

DES MOINES COUNTY CERT



POLICIES & PROCEDURES

“To safeguard family, neighborhood, and community”

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I. CERT POLICIES & PROCEDURES

The Community Emergency Response Team (CERT) concept was developed and implemented by the City of Los Angeles Fire Department (LAFD) in 1985. The department recognized that citizens would very likely be on their own during the early stages of a catastrophic disaster. Accordingly, LAFD decided that some basic training in disaster survival and rescue skills would improve the ability of citizens to survive until responders or other assistance could arrive.

The training program initiated by the LAFD proved to be so beneficial that the Federal Emergency Management Agency (FEMA) felt the concept and the program should be made available to communities nationwide. In 1994, the Emergency Management Institute (EMI), in cooperation with the LAFD, expanded the CERT materials to make them applicable to all hazards and disaster situations.

The Des Moines County Emergency Management Agency (EMA) is the successor to the Civil Defense Agency that was reorganized in April 1969. Past directors include: Don Kahn (term ended in 1969), Everett Harrell (1969 to 1976), Patricia Wondra (1976 to 1995), Elaine Schroeder (1995), and Gina Hardin (1995 to Present).

The Des Moines County CERT Program was established in April of 2006 and its goal is to harness the power of every volunteer citizen through education, training and volunteer services to make our community safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues and disasters of all kinds. The CERT Field Manual outlines the responsibilities and scope of activities for Volunteer Citizens associated with the program.

In the event of further questions or issues, all citizen volunteers participating in CERT should understand the CERT Team Bylaws established in 2014 for the organization and take precedence over these Policies and Procedures.

II. DMC CERT MISSION STATEMENT / VISION

The Mission of the Des Moines County Community Emergency Response Team (CERT) is to empower CERT trained volunteers to safeguard themselves, family and community under the direction of the Des Moines County Emergency Management Agency (EMA) in times of need.

It is the vision of the volunteer citizens who comprise the members of the DMC CERT program, to commit to actively participate in education, training and volunteer services to make our community safer, stronger and better prepared to respond to threats of natural disaster, public safety issues and terrorism. CERT volunteers share a passion to minimize the effects of any disaster within the community and fully support the mission statement and this vision in the performance of their duties.

A. Premise

- The manual is designed to facilitate CERT Teams responding to a CERT Event declaration.
- The Des Moines County EMA is normally in command of CERT.

- The volunteer citizens for the CERT program are adequately trained.
- CERT Volunteers have completed the introductory 20 hour CERT Course.
- A core group of CERT volunteers are available to respond.
- CERT Member activity during an official CERT training activity or CERT Event are not covered under the Des Moines County worker's compensation program.
- Proper and periodic maintenance of the CERT Field Manual and associated documents.

B. Goals that support the mission statement

Des Moines County EMA recognizes that in the event or imminent threat of a major emergency, there is the likelihood that first responders such as law enforcement, fire and rescue, emergency medical services, and emergency management will be overwhelmed. Therefore, the EMA has established a Community Emergency Response Team (CERT). The purpose of CERT is to rapidly respond as a team to assist the community and local first responders with an emergency, disaster, or incident that requires additional assistance. CERT members are part of an organized and trained group of citizen volunteers and when requested by the department to activate, will function under the direction of the Des Moines County EMA or by personnel as assigned by the Emergency Management Agency.

CERT has been developed because of the need for a well-trained, first responding civilian emergency force. Des Moines County CERT members will assist local government by responding during disaster situations where the number and scope of incidents may have overwhelmed conventional emergency services. CERT will also provide assistance during other times of need at the request of the Des Moines County EMA.

CERT Goals include:

- Recruitment of capable volunteers.
- Providing on-going training to citizen volunteers.
- Development of education programs to promote individual and community preparedness.

The ability of the community to effectively recover from a devastating disaster requires active participation, planning, and cooperation from all levels of the population. The fundamental responsibility for emergency preparedness lies with every individual.

C. CERT Event: Definition

This section defines what constitutes a CERT Event and the differentiations between various levels of events that would require the Des Moines County EMA to activate the CERT Team. The Des Moines County area routinely experiences problems and unscheduled events. Some of these events might be the result of the environment, an accident or some event that may require the activation of the CERT Team. While certain types of events or natural disasters will be obvious to the Des Moines County EMA, such as a devastating tornado, there may be situations referred to as creeping

events, i.e. deteriorating winter weather. These occur when the ability to resume normal operations might appear resolved, or a resolution could be just hours away. To minimize confusion and uncertainty, and guide the Des Moines County EMA to take timely action in activating the CERT Team, defining a 'CERT Event' is necessary.

CERT EVENT DEFINITION

A CERT Event is an unplanned event, which results in the inability of Des Moines County or the State of Iowa to function normally. These events can be natural, manmade or technological. Regardless of the nature of the event, they are usually unexpected and the lives, health, and environment of the citizens of Des Moines County, Iowa are endangered. Available personnel and emergency services may be overwhelmed by demands for their services. Such events call for the activation of volunteer CERT members by the Des Moines County Emergency Management Agency.

III. CERT ACTIVATION

After an evaluation of the situation, the Des Moines County EMA may find it necessary to declare a CERT activation. A CERT Event, or activation of CERT, is the responsibility of the Des Moines County Emergency Management Agency. Only the Des Moines County EMA is authorized to activate CERT. Regardless of the situation, CERT team members are reminded that only the Des Moines County EMA can:

- Declare a CERT activation
- Communicate directly with the media
- Monitor and escalate any event with other state and local agencies
- Approve resource relocation
- Approve emergency expenditures

To minimize the impact an unscheduled event could have on our community, CERT members should be prepared and available for duty upon activation by the Des Moines County EMA.

In the event support normally provided by first responders is not immediately available, Des Moines County CERT may be activated to respond to an incident. The Incident Command System (ICS) is the system utilized to manage emergency and disaster operations. When activated, the CERT structure becomes part of the Des Moines County ICS System.

Additional information on ICS can be found in the CERT Introductory Course Training Manual and at the FEMA website (refer to appendix):

<http://training.fema.gov/IS/NIMS.aspx>

The EMA Coordinator will call the CERT Chief, who will then contact the CERT Group Captains and advise them of the location where they are to meet. If Des Moines County EMA is unable to reach the CERT Chief, then he/she will contact the Deputy Chief, and finally, failing to contact him/her, one of the group Captains will be contacted and

advised where they are to meet. The first group Captain contacted will be responsible for contacting the other group Captains and advise them where the groups will be meeting.

The Group Captains will contact their group members and give them the location where they are to meet. If the group Captain is not available then an assistant group Captain will assume leadership of the group.

Once the groups have assembled, they will check in (must sign in – full name and time) with Logistics at the designated area at the Incident Command Center and leave one of their CERT identification badges. Operations Section Chief or Deputy will contact the CERT Incident Commander and find out what assignments are to be carried out by CERT personnel.

In the event of a catastrophic incident where normal communications from the Des Moines County EMA is unavailable, CERT members shall self-activate and report to the CERT assembly area once they have evaluated their personal situation and direct neighbors. Once your immediate area has been stabilized, CERT members should report to the bottom level of the downtown Burlington parking ramp located on the northwest corner of Columbus and Jefferson. Should that location be unusable, CERT members should report to the second alternate assembly area at the Des Moines County Fairgrounds pavilion in West Burlington.

A. CERT Incident Commander

The CERT Incident Commander is the only CERT member who, in conjunction with the Communications Captain, communicates with the event Incident Commander. The first CERT member at the staging area becomes the initial CERT Incident Commander. As other CERT members arrive, the initial CERT Incident Commander may pass leadership to someone more qualified.

As CERT Members arrive at the staging area, they are signed in and organized into teams as part of CERT Operations. CERT Operations implements the decisions as made by the CERT Incident Commander. The CERT Incident Commander forms working teams from this response group. A working team is a set number of resources of the same kind and type operating under the direct supervision of a team leader. For example: an Evacuation Team or a Search and Rescue Team, or in the case of a large number of casualties, a Triage or Medical Team.

The CERT Incident Commander receives, filters, and compiles information coming from the event Incident Commander as well as from the working teams at the incident scene. If the DMC Incident Commander and the CERT Incident Commander establish a need for a medical treatment area, the CERT Chief or his Deputy will staff up a work team and use equipment sourced by Logistics to set up and man the treatment area.

B. CERT Members

CERT supports the Des Moines County EMA in the event of activation. Under direction of the EMA and CERT Incident Commander, CERT will provide a vital link in the emergency services provided to citizens of Des Moines County. CERT response teams will be organized as dictated by the specific event.

CERT members must:

- Be able to adjust to the situation at hand and able to adapt to different events. Flexibility is key.
- Have proper protective clothing and display their CERT identification cards while on active duty or participating in CERT training.
- Participate in training to maintain active status in the Des Moines County CERT program.
- Abide by standards of conduct as outlined in the Des Moines County CERT Bylaws, the Policies and Procedures Manual, and the CERT Field Guide at all times.
- CERT members are not covered under the Des Moines County worker's compensation program.

C. CERT Members Supplies Checklist

Before you leave your home or office, CERT Team members should:

- Check family to ensure safety
- Inspect house for damage
- Inspect utilities and secure as needed
- Call out-of-state contact at whatever number has been dedicated to that end
- Get family disaster supplies

Following is a recommended checklist of supplies CERT Team members should maintain in their CERT backpack for use in any official CERT event:

- Water
- Non-perishable snacks/food
- Goggles
- CERT Vests (indoor and high-visibility)
- Hats: Helmet, Bucket, Stocking, Baseball
- Gloves - leather work, latex/nitrile
- Foul weather gear – rain poncho, emergency blanket
- Dust masks
- Flashlight with cone and headlamp
- Batteries/extra bulbs
- Secondary flashlight/light sticks
- Note pads
- Lumber marking crayon
- Pen and pencil
- Duct tape
- Utility knife
- Crescent or gas shut off wrench
- First aid kit and personal medications
- Maps – Des Moines County, Burlington/West Burlington areas

CERT Members should be prepared to arrive at an assembly area in proper protective clothing with their identification cards, helmet, vest, goggles, backpack, and gloves.

CERT Team members should also be prepared with issued vest, identification cards, backpack, etc. for all training sessions. Members must ensure all personal tools meet approved standards.

IV. CERT TEAM ACTIVITIES

This section of the document outlines the activities for the CERT Team. Some of the tasks may have a corresponding procedure detailing how the activity is to be completed. Within the CERT Program, on-going training and activities fall within four categories:

A. Pre-CERT Event

Pre-CERT Event activities are those activities that are ongoing in nature, and results in CERT Team members being well prepared during a disaster situation. In order to maintain active status in CERT, members must attend training, meetings, events, or drills at a minimum of three times per year. In addition, CERT Team members will be asked to participate in activities including but are not limited to:

- Performing CERT documentation updates
- Participating in development of training materials
- Participating in training
- Participating in neighborhood preparedness outreach
- Updating the procedures associated with CERT activities
- Ensuring personal CERT personal protective equipment and supplies are maintained

B. During a CERT Event

During a CERT event or potential CERT event, CERT teams have to make timely and effective decisions. To ensure the mission statement is supported, it is important that these activities are understood and executed by the various teams. Some of these activities may require the use of a procedure. Procedures are found in the Appendix. CERT event activities and decisions include, but are not limited to, activities such as:

- Set up the Incident Command Post (ICP)
- Establish the Incident Commander for the event
- Assigning members to various teams

C. CERT Shutdown Activities

These are tasks required to close CERT operations and return all materials and equipment to the CERT mustering point or appropriate storage location.

D. Post CERT Event - Event Debriefing

Within a week of the CERT Event, the CERT event Incident Commander will review the response to determine the overall effectiveness. A summary report examining the CERTeam's response and support will be delivered to the Des Moines County Emergency Management Agency by the CERT Chief. The report will outline:

- Determining what worked well
- Determining what did not work well
- Updating documentation accordingly

- Updates to the response plan

V. CERT TEAM ORGANIZATION

A. How CERT is Organized

Des Moines County CERT is organized dynamically to respond to specific events. In the event CERT is activated, each team is responsible for understanding their specific roles and assignments. It is important to remember, that while each team has a specific sequence of activities to perform during a CERT Event, each individual situation may require a specific set, or subset, of activities to be performed.

1. *CERT Overview*

Within CERT, the active members who respond to a CERT activation are assigned to various teams with specific roles and responsibilities, supporting emergency services under a number of functions. Each team is responsible for a segment of the emergency response. CERT Team members should always remember the CERT goal of doing the greatest good for the greatest number as they execute their tasks for the team they are assigned to.

2. *CERT Structure* – see attachment 1 for flowchart

VI. CERT OFFICER'S DUTIES DEFINED

A. Chief

The Chief is responsible for communicating with the event Incident Commander and local authorities during an event. Only the Chief communicates with these resources during the CERT Event. The Chief will convey decisions and specific instructions to the Operations, Logistics, and Communications Captains. Following is a summary of the responsibilities for the Chief:

- Assesses the specific situation
- Coordinates resources available to the CERT
- Contacts Communications Captain for weather operations center activation
- Appoint members to assist with managing resources
- Structures the CERT response and work teams
- Assigns CERT Work Team Leaders
- Communicates status and updates information to the DMC Incident Commander or others as assigned
- Demobilization: Post event debriefing

B. Deputy Chief

The Deputy Chief is the second-in-command and is responsible for all of the Chief's duties in his/her absence. He/she assists the Chief in his/her functions and will act as a Section Captain at the direction of the Chief.

C. Operations – Lead by Chief and/or Deputy Chief

Leads the Operations Section which is responsible for:

- Executing call-out of CERT members

- Staffing of scheduled events and CERT incidents (unplanned events) with work teams
- Ensure all members are current in basic skills
- Annual training for new CERT volunteers
- Cross training of members
- Teen CERT
- Community interface: public information and multi-media
- Demobilization and post-event briefing
- Consolidating information from work teams and reporting to Chief
- Volunteer management
- Fundraisers
- Maintain mentoring program for members

D. Logistics Captain

Leads the Logistics Section which is responsible for:

- Ensuring all CERT Members sign in and out of events
- Providing CERT Members with checklists, maps, and procedures
- Providing documentation support to Incident Commanders and Team leads
- Membership and member records of training and attendance
- Utilizing CERT forms to document events
- Tracking assignment of equipment inventory to CERT team members
- Ensuring CERT equipment is transported from its storage area to the Command Post location where CERT is gathering
- Secure and document finances, supplies, and equipment, and provide a report of these items to the Chief
- Sustainment (food/water/sanitation)
- Oversee collection of all materials and equipment at close of event
- Documenting acquisition of supplies during the CERT event
- Maintaining documentation of event activities and submitting completed information to the Chief for final review before filing
- Maintaining CERT equipment in a suitable state of readiness
- Identify additional equipment needed for team

E. Communications Captain

Leads the Communications Section which is responsible for:

- Radio communications in the field and Weather Operations Center
- Enabling reliable communications between CERT and EMA
- Facilitating proficiency of radio operators
- Directing DMC SKYWARN Spotters in the event of a loss of primary communications
- Scheduling for Weather Operations Center
- Review and maintain operations manual for Weather Operations Center, spotter manuals
- Review and identify field spotter locations
- DMC Skywarn and the Weather Operations Center personnel, including-
 - A. Net Control
 - B. Net Support

- C. Amateur Radio Net Control
- D. Scribe
- E. Trained Weather Spotters

F. Work Teams or Support Groups

Examples of Work Teams can include (but not limited to) the following:

- Safety Team: standing watch at locations within Des Moines County to prevent citizens from entering areas that have been deemed unsafe by the authorities.
- Search and Rescue: assessing situations, determining safe action plan, locating victims, documenting their location, following safe methods to extricate victims.
- Fire Suppression: extinguishing small fires, removing fuel sources, shutting off utilities, determining when a fire is too big to handle.
- Evacuations: protecting life safety by evacuating an area.
- Traffic Control: manning street locations to control traffic flow.
- Triage Team: Initial assessment, head to toe in-place, treatment in-place, transport, documentation.
- Medical Team: secure medical supplies from CERT storage, establish triage location, administer initial medical treatment, establish morgue.
- Animal Rescue Team: rescue, containment of animals that may be affected in a disaster

VII. APPENDIX- SUPPORT AND REFERENCE

A. Des Moines County EMA Information

The following section contains information about Emergency Management in Des Moines County, Iowa. <http://www.dmccounty.com/ema>

Emergency Management exists under Iowa law to provide planning, coordinating and advisory services to each municipality within the county in accordance with direction provided by the chief elected officials, the Iowa Homeland Security and Emergency Management Department, and the Federal Emergency Management Agency (FEMA).

The Des Moines County Emergency Management Agency is a geographic county-wide agency that reports to the Des Moines County Emergency Management Commission. The Commission consists of the Mayor of each jurisdiction, the Sheriff, and a member of the Board of Supervisors. The Commission appoints the Emergency Management Agency Coordinator.

Mission Statement

The mission of the Des Moines County Emergency Management Agency is to train, educate, coordinate, and assist in the activities relating to disaster preparedness, response, recovery, mitigation, and develop a partnership with all citizens, visitors, employers, and emergency response agencies in order to provide for the safety and prosperity of property, the environment, and all living beings within Des Moines County and the surrounding area.

Duties and Responsibilities

The duties and responsibilities of the Emergency Management Agency revolve around specific core functions of the emergency management program as defined in

Chapter 29C of the Code of Iowa.

These are:

- Hazard Identification and Planning: conduct hazard identification and vulnerability analyses that identify the hazards presenting the greatest danger to the jurisdiction and the consequences and impact of the occurrences.
- Maintenance of the Emergency Partnership: develop and maintain effective relationships with emergency response agencies, as well as, government, private, and voluntary sectors of the community. The objectives of the relationships are to facilitate mutual consultation, exchange information and provide agreements for cooperative action.
- Emergency Response Systems: the development and maintenance of such systems as communications, warning, emergency public information, damage assessment, shelter, resource management, radiological defense and the emergency operations center.
- Coordination: coordinate the response and recovery activities of the departments and organizations involved in emergencies. One role for the emergency management coordinator is to serve as chief of staff to the responsible executive, be it a city manager, mayor, or county executive during a disaster or emergency situation.
- Hazard Mitigation: provide oversight and motivation to departments and agencies to carry out their duties in ways that avoid or minimize potential emergency conditions.
- Regulatory: participate in and contribute to the legislative and regulatory process as it relates to emergency management.
- Information: develop and implement public information and public relations activities.
- Administration: tasks include budget and finance, personnel, programs, supplies and reporting systems.
- Training: identify training needs and develop, participate in, and provide training programs.
- Planning: review and revise operation, recovery, mitigation, and other supporting plans on a regular basis.
- Drills: coordinate drills that test the written plans and procedures of emergency management and supporting agencies that are involved in emergency response and recovery.

Preparedness

The Emergency Management Coordinator coordinates all emergency actions under the guidelines of the Des Moines County Multi-Hazard Emergency Operations Plan. This plan addresses the preparation and response actions to all potential risks to the public. These actions address natural disasters from tornadoes, thunderstorms, and floods, technological hazards such as hazardous materials or radiological releases, and attack sources such as homeland security, terrorism, and civil unrest. The Coordinator conducts public information presentations, distributes emergency preparedness related literature, and conduct in-service presentations as requested. The presentations are provided at no cost as a public service. The Emergency Management Agency also sponsors and coordinates emergency management related training courses in the local

community, at the state level, and at the Emergency Management Institute at low or no cost to the participants. The Coordinator also sponsors emergency or disaster related exercises to maintain all agencies at a high state of readiness.

Response

The response to an emergency or disaster situation is based on the implementation of the Multi-Hazard Emergency Operations Plan. The response activities to major incidents will be coordinated through the Des Moines County Emergency Operations Center (EOC) that is located at the Sheriff's Office building in downtown Burlington.

Major emergencies or disasters can cover several jurisdictions and may require large-scale government and voluntary agency response. Emergency services activities will be coordinated through the EOC. This phase of emergency management is intended to provide emergency assistance for casualties, including search and rescue, shelter, medical care, to reduce the probability of secondary damage and to reduce damage by efforts such as sandbagging against impending floodwaters. It also involves obtaining a listing of the damages that have occurred and reporting this information to state officials.

Recovery

Recovery activities are all actions taken after a disaster or emergency situation to meet the needs of the public in restoring public services and assistance to return individual lives and the business community, as much as possible, to a normal or pre-disaster condition. The Emergency Management Coordinator will coordinate the recovery activities of the affected communities in conjunction with city and county resources and will coordinate the requests for, and disbursement of, state and federal assistance funds and the establishment of a Disaster Assistance Center for the public to request assistance from various support agencies.

Mitigation

Mitigation is any activity that prevents and emergency, reduces the chance of an emergency occurring, or reduces the damaging effects of unavoidable hazards. Mitigation activities will be coordinated with various local, state, and federal programs in accordance with the Risk and Hazard Assessment. All mitigation activities will be coordinated by the EMA from local requests to the state and federal emergency management agencies to include the disbursement and accountability of mitigation project funds. Each city and Des Moines County has developed and maintains a Hazard Mitigation Plan.

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Mike Johnstone, Sheriff, Sheriff's Office

Alternates
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Ray Wilson, City Representative, City of Mediapolis
Shauna Freitag, Councilperson, City of Middletown
Frank Newberry, Police Chief, City of West Burlington
Bob Beck, Chair, Board of Supervisors
Jeff White, Chief Deputy, Sheriff's Office

B. CERT Code of Conduct

You represent the CERT program to new members, to State, local, and federal officials, and those to whom we render our services. It is important to portray a positive image.

All violations will be thoroughly investigated. During the investigation process, involved members will be temporarily suspended from all CERT activities, pending the outcome of the investigation. Said members will be notified as to their status with the CERT program by the CERT Chief and/or DMC EMA Coordinator. Progressive discipline includes but is not limited to, dismissal or temporary restriction of involvement with the DMC CERT program including meetings, training and events.

As a volunteer with the DMC CERT program, you are expected to comply with the following:

- Dial 911 for all emergencies, first.
- Know you are not a firefighter or law enforcement officer. You are trained to function as an extension of the Des Moines County Emergency Management Agency's response when such circumstances exist or when directed by CERT or EMA Incident Command.
- When disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.
- After, you can respond and join with other CERT members.
- Stay within the scope of your training. You have been trained under the curriculum of FEMA's Community Emergency Response Team program. Confine your actions to those guidelines and stay within the scope of your training and certification.
- Bring or wear your personal safety equipment: helmet, vest, dust mask, goggles, gloves (rubber/latex and leather), sturdy shoes, long pants, flashlight (with extra batteries), bottled water, and non-perishable food. Bring any other items you feel appropriate.

- Confine your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority and hazards.
- Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times while assisting others.
- Treat fellow team members, visitors, other volunteer program participants, guests, and property with respect and courtesy.
- Be sensitive to the diversity of team members and those we assist.
- Direct anyone who is looking for official statements from CERT to the CERT Incident Commander or to the Coordinator of the Des Moines County Emergency Management Agency.
- Respect the privacy of persons served by Des Moines County CERT and hold, in confidence, all sensitive, private, and personal information.
- Keep Des Moines County CERT leadership informed of any progress, concerns, or problems with tasks which you have been assigned.
- Partake of no alcohol or drugs while responding as CERT and do not report for duty while under the influence of alcohol or drugs.
- You shall not authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the Des Moines County CERT or SKYWARN program, without the approval of the Des Moines County Emergency Management Coordinator.
- You shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with the Des Moines County CERT program, except during sanctioned fund raising events.
- You shall not use your participation in CERT to promote any partisan politics, religious matters or positions on any issue.
- You shall avoid inappropriate conduct, both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following:
 - Offensive or profane language or gestures
 - Public criticism of a CERT team member, its leaders or the CERT program
 - Jeopardizing another team member's safety.
- DMC CERT is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations. Volunteers will adhere to these same standards in the course of their duties.

C. Iowa's Good Samaritan Laws

CERT Teams and Disaster Services Workers are provided immunity from personal liability if they choose to provide aid in an emergency or disaster under Iowa's Good Samaritan Law. Below are key points of the law taken from the Iowa Department of Public Health website- http://www.idph.state.ia.us/ems/iowa_code.asp

Iowa Code 613.17 Emergency assistance in an accident.

1. A person, who in good faith renders emergency care or assistance without compensation, shall not be liable for any civil damages for acts or omissions occurring at the place of an emergency or accident or while the person is in transit to or from the emergency or accident or while the person is at or being moved to or from

an emergency shelter unless such acts or omissions constitute recklessness or willful and wanton misconduct. An emergency includes but is not limited to a disaster as defined in section 29C.2 or the period of time immediately following a disaster for which the governor has issued a proclamation of a disaster emergency pursuant to section 29C.6.

a. For purposes of this subsection, if a volunteer fire fighter, a volunteer operator or attendant of an ambulance or rescue squad service, a volunteer paramedic, a volunteer emergency medical technician, or a volunteer registered member of the national ski patrol system receives nominal compensation not based upon the value of the services performed, that person shall be considered to be receiving no compensation.

b. For purposes of this subsection, operation of a motor vehicle in compliance with section 321.231 by a volunteer fire fighter, volunteer operator, or attendant of an ambulance or rescue squad service, a volunteer paramedic, or volunteer emergency medical technician shall be considered rendering emergency care or assistance.

c. For purposes of this subsection, a person rendering emergency care or assistance includes a person involved in a workplace rescue arising out of an emergency or accident.

2. The following persons or entities, while acting reasonably and in good faith, who render emergency care or assistance relating to the preparation for and response to a sudden cardiac arrest emergency, shall not be liable for any civil damages for acts or omissions arising out of the use of an automated external defibrillator, whether occurring at the place of an emergency or accident or while such persons are in transit to or from the emergency or accident or while such persons are at or being moved to or from an emergency shelter:

a. A person or entity that acquires an automated external defibrillator.

b. A person or entity that owns, manages, or is otherwise responsible for the premises on which an automated external defibrillator is located if the person or entity maintains the automated external defibrillator in a condition for immediate and effective use at all times, subject to standards developed by the department of public health by rule.

c. A person who retrieves an automated external defibrillator in response to a perceived sudden cardiac arrest emergency.

d. A person who uses, attempts to use, or fails to use an automated external defibrillator in response to a perceived sudden cardiac arrest emergency.

e. A person or entity that provides instruction in the use of an automated external defibrillator

D. CERT Equipment

Equipment is stored in various locations including the EMA Office, basement of the Burlington Police Department, north Roosevelt storage unit (south end of Alliant building), and county storage unit off of Washington Road in West Burlington. A listing of all equipment is provided as attachment 2.

E. CERT Medical Supplies

The available medical supplies are located in the basement of the Burlington Police Department.

F. CERT Radio Procedures

The following section contains basic information on the use of radios during a CERT event, and is not intended to be all inclusive or supersede any Federal Communications Commission (FCC) Laws. Guidance towards the resolution of any concerns will be addressed by appropriate FCC language and protocols established by the American Radio Relay League.

If you use a 2-way radio at a planned or emergency event, it is vital that you are clearly understood. To do this it is important to know the difference between a telephone and a two-way radio. Two-way radios are not like a telephone. Telephones and cell phones are "full-duplex" which means you can talk and listen at the same time.

Most Des Moines County CERT radios are "simplex" which means you cannot hear anyone while you have the talk button pressed.

It is extremely important to take turns talking. To help with this, DMC CERT standard radio procedures have been created.

The single most important mistake people make is failing to identify themselves.

There may be several people using the same channel as you, so it's important to know who you are directing your transmission to.

To call someone, say the name of the person you want to call, followed by the words "THIS IS," then say your name and "OVER." Example: "Susan, THIS IS John, OVER."

It's important to say the name of the person you want to contact before saying your name, as this will get their attention, and they will listen to the rest of your message. The word "OVER" leaves no doubt about whose turn it is to talk and avoids any confusion. It's important to say "OVER", so they know when you are done speaking. Some radios beep when you're done transmitting, in which case you wouldn't need to say "OVER", but it is still a good practice.

It's basic "radio etiquette" to establish contact and make sure that you have the other person's attention before you start your message. If you hear someone calling you, acknowledge his or her call by saying, "GO AHEAD" or "STAND BY". This lets the caller know that you heard them. Also remember, it may take someone a while to get to their radio and respond. Be patient in waiting for a reply.

Because only one person can talk at a time, it is more important to LISTEN on a 2-way radio than to talk!

When your business is finished, the person who started the conversation should end it by saying their name and the word "OUT," which leaves no mistake that contact has ended.

Always release the push-to-talk (PTT) button whenever you stop talking.

If you forget and keep it pushed down while you are trying to think of something to say, the radio continues to transmit, making your battery run down faster and making "dead air" so that nobody else can speak or be heard. In the least sense, it is impolite. In an emergency, it could prevent someone with vital information from getting through.

If you need to collect your thoughts, release the PTT button so that somebody else can break in if they have an emergency, additional information, or simply need to join the conversation. Leave a second or two between "hand-offs" to give others a chance to break in.

It is always best to speak in short simple phrases on the radio and toss the conversation back and forth with the word "OVER."

Don't speak immediately when you press the PTT (push to talk). Wait two (2) seconds. If you speak as soon you press the PTT button, it can chop the first syllable or word, making you hard to understand. If that word doesn't make it, you will just have to repeat it again and run down your batteries faster.

Radio User's Language:

Go Ahead – Resume transmission

Say Again – Re-transmit your message

Stand-by – Transmission has been acknowledged, but I am unable to respond now.

Roger – Message received and understood.

Affirmative – Yes (Avoid yup, nope, etc.)

Negative – No

Over – Transmission finished.

Out – Communication is over and the channel is available for others.

Again, because only one person can talk at a time, it is more important to LISTEN on a 2-way radio than to talk! Radio communications should be used to pass information and then clear the channel for others. Stay off the air unless you are sure you can be of assistance. It does no good to offer advice, assistance, comments or other input unless you can truly provide clarification.

Never acknowledge calls or instructions unless you understand the call or instructions perfectly. If you do not understand something, make contact again and request the missed traffic. Ask for clarification, do not speculate or assume!

Incident Command Posts (ICP) frequently are very busy with work that is not on the air. If you call the ICP and do not get a reply, be patient, monitor the channel and call again in a minute or two. If you have an emergency, initiate contact with the Incident Commander or team leader. Identify yourself, and state that you have a "True Emergency". A mobile radio (that is one that is mobile or portable) has priority over any other forms of telecommunications.

Radio operators stationed at Incident Command must recognize that a call from a mobile station takes precedence over telephone calls, personal conversations, and

other activities. Respond promptly to any call from a mobile station, even if it is to advise the caller to stand by.

G. CERT Introductory Course Training Manual

The following URL provides CERT members a link to the power point materials utilized in the introductory 20 hour course all CERT Members completed:

http://www.citizencorps.gov/cert/training_mat.shtm

H. CERT Training Videos

The following URL provides CERT Training videos as part of the CERT National Newsletter: <http://www.citizencorps.gov/cert/videos/>

Attachment A – CERT Structure Flowchart

Attachment B – CERT List of Equipment in Storage

Burlington Police Department:

- Canopy with sides
- First Aid Kit
- Additional splints and medical packets
- White board with easel in case
- Directional arrows

Roosevelt Avenue Storage Unit:

- Fire extinguishers
- Bedding for shelters (blanket, pillows, sheets)

County Storage Building:

- NIMS City training unit (EMA property)

EMA Office

- Hand held radios and accessories
- FRS radios and chargers
- Motorola battery charger
- Interlinker device (radios)
- Cooler
- GPS Unit

These Policies and Procedures are hereby adopted by a majority vote of the Des Moines County Emergency Management Commission, as of this ____ day, of _____ (month), _____ (year).

Hans K. Trousil
Mayor City of West Burlington
Chair, Des Moines County
Emergency Management Commission

Attest:

Gina M. Hardin
Coordinator, Des Moines County
Emergency Management Agency