Major earthquake in the area has left many homes damaged and there were several small fires. There is not power, water, or telephone service in the area and cell phone use is limited. There is a downed power line at the cross Pilsung and Shim Jun.</i></p>		
<p><b>MEDICAL STATUS</b></p> <p>Number of injured: <i>5</i></p> <p>Number missing: <i>0</i></p> <p>Number deceased: <i>0</i></p>		<p><b>TRIAGE STATUS</b></p> <p>Minor: <i>3</i></p> <p>Delayed: <i>1</i></p> <p>Immediate: <i>1</i></p>
<p><b>Actions Being Taken:</b> <i>Fire teams have extinguished fires at 100 Pilsung and 105 Pilsung. Area near downed power line has been secured and CERT members are monitoring area. Continued medical care is being provided for those injured and shelter is being established with tents and other camping supplies at the command post in Pilsung Park.</i></p>		
<p><b>Assistance Needed:</b> <i>In need of advanced medical treatment for one immediate patient or transport to a hospital. Will need longer term shelter as weather worsens.</i></p>		

COMPLETED BY PLANS FOR USE BY THE TEAM LEADER

This information should be communicated to the nearest Community Center which will be communicated to the City's Emergency Operations Center.



City of San Rafael  
Office of Emergency Services  
1039 C Street  
San Rafael, CA 94901  
(415) 485-3111  
[oes@cityofsanrafael.org](mailto:oes@cityofsanrafael.org)  
[www.sroes.org](http://www.sroes.org)



March 2009

