**CHRISTIAN COUNTY**

**Citizen Corps**

****

POLICIES AND STANDARD

OPERATING GUIDLINES

2013

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1. **Policy:**The Christian County recognizes:

* That in the event of a major all-hazard emergency or disaster within the county, there is likelihood that most emergency management and public safety resources, such as fire and rescue, emergency medical services, and law enforcement agencies will be overwhelmed.
* That assistance from neighboring counties is probable; however, response time is unknown.
* Those citizens within Christian County may need immediate response.
* CERT, a course that all Citizen Corps personnel must take, is designed to train, educate and inform the public regarding emergency preparedness.
* That the Citizen Corps program offers a resource of citizens, trained by local emergency management and public safety professionals, can provide an immediate and deliberate response that may have the capability to save lives and property.

1. **Purpose:**The purpose of this document is to provide procedural policy and guidance with respect to the Citizen Corps program as a resource in disaster response.

1. **Procedure:**These procedures and policies apply to the Citizen Corps and all the various sub-groups, their operations and administration under the auspices of the Christian County Emergency Management for emergency or non-emergency operations from the date of promulgation until formal deactivation of the program. Changes may be incorporated as required. The Citizen Corps program is active within Christian County, but requires formal organizational structure, policy and procedures in order to operate efficiently, effectively, legally, and safely. Towards that end, this document has been created. These procedures apply to Citizen Corps operations and administration in Christian County for emergency or nonemergency operations. They are to be followed by all Citizen Corps members, emergency management agency officials, and all Public Safety officials.
2. **Personnel:**This section provides policy, procedures, and guidance concerning matters relating to the people that comprise Christian County Citizen Corps

* 1. **Basic Membership Eligibility**
     1. Appropriate Assignments. The basic intent in staffing the Citizen Corps program is the premise: “There is a job for everyone”. This premise takes into consideration that some of the volunteers may be young or older, physically fit or disabled, highly educated or less educated, and so forth. The key to success in staffing the program is to assign jobs appropriate to the individual.
     2. Age. Inherent to some operations in a disaster environment are risks to the health and safety of team members. Therefore, volunteers under the age of 18 (minors) are normally discouraged. However, if accepted, members under the age of 18 must only be assigned jobs and/or tasks of minimal risk. Similarly, members with advanced age should be assigned tasks appropriate to their physical ability.
     3. Gender. There are no barriers to gender in this program.
     4. Ethnic Group or Race. There are no barriers to ethnic groups or race.
     5. NOTE: Ethnicity and race may vary in concentration geographically. Because of our diversity, volunteers of different races and ethnic groups are encouraged. They may be especially helpful when interpreters are needed.
     6. Disability. Many Americans with disabilities are extremely valuable if assigned to positions or duties within the scope of their abilities. Although there may be some physical barriers which people with disabilities may not overcome, not all tasks, duties, or positions subject people to these barriers. Therefore, assignment within capability may add a valuable member to the team that otherwise would have been overlooked or excluded.
     7. Religion. There are no barriers to religion in this program.
  2. **Requirements For Membership**
     1. Potential Citizen Corps members should:
        1. Be a resident of or work in Christian County. Residents outside of the county may be allowed on a case by case basis.
        2. Be able, either physically, mentally (or both physically and mentally) as required, execute any or all competencies taught during basic CERT training.
        3. Not be a convicted felon or is not currently under felony charges. Volunteers must be prepared to undergo a police background check to attest to their lack of criminal history. See appendix 3
        4. Not be known to be a member of any terrorist or subversive organization.
        5. Be of a character that can be trusted under adverse conditions where victims of disaster could be at disadvantage. (Members must be trusted to treat victims and their property with highest respect and dignity.)
        6. Complete all the required paperwork to be included in the Citizen Corps Program.

* 1. **Citizen Corps Composition**
     1. Emergency Management Director (Program Coordinator)
        1. Overall direction and control of the program
        2. Responsible for obtaining training, resources and the funding for the program.
        3. Establish a communication / notification system
     2. Emergency Management Assistant Director
        1. Performs all functions in the absence of the Director
        2. keep updated files for each person
        3. prepare the I.D. cards and certificates
        4. keep the team roster current
        5. disseminate all information from the various Coordinators to the members
        6. Handle all of the paperwork for reporting volunteer
        7. Webmaster for CERT Central
     3. The CERT Coordinator
        1. Obtain volunteers for various functions and activities
        2. Lead and direct the activities of Volunteers
        3. Activate volunteers for requested deployments.
        4. Receive requests from outside agencies for division activities.
        5. Ensure those requests are forwarded on to the Emergency Management office on the appropriate form.
        6. Coordinate and conduct basic orientation for newly recruited volunteers
        7. Maintain timesheets for all activities.
        8. Input all training, activities, exercises and time sheets into Training Manager.
        9. Keep the team roster current
        10. Handle all of the paperwork for reporting volunteer
        11. Create any Standard Operating Guidelines that are needed.
        12. Ensure that policies and procedural operations are provided and that they are followed.
        13. Conduct regular meetings.
        14. Enforce training and participation requirements for volunteers
        15. Assess volunteer training needs for mission specific requirements
        16. Assist with the recruitment and retention of volunteer personnel.
        17. Consults regularly with the Emergency Management Director and Assistant Director on the development and review of plans, programs and procedures in the interest of improving efficiency and effectiveness.
        18. Responsible for communicating and explaining general orders and decisions of the Emergency Management Office to members
        19. Assist the Emergency Management office with emergency planning as it pertains to the volunteer program.
        20. Keeps such records as are necessary to insure efficient operation of CERT.
        21. May serve as representative of the department at various meetings as directed.
        22. Issue equipment and retrieve all returned equipment.
        23. Participate in Citizen Corps Council Meetings
     4. Fire Corps Coordinator
        1. Obtain volunteers for various functions and activities
        2. Lead and direct the activities of Volunteers
        3. Activate volunteers for requested deployments.
        4. Receive requests from outside agencies for division activities.
        5. Ensure those requests are forwarded on to the Emergency Management office on the appropriate form.
        6. Coordinate and conduct basic orientation for newly recruited volunteers
        7. Maintain timesheets for all activities.
        8. Input all training, activities, exercises and time sheets into Training Manager.
        9. Keep the team roster current
        10. Handle all of the paperwork for reporting volunteer
        11. Create any Standard Operating Guidelines that are needed.
        12. Ensure that policies and procedural operations are provided and that they are followed.
        13. Conduct regular meetings.
        14. Assess volunteer training needs for mission specific requirements
        15. Enforce training and participation requirements for volunteers
        16. Assist with the recruitment and retention of volunteer personnel.
        17. Consults regularly with the Emergency Management Director and Assistant Director on the development and review of plans, programs and procedures in the interest of improving efficiency and effectiveness.
        18. Responsible for communicating and explaining general orders and decisions of the Emergency Management Office to members
        19. Assist the Emergency Management office with emergency planning as it pertains to the volunteer program.
        20. Keeps such records as are necessary to insure efficient operation of Fire Corps.
        21. May serve as representative of the department at various meetings as directed.
        22. Issue equipment and retrieve all returned equipment.
        23. Participate in Citizen Corps Council Meetings
     5. VIPS Coordinator
        1. Obtain volunteers for various functions and activities
        2. Lead and direct the activities of Volunteers
        3. Activate volunteers for requested deployments.
        4. Receive requests from outside agencies for division activities.
        5. Ensure those requests are forwarded on to the Emergency Management office on the appropriate form.
        6. Coordinate and conduct basic orientation for newly recruited volunteers
        7. Maintain timesheets for all activities.
        8. Input all training, activities, exercises and time sheets into Training Manager.
        9. Keep the team roster current
        10. Handle all of the paperwork for reporting volunteer
        11. Create any Standard Operating Guidelines that are needed.
        12. Ensure that policies and procedural operations are provided and that they are followed.
        13. Conduct regular meetings.
        14. Assess volunteer training needs for mission specific requirements
        15. Enforce training and participation requirements for volunteers
        16. Assist with the recruitment and retention of volunteer personnel.
        17. Consults regularly with the Emergency Management Director and Assistant Director on the development and review of plans, programs and procedures in the interest of improving efficiency and effectiveness.
        18. Responsible for communicating and explaining general orders and decisions of the Emergency Management Office to members
        19. Assist the Emergency Management office with emergency planning as it pertains to the volunteer program.
        20. Keeps such records as are necessary to insure efficient operation of the VIPs.
        21. May serve as representative of the department at various meetings as directed.
        22. Issue equipment and retrieve all returned equipment.
        23. Participate in Citizen Corps Council Meetings
     6. ARES Coordinator
        1. Obtain volunteers for various functions and activities
        2. Lead and direct the activities of Volunteers
        3. Activate volunteers for requested deployments.
        4. Receive requests from outside agencies for division activities.
        5. Ensure those requests are forwarded on to the Emergency Management office on the appropriate form.
        6. Coordinate and conduct basic orientation for newly recruited volunteers
        7. Maintain timesheets for all activities.
        8. Input all training, activities, exercises and time sheets into Training Manager.
        9. Keep the team roster current
        10. Handle all of the paperwork for reporting volunteer
        11. Create any Standard Operating Guidelines that are needed.
        12. Ensure that policies and procedural operations are provided and that they are followed.
        13. Conduct regular meetings.
        14. Enforce training and participation requirements for volunteers
        15. Assess volunteer training needs for mission specific requirements
        16. Assist with the recruitment and retention of volunteer personnel.
        17. Consults regularly with the Emergency Management Director and Assistant Director on the development and review of plans, programs and procedures in the interest of improving efficiency and effectiveness.
        18. Responsible for communicating and explaining general orders and decisions of the Emergency Management Office to members
        19. Assist the Emergency Management office with emergency planning as it pertains to the volunteer program.
        20. Keeps such records as are necessary to insure efficient operation of ARES.
        21. May serve as representative of the department at various meetings as directed.
        22. Issue equipment and retrieve all returned equipment.
        23. Participate in Citizen Corps Council Meetings
     7. MRC Coordinator
        1. Program development and evaluation
        2. Volunteer training, exercise and drills coordination
        3. Utilization of Elliott database and tracking system for volunteer management
        4. Program promotion through outreach and presentations
        5. Preparation and maintenance of required budgets, reports and management documents
        6. Coordination and communication with local Emergency Operations Center (EOC) Health and Medical representative.
        7. Obtain volunteers for various functions and activities
        8. Lead and direct the activities of Volunteers
        9. Activate volunteers for requested deployments.
        10. Receive requests from outside agencies for division activities.
        11. Ensure those requests are forwarded on to the Emergency Management office on the appropriate form.
        12. Coordinate and conduct basic orientation for newly recruited volunteers
        13. Maintain timesheets for all activities.
        14. Input all training, activities, exercises and time sheets into Training Manager.
        15. Keep the team roster current
        16. Handle all of the paperwork for reporting volunteer
        17. Create any Standard Operating Guidelines that are needed.
        18. Ensure that policies and procedural operations are provided and that they are followed.
        19. Conduct regular meetings.
        20. Enforce training and participation requirements for volunteers
        21. Assist with the recruitment and retention of volunteer personnel.
        22. Consults regularly with the Emergency Management Director and Assistant Director on the development and review of plans, programs and procedures in the interest of improving efficiency and effectiveness.
        23. Responsible for communicating and explaining general orders and decisions of the Emergency Management Office to members
        24. Assist the Emergency Management office with emergency planning as it pertains to the volunteer program.
        25. Keeps such records as are necessary to insure efficient operation of the MRC.
        26. May serve as representative of the department at various meetings as directed.
        27. Issue equipment and retrieve all returned equipment.
        28. Ensure all volunteers are registered in MRC Train and Sho-Me Response system.
        29. Other activities as outlined in the MRC program manual.
     8. COAD: Christian CountyCommunity Organizations Active in Disaster is a humanitarian association of independent Community organizations who may be active in all phases of disaster. Its mission is to foster efficient, streamlined service delivery to people affected by disaster, while eliminating unnecessary duplication of effort, through cooperation in the four phases of disaster: mitigation, preparation, response and recovery.
        1. *Cooperation*: Foster cooperation among Christian CountyCOAD member organizations at all levels and in all phases of disaster
        2. *Coordination*: Coordinate the development of Christian CountyCOAD policies and procedures, and, the implementation of services among Christian CountyCOAD member organizations. Christian CountyCOAD may also provide links to national and international disaster relief organizations. Christian CountyCOAD serves as advocate and liaison between member agencies and the community.
        3. *Communication*: Exchange and disseminate information among Christian CountyCOAD member organizations and the public, as well as local, state and federal agencies, in conjunction with the individual Christian CountyCOAD members.
        4. *Collaboration*: We dedicate ourselves to work together to achieve specific goals and to undertake specific projects at disaster sites. We form partnerships during the disaster response.
        5. *Education* - arrange training and increase awareness and preparedness in each organization.
        6. *Leadership Development* – arrange leadership training and support so as to build an effective county COAD organization.
        7. *Mitigation* - supporting the efforts of federal, state, and local agencies and governments and supporting appropriate legislation.
        8. *Convening Mechanisms* - conduct seminars, meetings, board meetings, regional conferences, training programs, and local conferences.
        9. *Outreac*h - encouraging the formation of and giving guidance to community organizations active in disaster relief and disaster education throughout the community.
  2. **Position Descriptions: Response Phase**
     1. **Incident Commander**. The Incident Commander coordinates and directs the efforts and resources of the team(s) operating on the scene; ensures personnel accountability of team members; sets priority of work; designates safe or unsafe work areas; decides on best work plan; ensures teams are supplied with necessary logistics; ensures members receive necessary work breaks, fluids, and medical attention if needed; ensures operation is properly documented for handoff to professional public safety or emergency management official when Incident Command responsibilities are passed; establishes internal and external communication.
     2. **Operations Section Chief.** Works under the supervision of the Incident Commander, coordinating and directing the efforts of the teams; helps to set work priorities; establishes communication between teams and Incident Commander; ensures information and documentation is passed to Incident Commander or to team leaders; reallocates manpower and equipment to meet the needs of the situation; other duties as assigned.
     3. **Logistics Section Chief.** Works under the supervision of the Incident Commander in concert with the Operations Section Chief, coordinating and directing logistical support to the operating teams; assists the Incident Commander and Operations Section Chief in the overall plan of operation by providing logistical information input; acquires logistical items for team use, such as: water, food, medical supplies, transportation, equipment, etc.; ensures logistics for the operation are documented and provided the Incident Commander; other duties as assigned.
     4. **Planning Section Chief/Administration Chief.** Works under the supervision of the Incident Commander in concert with the Operations Section Chief and logistics Section Chief, planning use of Citizen Corps teams for various types of disaster scenarios; other duties as assigned which include, ensuring documentation has been secured and safeguarded; establishes personnel list of team members and victims; assists Incident Commander, Operations Section Chief and Logistics Section Chief in the overall plan of operation by providing administrative information input; other duties as assigned.
     5. **Communications Section Chief:** Works under the supervision of the Incident Commander. Is responsible for seeing that all Radio Equipment and other radio equipment is properly maintained, installed in the trailers, and ready to use in the event it is needed. Also responsible for setting up classes twice a year to assist those who want to become licensed to receive the training. In an actual event will work in the command post and set up radio communications.
     6. **Citizen Corps Team Leader.** Makes initial assessment of the scene and determines appropriate course of action for team members; checks team members prior to deployment to ensure they are safe and equipped for the operation; determines safe or unsafe working environment; assigns team member roles if not already assigned; designates triage area, treatment area, morgue, and vehicle traffic routes; coordinates and directs team operations; determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and determines ways to meet those needs through team members or citizen volunteers on the scene; collects and writes reports on the operation and victims; ensures team accountability; communicates and coordinates with the Incident Commander. Team leader stays in one place during operation.
     7. **Team Members: Response Phase**
        1. Fire Suppression Team. Work under the supervision of the Team Leader to suppress small fires in designated work areas or as needed; when not accomplishing their primary mission, assist the search and rescue team or triage team; assist in evacuation and transport as needed; assist in the triage or treatment area as needed, other duties as assigned; communicate with Team Leader.
        2. Search and Rescue Team. Work under the supervision of the Team Leader, searching for and providing rescue of victims as is prudent under the conditions; when not accomplishing their primary mission, assist the Fire Suppression Team, assist in the triage or treatment area as needed; other duties as assigned; communicate with Team Leader.
        3. Medical Triage Team. Work under the supervision of the Team Leader, providing START triage for victims found at the scene; marking victims with category of injury per the standard operating procedures; when not accomplishing their primary mission, assist the Fire Suppression Team if needed, assist the Search and Rescue Team if needed, assist in the Medical Triage Area if needed, assist in the Treatment Area if needed, other duties as assigned; communicate with Team Leader.
        4. Medical Treatment Team. Work under the supervision of the Team Leader, providing medical treatment to victims within the scope of their training. This task is normally accomplished in the Treatment Area; however, it may take place in the affected area as well. When not accomplishing their primary mission, assist the Fire Suppression Team as needed, assist the Medical Triage Team as needed; other duties as assigned; communicate with the Team Leader.

* 1. **Chain of Command:** Chain of command is a critical function that maintains the continuity of the operation and ensures that there is a structured conduit for operational communications and decisions. It also establishes a line of succession for leadership of the organization.
     1. For the overall disaster or emergency or special event, the Incident Command System will be used to establish leadership and operational and support functions of the available resources.
     2. At the scene, the Incident Commander will be in charge. Initially, the first person of competent authority may be the Incident Commander. This could be a professional public safety or emergency management official, or it could even be a Citizen Corps team member.
     3. If no public safety or emergency management personnel are on the scene, the Citizen Corps Team Leader will assume the role of Incident Commander until relieved by higher authority. If more than one team is operating in the area, one of the Team Leaders will assume the role of the Incident Commander, and the basic Incident Command System staff structure will be initiated (Operations, Logistics, Planning, and Administrative).
     4. If the Team Leader/IC is lost, the Operations Section Chief will assume the role of Incident Commander.
     5. If the above are lost, the Planning Section Chief will assume the role of Incident Commander.
     6. If the above are lost, the Logistics Section Chief will assume the role of Incident Commander.
     7. If the above are lost, the **Communications** Section Chief will assume the role of Incident Commander.
     8. If only one team is on-scene, the Team Leader will assume the role of Incident Commander. The Team Leader will designate internal chain of command.
  2. **Injuries** 
     1. Citizen Corps team members that self-activate and are injured in conjunction with emergency operations will not be covered for purposes of insurance and medical care.
     2. Citizen Corps team members that are activated by the Christian County that are injured as a result of emergency operations are covered by Workers Comp insurance. It is strongly encouraged for each member to carry their own insurance.
     3. Any activated Citizen Corps member that suffers an injury while performing an assigned task must immediately, without delay or considerable loss of time, report any injury incurred while assigned to an incident to their supervising who will then, in a timely manner, inform Christian County Emergency Management.
  3. **Liabilities**
     1. Incumbent with any disaster or emergency is the risk of loss of life, limb, or property. After the emergency has passed, if loss is experienced, the question then turns to the assessment of responsibility and liability.
     2. Loss due to the action or lack of action by a Citizen Corps member is always a possibility. During an investigation, if it is found that the Citizen Corps member did everything possible within the scope of his or her training while acting as a volunteer during an emergency, state and federal laws will offer proper protection, not only to the Citizen Corps member, but the local agency responsible for their training and deployment as well.
     3. There are important rules to follow to be reasonably safe from liability:
        1. CERT Instructors have been trained by the State Emergency Management Agency Train-The-Trainer Course, or the same course offered by the Federal Emergency Management Agency at the Emergency Management Institute at Emmitsburg, Maryland.
        2. CERT Instructors teach the CERT program according to the CERT Instructor and Participant Manuals promulgated by the Federal Emergency Management Agency, and there is no topical variance from these manuals. Instructors should ensure that each student has demonstrated competencies in all topics of discussion.
        3. That Citizen Corps team members have completed the CERT Course and have received their training certificate.
        4. That Citizen Corps members are aware of the limits of operation. This means that if they have received other specialized training that is not approved by Christian County Emergency Management, **that they must step outside their Citizen Corps role when exercising competencies not trained in the CERT program**.
        5. That Citizen Corps activate and deploy only as specified in this Standard Operating Procedures manual.
        6. That Citizen Corps teams rehearse and train on a regular basis using skills they have learned in class.
        7. That Citizen Corps members learn to communicate all important issues to their leadership during the course of emergency operation, and that everything is documented appropriately.
  4. **Personnel Accountability** 
     1. In all Citizen Corps operations, training or actual emergency response, personnel accountability will be established and maintained. Leaders will always know the location and mission of their personnel. Citizen Corps teams conducting emergency operations (or training operations) will use the proper form in the ICS packet. This sheet will be maintained by the Administrative Section if there is more than one Citizen Corps team operating together; or, it will be maintained by the Team Leader if the team is operating independently.
     2. Personnel accountability will be checked at the initiation of the emergency operation, at regular periods thereafter, and at the end of the emergency operation. If a member is missing, the team will make every attempt to determine whereabouts and re-establish accountability.
  5. **Citizen Corps Division Identification**
     1. Community Emergency Response Teams
        1. CERT personnel will be readily identified by wearing the CERT green helmet and green vest. All public safety and emergency management organizations throughout the county will be made aware of these distinctive regalia. Additionally, affiliated CERT personnel will be issued a CERT picture identification card that will be worn and openly displayed when in a duty status.
     2. Volunteers in Police Service
        1. VIPS personnel will be readily identified by wearing a blue T-Shirt or Khaki Dress Shirt as determined by the VIPS Coordinator as well as a Safety Vest. Each VIPS member will be issued a VIPS picture ID that will be worn openly displayed when in a duty status. All public safety and emergency management organizations throughout the county will be made aware of these distinctive regalia.
     3. Fire Corps
        1. Fire Corps personnel will be readily identified by wearing a red T- Shirt or Polo Shirt. All public safety and emergency management organizations throughout the county will be made aware of these distinctive regalia. Additionally, affiliated Fire Corps personnel will be issued a Fire Corps picture identification card that will be worn and openly displayed when in a duty status.
     4. Medical Reserve Corps
        1. Medical Reserve Corps will be readily identified by wearing a Cobalt Blue Medical Reserve T- Shirt for Medical Personnel and a White Medical Reserve Shirt for Non-Medical Personnel. All public safety and emergency management organizations throughout the county will be made aware of these distinctive regalia.
     5. Amateur Radio
        1. Amateur Radio will be readily identified by wearing ARES shirts. Each member will be issued an picture ID tag that will be worn openly displayed when in a duty status.
  6. **Rules of Conduct** 
     1. Citizen Corps members are volunteers of the Christian County Emergency Management Agency. As such, their status as a volunteer is contingent on performing their assigned duties with the utmost care and consideration.
     2. Citizen Corps members are not emergency services personnel as defined by state law and as such are not exempt from federal, state and local laws when responding to emergencies. Therefore, all Citizen Corps members must use due care, diligence, and appropriate safety measures when responding or reporting, as directed, to emergencies.
     3. All participating volunteers must be trained and understand the coordinated command and control structure of Citizen Corps and agree to operate within its constraints.
     4. Members of Citizen Corps are prohibited from communicating with the media and/or making representations on behalf of Citizen Corps in any manner, without the approval of the Christian County Emergency Management.
     5. Citizen Corps members shall not engage in harassment or discrimination which occurs when prohibited verbal, visual or physical conduct is directed at individuals because of their race, religion, color, sex, gender identity, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, pregnancy, age, cancer or HIV/AIDS related medical condition, genetic characteristics, and physical or mental disability (whether perceived or actual) (“protected classification”). Retaliation against any individual who has taken action either as a complainant, or for assisting a complainant in taking action, or for acting as a witness or advocate on behalf of another individual in a legal or other proceeding to obtain a remedy for a breach of this SOP, is also prohibited.
     6. In order to constitute harassment, discrimination or retaliation, as defined by law, the prohibited verbal, visual or physical conduct must be directed at an individual because of the individual’s protected classification or perceived classification, but the County has zero tolerance for any verbal, visual or physical conduct prohibited by this SOP. That means that conduct need not rise to the level of a violation of law in order to violate this SOP. Instead, a single act can violate this SOP and provide grounds for dismissal or other appropriate sanctions no matter what is motivating the behavior.
     7. Citizen Corps members shall conduct themselves in a professional manner at all times. This includes avoiding or removing themselves from conflicts, and not discrediting this organization intentionally.
     8. Training topics, subject matter or activities not covered by these Standard Operating Procedures or the Citizen Corp Program, must be approved by the Citizen Corps Coordinator prior to undertaking.
     9. All Citizen Corps members are subject to dismissal from the program for not adhering to these Standard Operating Procedures at the sole discretion of the Christian County Emergency Management. Some examples of actions that could result in removal from the program are:
        1. Self-deployment to an incident or scene without following Article 9
        2. Unprofessional, aggressive, insubordinate, discriminatory or harassing behavior toward other Citizen Corps members, residents, first responders, or other authorities
        3. Failure to follow direction of public safety personnel
        4. Conviction of a felony or a misdemeanor.
     10. Members shall not use their Citizen Corps membership for personal gain.
     11. If a member leaves the Citizen Corps program for any reason, all issued equipment and identification shall be returned to Christian County within 30 days of notification.

1. **Operations** 
   1. **Utilization:** Major disasters in a community can overload the capability of first responders, especially during the first 12 to 72 hours of the response. Having citizens who are better prepared to take care of themselves and others during times of crisis will allow first responders to focus their efforts on the most critical, life-threatening situations.
   2. In addition, there are many tasks that a well-trained and organized group of volunteers could perform on an ongoing basis that would free up sworn officers, licensed health professionals, and professional firefighters so that they could focus more on immediate emergency response needs and less on the routine or administrative aspects of their responsibilities. Successful models of such activity exist throughout the country and are primed to be taken nationwide.
   3. Citizen Corps will help citizens take a more active role in crime prevention, risk reduction, and emergency preparedness. It will bring together all sectors of the community involved in first responder issues and will enable them to establish ongoing working relationships and to work together in times of crisis.
      1. CERT teams
         1. CERT teams can operate in a pre-determined area of operations, or be directed by an Emergency Management Agency to operate at a specified location relevant to a disaster.
         2. CERT teams should only be used in situations for which they are trained, and execute tasks within the scope of their training. They can operate in buildings with moderate to light damage as long as, in the judgment of the person in charge, the structure is safe. They can conduct light search and rescue, suppress small fires, conduct medical triage, conduct light medical treatment, and organize the area for relief by appropriate agencies when they arrive.
         3. CERT teams should not be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.
         4. CERT teams may be used to assist professional public safety personnel in logistical and administrative support.
         5. CERT teams may be also used in non-disaster situations as public safety or emergency management resources of a low risk nature. These situations include: traffic control at parades, first aid booths at events, missing persons searches, staffing at trade shows, etc.
      2. Fire Corps Teams
         1. Fire Corps teams can operate in a pre-determined area of operations, to be directed by Local Fire Dept. or the Emergency Management Agency to operate at a specified location relevant to a disaster.
         2. Fire Corps teams should only be used in situations for which they are trained, and execute tasks within the scope of their training. They can operate in buildings with moderate to light damage as long as, in the judgment of the person in charge, the structure is safe. They can conduct light search and rescue, suppress small fires, conduct medical triage, conduct light medical treatment, and organize the area for relief by appropriate agencies when they arrive.
         3. Fire Corps teams should not be used for heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.
         4. Fire Corps teams may be used in non-disaster situations as public safety or emergency management resources of a low risk nature. These situations include: Rehab at structure fires, first aid booths at events, missing persons searches, staffing at trade shows, etc.
      3. VIPS
         1. VIPS teams can operate in a pre-determined area of operations to be directed by Local Law Enforcement or the Emergency Management Agency to operate at a specified location relevant to a disaster.
         2. VIPS teams should only be used in situations for which they are trained, and execute tasks within the scope of their training. They can operate in buildings with moderate to light damage as long as, in the judgment of the person in charge, the structure is safe. They can conduct light search and rescue, conduct medical triage, conduct light medical treatment and organize the area for relief by appropriate agencies when they arrive.
         3. VIPS teams may be used in non-disaster situations as a public safety or emergency management resources of a low risk nature. These situations include but not limited to Administrative Support, Educational Events, and Staffing trade Shows, Community Events, Traffic Control, Crowd Control, etc.
      4. Medical Reserve Corps
         1. MRC teams can operate in a pre-determined area of operations to be directed by Local Law Enforcement or the Emergency Management Agency to operate at a specified location relevant to a disaster.
         2. MRC teams can be used in Field Medical Operations, , Hospital Operations and Public Health Operations such as; mass immunizations, mass prophylaxis operations, media campaigns, etc.
      5. ARES Teams
         1. ARES teams can operate in a pre-determined area of operations to be directed by Local Law Enforcement or the Emergency Management Agency to operate at a specified location relevant to a disaster.
         2. ARES is a corps of trained amateur radio operator volunteers organized to assist in public service and emergency communications
         3. ARES can be deployed for a variety of emergencies and disaster situations to provide critical communications.
            1. ARES can provide backup communications for all public safety agencies as well as provide primary communications in large scale events.
   4. **Activation** 
      1. **Methods of Activation:**
         1. Self-Activation.
            1. After ensuring that their own home and family are safe, Citizen Corps members should self-activate if their assigned team area (their neighborhood) has been stricken by a disaster such as a flood, tornado, etc.
            2. Citizen Corps members will follow the Disaster Decision Tree (see appendix) if the County has been stricken by a disaster.
         2. Ordered Activation. The County Emergency Operations Center may activate Citizen Corps teams within the county. Even as such, Citizen Corps members are not mandated to appear for duty. The Emergency Manager is merely ordering the team to activation, not ordering private citizens to duty. This is a voluntary program. Citizen Corps members may choose not to present themselves for duty. When Citizen Corps teams are ordered to duty, and operate within their scope of training under the direction of the County Emergency Management Agency, then Christian County Emergency Management and Christian County assume responsibility.
         3. Staging Areas. Christian County members may deploy to a designated staging area within their zone of activity. This is a place that is easily accessed and identified by the members. In the event of a local emergency, such as a flood, individual members will initially see to the safety of their home and family. Then, they will move to the team staging area to link-up with the rest of the team, organize, and expand Citizen Corps operations into their zone of activity, such as the neighborhood. Team leaders will furnish the Incident Commander a map showing the location of the team’s staging area. The first team leader present will initiate a list of Citizen Corps members present, inventory available equipment, and report to the Incident Commander for instructions.
   5. **Deactivation**
      1. Normally, Citizen Corps teams will be deactivated by the County Emergency Management Agency, irrespective of how they were activated. This is to ensure all information has been passed, and that everyone has been accounted for.
   6. **Search and Rescue**
      1. **Search**. Citizen Corps team members (primarily the CERT division) may conduct light search and rescue operations within their zone of activity using the techniques and methods taught during their Citizen Corps basic training course. Search means to seek victims in the disaster area using controlled and organized methods. Structures will receive a good external size-up prior to entry by Citizen Corps members. Citizen Corps members may only enter structures that, as a maximum, are moderate to lightly damage. Structures judged as unsafe will not be searched. The size-up will include locating and de-energizing or turning off of utilities such as gas, electricity, and water. Utilities will be de-energized if, in the opinion of the person in charge and depending upon the situation on the scene, that the utility could pose a threat to life, limb, or property. Once turned off, utilities will be marked at the shutoff point (valve or box) with the date, time, and person shutting it off. Gas lines will NOT be turned back on by anyone other than gas company personnel.
      2. **Rescue**. Citizen Corps team members may conduct light rescue. Rescue is to remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc., should not exceed the capabilities of the team, nor should they degrade the safety of all present. An example of degrading the safety of all present would be to change the structural integrity of the structure to extricate a victim. The structural change could cause the building to collapse.
   7. **Medical:** The following section describes medical operations for the general Citizen Corps membership and not the Medical Reserve Corps. The MRC membership has separate and more specialized medical capabilities.
      1. Citizen Corps Medical Operations consist of medical triage and medical treatment as taught in the CERT basic course. Citizen Corps members are not responsible for knowing or practicing medical skills beyond the scope of their training. When possible, same-gender triage and treatment will be practiced. This means that a female Citizen Corps will triage and treat female victims, and a male Citizen Corps will triage and treat male victims. Citizen Corps members will use personal protective equipment (exam gloves, masks, and goggles) to the greatest extent possible while conducting triage and treatment of the victims. For organization of the medical operation, see the CERT Participant Manual.
      2. Triage. Citizen Corps should “Do the greatest amount of good for the greatest number of people.” This means that as the team moves through the area, START triage is conducted and the team keeps moving after assessing the victim. The team will not initiate CPR or other treatment that will commit the team and keep them from helping others. However, after triage has been conducted, they may return to treat the injured. Simple treatment, such as application of a pressure bandage to save life may be initiated. A more thorough triage will be conducted when the victim has been transported to a safer area.
      3. Medical treatment. Citizen Corps members have been trained to conduct limited medical treatment. Citizen Corps will not conduct medical treatment beyond the limits of their training while in Citizen Corps status. Generally, the response community recognizes four color status categories: green indicates a minor status, yellow indicates a delayed status, Red indicates an urgent status, and Black indicates the victim is dead. Citizen Corps will use the colored flagging tape to mark the category of injury.The tape will be tied on the victim’s left wrist in plain sight. If the left wrist cannot be used, the tape will be tied to the right wrist in plain sight. If neither wrist can be used, the tape will be tied to something that will be easily seen. (The tape should not be covered, so if the victim is wrapped, Citizen Corps will ensure another piece of tape is affixed to the outer wrapper (blanket, tarp, etc.) where it can be seen. If a victim is not breathing, after two attempts to resuscitate have failed, the victim is considered in the Black category
      4. Citizen Corps teams will maintain documentation on all victims treated. A copy of the documentation will accompany the victim if responsibility for care shifts to competent authority such as the local Emergency Medical Services personnel. The Citizen Corps team will, as a minimum retain documentation on the victim such as: Name, gender, location found, date and time, results of triage Injuries, complaints, etc.), treatment, who passed to and when, anticipated care facility sent to.
      5. Triage and Treatment Areas, Morgue. A secondary triage area (outside the affected structure will be designated and used to conduct a more thorough triage and documentation. A treatment area will be established to care more appropriately for the victims. The treatment area will be divided into the green, yellow, and red areas so that appropriate levels of care will be given. Citizen Corps teams will attempt to provide shelter from the elements for the victims to the best degree possible. A morgue will be established outside the view of victims in the triage and treatment area. Each of these areas will be chosen for best shelter to the victims and accessibility from the work site and for vehicle transportation. If these areas are established, a minimum of one Citizen Corps member will be in charge of each.
      6. Biological Waste. Sites will be selected that can be used for human waste (toilet facilities, slit trenches, etc.) and for biological waste (blood saturated materials, fecal matter, urine, vomit, etc. coming from victims). Selection will be made keeping in mind the weather conditions and drainage, as well as security. These areas will be marked and protected. Outside toilets (latrines) will normally be trenches dug into the ground 2 feet deep by 2 feet long. When full, they will be covered with dirt and plainly marked. There should be some form of view protection surrounding the latrine. Biological waste should be, as a minimum, double bagged, and placed in a trash can with secure lid, or buried. Burial sites should be clearly marked. All Citizen Corps members should be watchful to prevent children and animals in the waste areas.
   8. **Fire Suppression**
      1. Citizen Corps teams will NOT attempt to suppress fires unless with a buddy.
      2. Citizen Corps members are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. Citizen Corps will not attempt to suppress large, well developed fires. Citizen Corps will not normally attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.
      3. Citizen Corps teams will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials.
      4. Citizen Corps teams will check the smoke encountered upon entering the structure. If it is thick and black, and instantly causes coughing and eye irritation, they will not attempt to enter the building to suppress the fire. This may be a very toxic smoke that could cause death.
      5. Citizen Corps teams may use fire extinguishers, hoses, or other means appropriate to the type of fire, size of fire, and ability to escape safely.
      6. Citizen Corps teams will not be used by trained firefighters to put out major fires.
   9. **Assistance To Local Authorities During A Disaster**
      1. In some cases, the local authorities may have the resources to handle the emergency response to a disaster. However, they may need assistance and support by Citizen Corps personnel to assume some of the disaster related, labor intensive tasks that are important but of a lesser priority.
      2. If Citizen Corps teams are needed to assist public safety or emergency management personnel, they will be activated and assigned appropriate tasks. Such tasks will not be of any higher risk than a Citizen Corps would normally encounter in their emergency response role.
      3. Citizen Corps teams will not be used for law enforcement, such as roving guard to stop looters, or making arrests. They may be used to assist administratively or logistically.
      4. All utilization of Citizen Corps teams in support of local authorities will be documented with Citizen Corps names, addresses, and phone numbers, tasks, locations, etc.
   10. **Non-Emergency Operations**
       1. Citizen Corps teams may be used for non-emergency operations such as: booths at fairs, assisting at first aid tents, Citizen Corps demonstrations, traffic control, assisting in the installation of smoke alarms, etc.
   11. **Operations and Terrorism**
       1. Citizen Corps teams are not intended to combat terrorism, nor are they expected to operate in the presence of a high risk environment. Citizen Corps may be used for work that is related to the threat or as a response element after a terrorist act for work that poses little or no threat to their safety, yet provides assistance to public safety personnel by assuming safe, ancillary functions that would degrade their (public safety Personnel) effectiveness in the emergency. Citizen Corps team members will **NOT** attempt CERT operations if they discover or strongly suspect the incident was caused by a terrorist act. Citizen Corps members themselves could become casualties from the residual effects of chemical, biological, or nuclear weapons of mass destruction. They could also become casualties from secondary explosive devices. Citizen Corps members who discover or strongly suspect that an incident was caused by a terrorist act will immediately leave the area and report all known information to the first public safety officials they can contact.
2. **Logistics**
   1. **Team Member Backpacks.**
      1. Citizen Corps backpacks are purchased and owned by the individual Citizen Corps member.
      2. It is ***suggested*** each backpack contain some items from the list below.
         1. Hammer
         2. Duct Tape
         3. Tool to turn off gas, water
         4. 50 feet of rope
         5. Crescent Wrench
         6. Sharp pocket knife
         7. Dust masks
         8. Respirator for smoke
         9. Light Sticks
         10. Flashlight – spare batteries
         11. Portable radio (battery operated and hand crank)
         12. Two way radios (2) FRS
         13. Marking Pens (sharpies and fat ones)
         14. Metal Whistle
         15. Goggles
         16. Work Gloves
         17. Rain Gear
         18. Tablet to write on
         19. Bottles of Water
         20. Emergency food packets
         21. Waterproof matches
         22. Personal First Aid Kit
         23. EMT Snips (heavy duty 7.25 cuts leather) 1
         24. Emergency space blankets 4
         25. Antiseptic hand cleaning towels 24
         26. Biohazard bags 3-5 gal 5
         27. Various size Band-Aids 2 boxes
         28. Splint materials (various sizes) 4
         29. Cold compresses 4
         30. Nitrile Gloves (non-latex) 12 pairs
         31. Flagging Tape (can be used for triage) Red, Green, Yellow, Black
      3. Backpacks will be brought to all emergency response missions.
   2. **Supply and Re-supply**
      1. It will be the responsibility of the Citizen Corps member to refill any supplies used unless agreed prior to use that they will be replaced by Christian County
      2. As a minimum, each Citizen Corps member will carry a ½ liter bottle of water as a part of standard equipment.
      3. Water re-supply. If possible, Christian County Emergency Management will arrange to resupply water to the Citizen Corps team work site through whatever means possible. If this cannot be accomplished, the Team Leader will search for locations where potable water may be obtained. The Team Leader will ensure all members of the team receive water and that they are hydrated regularly.
      4. Subsistence re-supplies. If possible, the Christian County will arrange to re-supply subsistence (food) to the Citizen Corps team work site through whatever means possible. If this cannot be accomplished, the Team Leader will search for locations where safe and edible food may be obtained. The Team Leader will ensure all members of the team receive their ration and that they eat regularly.
      5. Battery re-supply. The Citizen Corps Members should arrange to have a battery re-supply at least 4 hours into the emergency. Each Citizen Corps member, as a minimum will need a total of 6 (each) AA batteries for every four hours of work in darkness (inside a structure or at night). Bigger flashlights are suggested.
      6. Medical re-supply. The Christian County will attempt to provide an on-site re-supply of medical supplies by the end of the first 12 hours of the operation. Possible sources of medical supplies are local hospitals and EMS organizations.
      7. Special equipment or materials. The Team Leader will attempt to locate and provide any special equipment or materials needed by the team to accomplish its mission, recognizing that the equipment contained in the backpack was chosen to match the scope of training and limitation of activities.
   3. **Storage**
      1. Christian County has a CERT Response trailer. Designated Citizen Corps members will have access to it so it can be taken to a scene when needed.
      2. The Citizen Corps program has equipment available for use for outdoor events and it is stored in the various trailers. There are pop-up canopies, tables, chairs, and other materials.
   4. **Transportation**
      1. Trailer. The CERT trailer will be used to transport Citizen Corps supplies and equipment as required. Designated CERT members will be authorized by the County to tow the trailer to whatever location they are needed. The pulling vehicle must be at least a ¾ ton pickup equipped with a standard ball hitch 2 5/16th that can tow a 7000 pound tongue weight and have an electric brake control installed. Electrical connection will be made using a 7 prong plug or a 4 prong adapter.
      2. Re-supply. The Christian County will use any means available to transport supplies and materials to Citizen Corps teams in operation. Primary means will be County vehicles that can be reasonably expected to reach the destination under emergency circumstances. If no Emergency vehicles are available, the County will attempt to find other methods which could include: National Guard assets (vehicles or helicopters), State vehicles (highway department), and as a last resort, civilian vehicles.
      3. Citizen Corps Team Members. Normally, Citizen Corps team members will not require transportation to or from the operation area. However, in the event that Citizen Corps is needed elsewhere out of the county, efforts will be made to provide transportation, Citizen Corps members must be prepared to remain in the affected area at least three days (72 hours).
   5. **Support During An Emergency Operation**
      1. Christian County Emergency Management Agency will ensure that Citizen Corps teams who must remain on-scene for extended periods of time receive all possible logistical and administrative support.
      2. If Citizen Corps members are needed by Christian County to support ongoing efforts by public safety and emergency management agencies, activation can be ordered by the County Emergency Management Agency. Citizen Corps activities are limited to their scope of training on-scene. Administrative and logistical tasks which carry negligible personal risk are not currently limited, unless the Citizen Corps member is somehow exposed to potential harm.
3. **IV. Documentation**
   1. **Training Documentation**
      1. All training conducted for and by Citizen Corps will be documented.
      2. Each class will receive documentation on: title, date(s), time(s), location, students completing, etc. This information will be maintained by the Christian County for their use.
      3. Each Citizen Corps member will have a file containing information on training received.
      4. The Citizen Corps Divisions Volunteer Coordinator will ensure their member files are current.
   2. **Emergency Operations Documentation**
      1. All Citizen Corps operations will be documented, whether emergency response related or not.
      2. Citizen Corps Team Leaders are responsible to furnish the Division Coordinators and/or appropriate officials on-scene (as necessary) documentation relating to the operation which includes such things as: How and when notified, how activated, arrival date and time, team members present, team organization, description of activities and results, visitations by others, logistical needs, problems encountered and solutions, date and time of stand-down order, after action report, etc.
4. **Communications**
   1. **Written:** Sometimes, due to the situation, use of telephone, cell phone, or radio may be impossible. In these situations, a messenger and written message may be used. This method should be used only for required messages or urgent messages due to the risk to the messenger.
      1. Written operational communications between Christian County and Citizen Corps teams in operation will contain, as a minimum, the following: sender name and phone number, position, location, receiver name, position, location, date, time, message.
      2. Some messages will require acknowledgement, which means, the receiver will acknowledge receipt of the message by signature, date, and time. If the message must be returned, it can be returned by the messenger that brought it.
   2. **Telephonic:** 
      1. Telephonic messages should contain name and location of sender, phone number of the sender, and the message. If the telephonic message is being taken by someone other than the intended receiver, the sender should ask that the message be read back.
   3. **Radio** 
      1. Messages by radio should be brief and to the point so that the frequency will not be cluttered, and batteries can be conserved. When contact is established, the sender should ensure the receiver gets the following information: sender call sign or name, location, message. If the receiver is not the person intended, the receiver should be asked to read back the message for accuracy. Until further notice, Citizen Corps teams will use family radios system (FRS) among the team members for internal communications. Motorola public safety radios will be available for team leaders to communicate to the incident command and Citizen Corps HAM radio operators will also be available. A communications base control station will be activated in the communications trailer for all events.
   4. **Report To Incident Commander**
      1. When competent authority arrives, they may become the Incident Commander. This means that all information acquired to that time should be passed from the previous Incident Commander to the new Incident Commander. This can be done verbally or in writing or both verbally and in writing. It is preferred that the information be passed in writing on ICS form 201 with verbal explanation. The Citizen Corps Incident Commander should have similar information to be passed to Christian County EOC to be included in the After Action Report. If only one copy is available, it should go to the new Incident Commander with a request that it be passed to the Christian County at the end of the operation.
   5. **Situation Reports**
      1. Situation reports are made periodically to update the person in charge. At the scene, this is the Incident Commander..
      2. Situation reports may contain the following example information: Sender name, location, position, date, time, number operational personnel, number of injured personnel, number of victims on-scene and status, number of victims transported and status, homes destroyed (by level of destruction), commercial structures destroyed (by level of destruction), infrastructure (streets, utilities, bridges, reservoirs, etc.), weather conditions, dangerous situations, etc.
5. **Training**
   1. **Basic CERT Training.** To be a recognized Citizen Corps Team Member, citizens must first receive official CERT training in a 24 hour program of instruction which is taught in accordance with the guidelines established by the Federal Emergency Management Agency and this Standard Operating Procedure, undergo a background check and complete the necessary paperwork. If the citizen volunteer comes from outside the area claiming to have already taken the training, he or she must present their certificate of training and have a letter of recommendation from the program coordinator from which they are transferring from.
   2. **Skills Refresher.** Citizen Corps members will receive refresher training on the topics taught in the basic course at least once per year. This can be in short increments taught throughout the year. The Citizen Corps Coordinator is responsible for the scheduling and the Emergency Management Office will document the training.
   3. **Tabletop Exercise.** Citizen Corps will be included in county tabletop exercises. Citizen Corps may also conduct its own version of tabletop exercises to identify weaknesses and strategies for operations.
   4. **Mock Disaster Exercise.** Citizen Corps will be included in county mock disaster exercises. Citizen Corps may also conduct its own mock disaster exercise in order to refresh member CERT skills and competencies.
   5. **Additional Skills.** Citizen Corps members may receive training that enhances their CERT effectiveness in a disaster situation. Citizen Corps members are excellent candidates for training in non-CERT but disaster related skills.
   6. **General Training policies and requirements:** 
      1. It shall be each member’s responsibility to conduct themselves in a professional manner at all times while attending training and classes; **your performance, appearance and attitude reflect directly upon the department.**
      2. A professional attitude and appearance will be displayed by all members of the Christian County Citizen Corps program in all training environments, regardless of location. Personnel should show a positive attitude and demonstrate an eagerness to participate in training exercises. **Professionalism will consist of attitude, behavior, and appearance.**
      3. Talking and disruptions should not occur during training sessions. Pagers, cell phones, and other electronic devices should be placed on silent and not utilized in a disrespectful manner.
      4. When classes are completed, it is up to the individual to forward a copy of the certificate of completion to the emergency management office for inclusion in the personnel file.
      5. Gross violations of the above policies may be grounds for discipline and/or termination from the program.
   7. **Attending training outside of the county.** Any wishing to attend a training class that is not sponsored by Christian County Citizen Corps or Christian County Emergency Management and is outside of the county must first be approved by the Emergency Management Director or Assistant Director. This can be best accomplished by email. It is necessary to approve outside training based on the fact that some training courses may not be state approved or may not fit in with the mission statement of Citizen Corps.
   8. **Requests for C.E.R.T. training outside of the county:** Sometimes, other counties may ask our staff to conduct CERT training in their county or ask assistance in generally starting a CERT program in their county. The policy for outside request are as follows:
      1. The only requests that will be officially recognized and approved will be those that are from that counties Emergency Management Director or recognized CERT/Volunteer Coordinator.
      2. Persons, agencies or organizations that contact Christian County with a training request, should be redirected to their county Emergency Management Director or CERT/Volunteer Coordinator.
         1. They may choose to contact us with the training request or provide the service in house.
      3. Only when the above criteria have been met, will Christian County staff entertain the training request.
      4. There may be instances where the host county approves the training, but Christian County does not for some reason. This may be because of the distance, outside of the state, etc.
         1. If the host county does approve the training, and Christian County does not, the instructors will not associate themselves in any way with Christian County, wear apparel from Christian County or utilize any training equipment that is owned by Christian County.
   9. **CERT Class Standards:** To be considered an approved CERT class, the class curriculum must meet the following minimum standards:
      1. Conducted by approved instructors
      2. Approved by Emergency Management staff at least 2 weeks prior to the start of class.
      3. Class registration forms are required from each student
      4. Course waivers signed by each student prior to the start of class.
      5. Sign in sheets with each module attended by the students.
      6. Completed course evaluation forms from each student
      7. All modules completed.
      8. A properly taught CERT class should take 24 hours to teach. Classes that are shorter than 18 hours will not be accepted as an approved class. Also, courses should not reach 30 hours of instructional time.
      9. Instructors should refer to and follow the Christian County CERT Class Objectives to ensure all materials and information is relayed to the students.
      10. Final class exercise. It is up to the lead instructor whether or not a final class exercise is performed. Sometimes it may be necessary to combine 2 or more smaller classes into one large exercise.
   10. **CERT Training Trailer:**
       1. The CERT training trailer is a Christian County asset. It is only to be used for CERT training within the county unless approved by the Emergency Management Office.
       2. The CERT training trailer can also be used for “approved” training outside the county with the permission of the Emergency Management staff.
       3. The CERT training trailer may also be used for other training within the county with approval from the Emergency Management staff as deemed necessary. Training such as: First Responder training, EMT training, First Aid, etc. is appropriate.
   11. **Training Levels:**  In an effort to advance members skills, there are specific levels of advancement.
       1. **CERT Levels *See Appendix for specific Level descriptions***
       2. **Awareness Level-** This level is for persons interested in taking the course to take care themselves and/or their family. This includes taking the basic course and receiving a certificate upon completion.
       3. **Level 1-** This level is for persons interested in actually signing up and being an active volunteer in their neighborhood.
       4. **Level 2-** This level is for persons interested in being an active CERT volunteer wherever they are needed.
       5. **Level 3:** Team Leader, Local and Regional Disaster Response.
       6. **Level 4:** Management position, Team Leader, Local / Regional Disaster Response.
       7. **Level 5:** Upper Management Position, Local, Regional and Statewide Disaster Response
       8. **Fire Corps Levels *See Appendix for specific Level descriptions***
          1. **Level 1-**persons may participate in most non-emergency related Fire Corps Activities and contribute in support roles.
          2. **Level 2-** Level 2 is for more active members that want to contribute in emergency response roles, special events and public education campaigns.
          3. **Level 3:** is for Team Leaders, Local and Regional responses and providing more of an active role in Fire Corps activities. Level 3 and above members can provide more services in emergency responses such as rehab and more support services at large incidents.
          4. **Level 4:** Management positions and Team Leaders.
          5. **Level 5:** Upper Management Positions.
       9. **VIPS Levels *See Appendix for specific Level descriptions***
          1. **Level 1-**persons may participate in most non-emergency related VIPS Activities and contribute in support roles.
          2. **Level 2-** Level 2 is for more active members that want to contribute in emergency response roles, special events and public education campaigns.
          3. **Level 3:** is for Team Leaders, Local and Regional responses and providing more of an active role in VIPS activities. Level 3 and above members can provide more services in emergency responses such as missing persons searches, etc.
          4. **Level 4:** Management positions and Team Leaders.
          5. **Level 5:** Upper Management Positions.
       10. **MRC *See MRC Handbook for specific Level descriptions***
           1. **Level One:** 
              1. Current Missouri professional license or certification (medical & mental health)
           2. **Level Two** 
              1. Medical background and experience – no license.
           3. **Level Three** 
              1. Non-medical, basic support
       11. **ARES Levels** ***See Appendix for specific Level descriptions***
           1. **Level One-** Possesses a valid Amateur Radio license and wishes to participate only in disaster situations.
           2. **Level 2-** Level 2 is for more active members that want to contribute in emergency response roles, special events and public education campaigns.
           3. **Level 3:** is for Team Leaders, Local and Regional responses and providing more of an active role in ARES activities. Level 3 and above members can provide more services in emergency responses such as missing persons searches, etc.
           4. **Level 4:** Management positions and Team Leaders.
           5. **Level 5:** Upper Management Positions.
   12. **Staff Training.**
       1. Volunteer or selected members will receive additional training on the duties of Citizen Corps staff. These members will learn to organize and operate functions such as Operations, Planning, Logistics and Administration so that in the event a large scale operation is required, individuals will have training and experience supporting Citizen Corps operations.
   13. **Documentation.**
       1. Buddy Teams. Two person buddy teams will ensure they document such things as victim information, structure information, etc.
       2. Citizen Corps Team leaders will ensure that they receive documentation on victims, structures, and anything else relative and important with respect to the disaster scene. They will also document information about the team, its members, their locations, actions taken, etc. Team Leaders will ensure documentation is appropriately consolidated for submission to the Emergency Management Office.
6. **After Action Reporting**
   1. Many agencies and departments fail to realize the importance of the After Action Reporting process, and its benefits in supporting emergency management and public safety activities. The After Action reporting process is comprised of two main parts, which are the After Action Review and the After Action Report.
   2. **Conducting an After Action Review**
      1. An After Action Review is a facilitated group discussion of the key issues and actions that were observed or performed during a significant event. For Citizen Corps teams, each work site should hold an individual after action review. It should be facilitated by the Citizen Corps Team Leader, who will ask leading and probing questions as to what went well, what needs improvement, and why.
      2. The After Action review will not be a venting session where personal attacks or critiques will be tolerated or made. All personnel who had a role in the emergency response will be encouraged to participate and provide comments to the group.
      3. The Citizen Corps Team Leader should take notes on the key issues discussed, considering the potential for both lessons learned and best practices.
   3. **Writing an After Action Report**
      1. Once the Citizen Corps team has conducted its After Action Review, it will compile its written After Action Report, which will capture those key issues and concerns provided during the group discussions. The report once completed, will be forwarded on to the Christian County CERT Coordinator. This report will then become a part of the overall After Action Report. Some items recommended for inclusion are:
         1. Activation/Deactivation. What went well? What needs improvement?
         2. Personnel Issues: What went well? What needs improvement? Why?
         3. Operations. What went well? What needs improvement? Why?
         4. Logistics. What went well? What needs improvement? Why?
         5. Documentation. What went well? What needs improvement? Why?
         6. Communications. What went well? What needs improvement? Why?
         7. Training. Were we able to accomplish our mission because our training gave us what we needed to know to be effective? What do we need additional training on?
         8. How many structures did our team search?
         9. How many (total) victims were rescued?
         10. How many (total) victims were (injury category):
         11. Describe condition of objects of infrastructure in your area:
             1. Streets and Roads.
             2. Power lines.
             3. Gas.
             4. Phones.
         12. Describe the structural damage in your area:
             1. Homes: Destroyed Heavy, Moderate or Light Damage
             2. Commercial or Business Structures: Destroyed Heavy, Moderate or Light Damage

Appendix 1

CERT Levels

* **Awareness Level-** This level is for persons interested in taking the course to take care themselves and/or their family. This includes taking the basic course and receiving a certificate upon completion.
* **Level I-** This level is for persons interested in actually signing up and being an active volunteer in their neighborhood.
  + Administrative Requirements:
    - Basic course, receiving a certificate upon completion
    - Fill out the necessary paperwork
    - Undergo background check
    - ID badge.
* Required Courses:
  + - IS-700 (NIMS, An Introduction)
* IS-100 (Intro to Incident Command System)
  + Personal Equipment Requirements:
  + Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
* **Level 2-** This level is for persons interested in being an active CERT volunteer wherever they are needed.
  + Administrative Requirements:
    - Basic course, receiving a certificate upon completion
    - Fill out the necessary paperwork
    - Undergo background check
    - ID badge.
    - Completing 15 hrs of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
  + Required Courses:
* IS-100 (Intro to Incident Command System)
* IS-700 (NIMS, An Introduction)
* IS-7 (A Citizen’s Guide to Disaster Assistance)
  + Personal Equipment Requirements:
    - CERT Pack; Basic, see Level 1
    - CERT Vest
    - Green CERT T-Shirt
* **Level 3:** Team Leader, Local and Regional Disaster Response.
  + Administrative Requirements:
    - Basic course, receiving a certificate upon completion
    - Fill out the necessary paperwork
    - Undergo background check
    - ID badge.
    - Completing 25 hrs of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
  + Required Courses:
    - IS-100 (Intro to Incident Command System)
    - IS-200 (ICS for Single Resources)
    - IS-700 (NIMS, An Introduction)
    - IS-7 (A Citizen’s Guide to Disaster Assistance)
    - ARC- Mass Care
    - ARC- Sheltering Course
    - Damage Assessment Course (Local or state course)
  + Personal Equipment Requirements:
    - Advanced CERT Pack; Includes all items in Basic CERT pack plus the following; Pry bar, Multi tool, Compass, Marking Paint

50’ ¼” braided rope,

* + - CERT Vest, Green CERT T-Shirt
    - FRS Radio
* **Level 4:** Management position, Team Leader, Local / Regional Disaster Response.
  + Administrative Requirements:
    - Basic course, receiving a certificate upon completion
    - Fill out the necessary paperwork
    - Undergo background check
    - ID badge.
    - Completing 35 hrs of Participation (meetings or any organized event acceptable) It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
  + Required Courses:
    - IS-100 (Intro to Incident Command System)
    - IS-200 (ICS for Single Resources)
    - IS-700 (NIMS, An Introduction)
    - IS-7 (A Citizen’s Guide to Disaster Assistance)
    - Damage Assessment Course (Local or state course)
    - ARC- Mass Care
    - ARC- Sheltering Course
    - IS-244 Developing and Managing Volunteers
    - IS-240 (Leadership and Influence)
    - IS-703 (NIMS: Resource Management)
    - Outdoor Search and Rescue OR ICS-300 (Intermediate ICS)
  + Personal Equipment Requirements:
    - Advanced CERT Pack Plus; Advanced First Aid kit TBD, Duct tape, Rain Poncho, Gas shut off tool.
    - CERT Vest
    - Green CERT T-Shirt
    - FRS Radio
* **Level 5:** Upper Management Position, Local, Regional and Statewide Disaster Response
  + Administrative Requirements:
  + Basic course, receiving a certificate upon completion
  + Fill out the necessary paperwork
  + Undergo background check
  + ID badge.
  + Completing 50 hrs of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
  + Emergency Management Office Requirements
  + Requires EMA Director Approval.
  + Must have held a management position in a disaster response
  + Must have held a management position in a functional or full scale exercise.
  + Has shown exceptional leadership qualities.
  + Must have an active E-mail account, cell phone, reliable transportation and the ability to respond (within reason) to requests for activation.
  + Required Courses:
    - IS-100 (Intro to Incident Command System)
    - IS-200 (ICS for Single Resources)
    - ICS-300 (Intermediate ICS)
    - ICS-400 (Advanced ICS)
    - IS-700 (NIMS, An Introduction)
    - IS-800 (National Response Plan)
    - IS-7 (A Citizen’s Guide to Disaster Assistance)
    - Damage Assessment Course (Local or state course)
    - ARC- Mass Care
    - ARC-Sheltering Course
    - IS-244 Developing and Managing Volunteers
    - First Responder Course
    - IS-703 (NIMS: Resource Management)
    - IS-242 (Effective Communication)
    - IS-775 (EOC Management and Operations)
    - IS-240 (Leadership and Influence)
    - IS-1 (Emergency Management: An Orientation)
    - Outdoor Search and Rescue
  + Personal Equipment Requirements:
    - CERT Pack; Above. Plus First Responder Medical Bag.
    - CERT Vest
    - Green CERT T-Shirt
    - FRS Radio

Appendix 2

Fire Corps Levels

* **Fire Corps Levels**
  + **Level 1-**persons may participate in most non-emergency related Fire Corps Activities and contribute in support roles.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * FC-100: Introduction to Fire Corps (Independent Study Course)
    - Personal Equipment Requirements:
      * Fire Corps Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
  + **Level 2-** Level 2 is for more active members that want to contribute in emergency response roles, special events and public education campaigns.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 15 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * FC-100: Introduction to Fire Corps (Independent Study Course)
    - Personal Equipment Requirements:
      * Fire Corps Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
  + **Level 3:** is for Team Leaders, Local and Regional responses and providing more of an active role in Fire Corps activities. Level 3 and above members can provide more services in emergency responses such as rehab and more support services at large incidents.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 25 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * IS-244 Developing and Managing Volunteers
      * FC-100: Introduction to Fire Corps (Independent Study Course)
      * FC-202: Project and Volunteer Management
      * FC-302: Providing Rehab
      * FC-303: Fire Corps in Public Education
      * FC-304: Conducting Home Safety Checks
      * FC-305: Community Assistance Program
    - Personal Equipment Requirements:
      * Fire Corps Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
      * FRS Radio
  + **Level 4:** Management positions and Team Leaders.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 35 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * ICS-300 (Intermediate ICS)
      * IS-244 Developing and Managing Volunteers
      * FC-100: Introduction to Fire Corps (Independent Study Course)
      * FC-200: Starting and Implementing a Fire Corps Program
      * FC-202: Project and Volunteer Management
      * FC-204: Funding and Support
      * FC-301: Fire Corps in Disaster Response
      * FC-302: Providing Rehab
      * FC-303: Fire Corps in Public Education
      * FC-304: Conducting Home Safety Checks
      * FC-305: Community Assistance Program
      * FC-400: Marketing your Program
    - Personal Equipment Requirements:
      * Fire Corps Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
      * FRS Radio
  + **Level 5:** Upper Management Positions.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 50 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
      * Emergency Management Office Requirements
        + Requires EMA Director Approval.
        + Must have held a management position in a disaster response
        + Must have held a management position in a functional or full scale exercise.
        + Has shown exceptional leadership qualities.
        + Must have an active E-mail account, cell phone, reliable transportation and the ability to respond (within reason) to requests for activation.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * IS-244 Developing and Managing Volunteers
      * IS-240 (Leadership and Influence)
      * IS-703 (NIMS: Resource Management)
      * ICS-300 (Intermediate ICS)
      * ICS-400 (Advanced ICS)
      * IS-244 Developing and Managing Volunteers
      * FC-100: Introduction to Fire Corps (Independent Study Course)
      * FC-200: Starting and Implementing a Fire Corps Program
      * FC-202: Project and Volunteer Management
      * FC-203: Program Assessment
      * FC-204: Funding and Support
      * FC-301: Fire Corps in Disaster Response
      * FC-302: Providing Rehab
      * FC-303: Fire Corps in Public Education
      * FC-304: Conducting Home Safety Checks
      * FC-305: Community Assistance Program
      * FC-400: Marketing your Program
    - Personal Equipment Requirements:
      * Fire Corps Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
      * FRS Radio

Appendix 3

VIPS Levels

* **VIPS Levels**
  + **Level 1-**persons may participate in most non-emergency related VIPS Activities and contribute in support roles.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
    - Personal Equipment Requirements:
      * VIPS Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
  + **Level 2-** Level 2 is for more active members that want to contribute in emergency response roles, special events and public education campaigns.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 15 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * VIPS and Disaster Response E-learning Course
    - Personal Equipment Requirements:
      * VIPS Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
  + **Level 3:** is for Team Leaders, Local and Regional responses and providing more of an active role in VIPS activities. Level 3 and above members can provide more services in emergency responses such as missing persons searches, etc.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 25 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * VIPS and Disaster Response E-learning Course
      * MoDot Traffic Safety Course
      * IS-244 Developing and Managing Volunteers
    - Personal Equipment Requirements:
      * VIPS Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
      * FRS Radio
  + **Level 4:** Management positions and Team Leaders.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 50 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * ICS-300 (Intermediate ICS)
      * VIPS and Disaster Response E-learning Course
      * Outdoor Search and Rescue
      * MoDot Traffic Safety Course
      * IS-244 Developing and Managing Volunteers
    - Personal Equipment Requirements:
      * VIPS Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
      * FRS Radio
  + **Level 5:** Upper Management Positions.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 25 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
      * Emergency Management Office Requirements
        + Requires EMA Director Approval.
        + Must have held a management position in a disaster response
        + Must have held a management position in a functional or full scale exercise.
        + Has shown exceptional leadership qualities.
        + Must have an active E-mail account, cell phone, reliable transportation and the ability to respond (within reason) to requests for activation.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * ICS-300 (Intermediate ICS)
      * ICS-400 (Advanced ICS)
      * IS-244 Developing and Managing Volunteers
      * IS-242 (Effective Communication)
      * IS-240 (Leadership and Influence)
      * Outdoor Search and Rescue
      * VIPS and Disaster Response E-learning Course
      * Building Blocks of a Law Enforcement Volunteer Program E-learning Course
      * MoDot Traffic Safety Course
    - Personal Equipment Requirements:
      * VIPS Shirt
      * Basic CERT pack; Hard hat, Eye protection, work gloves, examine gloves, light, Reflective vest, Minimal First Aid supplies, Whistle, note pad, Dust mask.
      * FRS Radio

Appendix 4

MRC Levels

* **MRC**
  + **Level One:** 
    - Current Missouri professional license or certification (medical & mental health)
  + **Level Two** 
    - Medical background and experience – no license.
  + **Level Three** 
    - Non-medical, basic support
  + **For more detailed descriptions of MRC Levels, see the MRC handbook.**

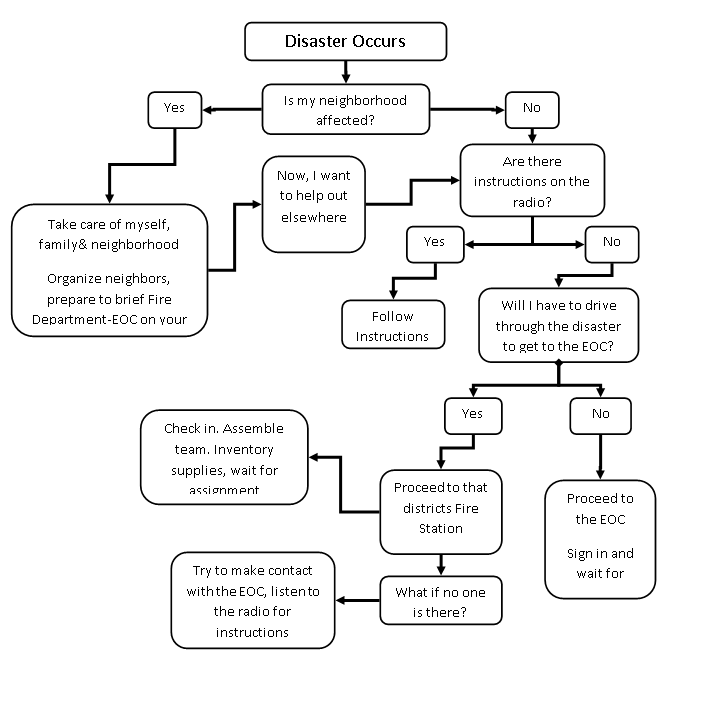
Appendix 5

ARES Levels

* **ARES Levels**
  + **Level 1-**persons may participate in most non-emergency related ARES activities and contribute in support roles.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 15 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
    - Personal Equipment Requirements:
      * At least a handheld amateur radio and a valid license.
  + **Level 2-** Level 2 is for more active members that want to contribute in emergency response roles, special events and public education campaigns.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 15 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * IS-703.a NIMS Resource Management
      * IS-704 NIMS Communications and Information Management
      * IS-802 Emergency Support Functions (ESF) #2 - Communications –
      * Introduction to Emergency Communication (EC-001)
      * Public Service & Emergency Communications Management for Radio Amateurs (EC-016)
    - Personal Equipment Requirements:
      * At least a handheld amateur radio and a valid license.
  + **Level 3:** is for Team Leaders, Local and Regional responses and providing more of an active role in ARES activities. Level 3 and above members can provide more services in emergency responses such as missing persons searches, etc.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 25 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * IS-703.a NIMS Resource Management
      * IS-704 NIMS Communications and Information Management
      * IS-802 Emergency Support Functions (ESF) #2 - Communications –
      * Introduction to Emergency Communication (EC-001)
      * Public Service and Emergency Communications Management for Radio Amateurs (EC-016)
      * Amateur Radio Emergency Communication Course Level One
    - Personal Equipment Requirements:
      * At least a handheld amateur radio and a valid license.
  + **Level 4:** Management positions and Team Leaders.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 35 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * ICS-300 (Intermediate ICS)
      * IS-703.a NIMS Resource Management
      * IS-704 NIMS Communications and Information Management
      * IS-802 Emergency Support Functions (ESF) #2 - Communications –
      * Introduction to Emergency Communication (EC-001)
      * Public Service and Emergency Communications Management for Radio Amateurs (EC-016)
      * Amateur Radio Emergency Communication Course Level One
    - Personal Equipment Requirements:
      * At least a handheld amateur radio and a valid license.
  + **Level 5:** Upper Management Positions.
    - Administrative Requirements:
      * All basic Citizen Corps requirements
      * Completing 50 hrs. of Participation (meetings or any organized event acceptable). It is the member’s responsibility to document participation and ensure that documentation is on file in EMA office.
    - Required Courses:
      * IS-700 (NIMS, An Introduction)
      * IS-100 (Intro to Incident Command System)
      * IS-200 (ICS for Single Resources)
      * ICS-300 (Intermediate ICS)
      * ICS-400 (Advanced ICS)
      * IS-244 Developing and Managing Volunteers
      * IS-242 (Effective Communication)
      * IS-240 (Leadership and Influence)
      * Outdoor Search and Rescue
      * IS-703.a NIMS Resource Management
      * IS-704 NIMS Communications and Information Management
      * IS-802 Emergency Support Functions (ESF) #2 - Communications –
      * Introduction to Emergency Communication (EC-001)
      * Public Service and Emergency Communications Management for Radio Amateurs (EC-016)
      * Amateur Radio Emergency Communication Course Level One
      * Amateur Radio Emergency Communication Course Level Two
    - Personal Equipment Requirements:
      * At least a handheld amateur radio and a valid license.



Disaster Decision Tree



**Appendix 7**

**AUTOMATIC DISQUALIFIERS**

**FOR VOLUNTEER SERVICES**

The **Christian County Citizen Corps** will automatically disqualify any individual who has at any time:

* Been convicted of a felony or any offense that would be a felony if committed in the state of Missouri.
* Used (tried) marijuana in the past three years.
* Sold marijuana.
* Used (tried) any illegal or dangerous drugs or narcotics, including inhalants, hallucinogenic mind-altering substances, etc.
* Sold narcotics or dangerous drugs.
* Been dishonorably discharged from any branch of the United States Armed Forces.
* Had a pattern of abusing prescription medication.
* Been previously employed as a law enforcement agent and since has committed or violated federal, state or municipal laws pertaining to criminal activity.
* Lied during any part of the volunteer process.
* Falsified his or her application.

**DISCRETIONARY DISQUALIFIERS**

The following disqualifiers may, upon review, may make you ineligible for volunteer service with the **Christian County Citizen Corps**

* A physical or mental disability that would substantially impair an individual’s ability to perform his/her duties.
* Alcohol misuse or abuse.
* Unlawful sexual conduct.
* Excessive traffic violations.
* Any discharge from the US military other than an honorable discharge.
* Debts-a demonstrated unwillingness to honor fiscal responsibilities.
* Any other conduct or pattern of conduct that would jeopardize public trusts in the law enforcement profession.

**Appendix 8**

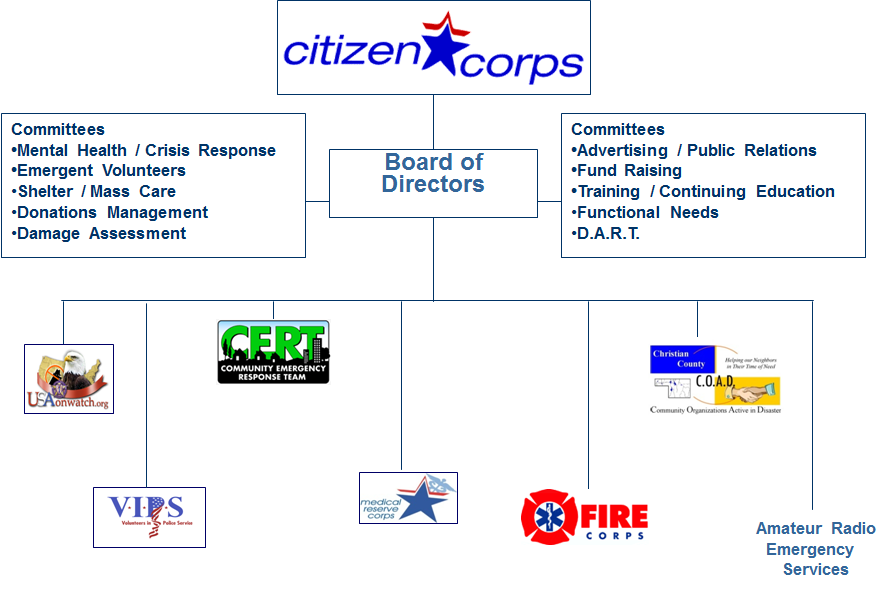
**Uniform Policy**

Christian County’s program seeks to be an organization that represents Citizen Corps in a positive and professional manner. Therefore, this policy is written to both ensure the program meets this goal and to provide a consistent approach to a more uniform appearance. All members issued a CERT/VIPS/Fire Corps/MRC uniform shirt; helmet, vest, ID, or other identifying item must understand and adhere to this policy.

1. **PURPOSE** 
   1. A goal of the Christian County Citizen Corps Program is to strive to improve safety for our members, and to be professional in both appearance and performance. To this effect we will:
      1. Continually strive to enhance the professional image of the Citizen Corps Program.
      2. Specify clothing requirements and standards of dress for all Citizen Corps members.
      3. Publish procedures describing the issue, maintenance, and replacement of uniforms.
2. **POLICY:**
   1. The Christian County Citizen Corps uniform and safety equipment cadre consists of:
      1. Uniform:
         1. A long and/or short sleeved t-shirt
         2. Polo Shirt ( Fire Corps)
         3. CERT ID Tag
      2. Safety Equipment:
         1. A green safety helmet
         2. An ANSI Type II fluorescent green safety vest
         3. Medical gloves (as available)
   2. Each Citizen Corps member is to be issued at least one short-sleeved uniform t-shirt and/or one long-sleeve uniform t-shirt. Other shirts will be issued as available. If the member needs more shirts they must purchase these, through our approved vendor, on their own.
   3. The uniform t-shirt is a standard issue without personalization. Citizen Corps members may personalize their uniform t-shirts with their name and type level at their own expense; following this uniform policy and through an approved vendor so as not to compromise the look or function of the shirt. Names are to go above the left breast side of the shirt, and type level centered above the CERT/VIPS/Fire Corps/MRC logo. Font and size shall be no larger than ¾ inch in height.
   4. Specialty Uniform items such as sweatshirts and hats will be issued or awarded as available. CERT members may also purchase authorized CERT/VIPS/Fire Corps/MRC sweatshirts and hats on their own as needed.
   5. Only official Christian County Citizen Corps gear or other uniform items may be worn as representative of the CERT program. Members may not create, copy, or distribute uniforms or uniform items without the express written consent of the Citizen Corps Coordinator.
   6. Members are urged to use the utmost discretion in the wearing of the CERT uniform in public. While in uniform you represent CERT and should always consider your behavior and attendance in public so as not to compromise the standards and ethics of our organization.
   7. Members shall practice good grooming habits, as practical, at all times when serving as a CERT member. Their uniforms and equipment shall be maintained in a clean, serviceable condition, and they shall, by their personal appearance, set an example of neatness and conformity with these regulations.
   8. Members are to maintain their uniforms and protective clothing (helmet and vest) in a clean and whole state. Only authorized emblems and insignia are to be worn on uniforms and protective clothing.
   9. CERT safety equipment is to be worn anytime CERT members are in a dangerous or potentially dangerous environment, or whenever a situation dictates its use.
   10. Hats may be worn in place of helmets when head protection is not required. CERT hats are preferred however other hats may be worn as needed for outdoor activity. Hats may have name embroidered or labeled on the front or back; however, no “nicknames” that may be offensive, or other offensive language or material will be allowed.
   11. The CERT member shall destroy worn out CERT uniforms, safety equipment, and IDs that are no longer serviceable. CERT uniforms, safety equipment, and IDs shall never be donated, gifted, or discarded in such a manner where they can be obtained by anyone who can then misrepresent themselves as being a member of the CERT program.
   12. If available, leather and/or medical gloves may be replaced by the Christian County CERT Program. However, this should not preclude any CERT member from having a sufficient supply of these items on hand at all times to maintain their own personal safety.
   13. CERT ID tags will be issued upon graduation of the basic CERT class at the requested and approved Type level. CERT ID tags will be replaced at any time the Member’s Type level changes.

**Appendix 9  
Deployment Guidelines**

1. **Overview**
   1. Recent natural and man-made catastrophic events have demonstrated the need for volunteers to supplement and enhance response and recovery capabilities during and after such events. Additionally, the potential for widespread consequences from these events often cross jurisdictional lines. As a result, these guidelines have been developed to deploy pre-credentialed and trained volunteers to address local, regional, multi-state and federal collaboration.
2. **Purpose**
   1. This Volunteer Deployment Management Plan - Standard Operating Guide (SOG) has been developed for the Christian County Citizen Corps. This SOG outlines the deployment procedures that occur before, during and after an emergency/disaster.
3. **Deployment of Volunteers**
   1. Christian County Citizen Corps employs generally accepted protocols when gathering deployment information; identifying and disseminating information to volunteers; processing and tracking deployed volunteers; and demobilization of volunteers.
   2. Deployment Protocols for Non-Emergency Events
      1. Requests for volunteers to support disaster and community events, public health events such as health fairs, exercises, and immunization clinics will be made directly to the Emergency Management Office.
   3. Deployment Protocols for an Emergency/Disaster
      1. Deployment requests for volunteers could be local; intra- or interstate; or federal. All requests should be directed through the Emergency Management Office or the EOC.
      2. Upon receipt of an official request for volunteers, the Emergency Management Office will search the roster for the types of volunteers being requested.
      3. Upon receipt of a request for volunteers, staff will:
         1. produce a list of requested volunteers within 2 hours of the request
         2. contact potential volunteers
         3. within 12 hours, respond with an initial list of volunteers available to deploy
         4. Within 24 hours, provide the requestor with a list of volunteers for deployment
      4. The final roster of deployable volunteers will be managed by the Emergency Management Office, who will manage the roster which includes deployment, tracking, and demobilization of volunteers during a particular incident or event.
4. **Pre-Deployment Considerations**
   1. The Emergency Management Office will collect as much available information regarding a request for volunteers prior to contacting volunteers to determine their availability to serve. However, volunteers should be aware that situations can rapidly change and that they should plan for worst case scenarios when considering volunteering for a deployment.
   2. Issues to consider include:
      1. Transportation: Responsibility for transportation to the deployment location (and return) will be the responsibility of each volunteer unless otherwise specified.
         1. Personally owned vehicles used for transportation should be mechanically sound and able to adequately make the trip.
         2. Additionally, personally owned vehicles should be legally licensed, current tags and driver must provide proof of sufficient insurance coverage.
      2. Lodging: Hotel accommodations cannot be guaranteed; therefore volunteers must be prepared to stay in shelter type conditions.
      3. Meals: At some locations, meals will be provided. At other locations, meals will be on your own.
      4. Operational Hours: Unless otherwise specified by the Incident Commander (IC) or the onsite volunteer coordinator, volunteers will work in 12 hour rotations for a term of not more than 2 weeks.
   3. Deployment to an emergency or disaster site where there are limited resources and physical hardships may be more difficult for some than others. Volunteers will be asked to consider the following before agreeing to deployment:
      1. Do you have children or adult dependents? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
      2. Do you have pets? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
      3. Is there someone who can take care of your home while you are gone (take in the mail and newspapers)? Are your bills (utilities, rent) paid and up-to-date?
      4. Are you taking any prescription medications that may impact your ability (causing drowsiness) to function in an emergency or disaster situation? Does your medication require strict administration times or need refrigeration?
      5. Do you have a health condition such as significant mobility concerns or a heart condition that would prohibit your participation? Do you have difficulty bending or stooping? Can you sit or stand for extended periods of time?
      6. Do you have allergies to medications, foods, environmental conditions or insect bites?
      7. Do you have a medical condition such as asthma or diabetes which could worsen due to the difficult conditions at an emergency or disaster site?
      8. Do you have a psychological or any other condition such as anxiety disorder or depression which may prohibit your participation in a disaster response?
      9. Have you had a recent emotional or psychological event which would make you unable to participate effectively in a disaster response?
      10. Do you have special dietary requirements which you may not be able to follow while at an emergency or disaster site?
5. **Responding to an Emergency Activation outside of Region D**
   1. Once a volunteer agrees to be deployed, the Emergency Management Office will set up a pre-deployment meeting. At this meeting, all pertinent information such as the nature of the emergency; sleeping, eating and travel arrangements; and expectations of the length of deployment and hours of operation will be discussed. Volunteers will also be provided with a deployment packet. Volunteers will follow these procedures:
      1. Volunteers will report to the designated assembly area specified by the Emergency Management Office and present their deployment papers to the onsite volunteer coordinator.
      2. Once the team is assembled, travel routes and stopping points established, the team will proceed to the work location.
   2. Once arrived at the work location, the team leader will make contact with the onsite volunteer coordinator or IC.
   3. Once the team arrives at the site of deployment, additional paperwork may be required to receive assignment to an area Supervisor. The Supervisor will give the team further instructions. It is very important for every volunteer to sign in and out each day (including lunch) and keep track of all hours worked on the required form that must be signed by the Supervisor.
6. **Responding to an Emergency Activation inside of Region D**
   1. When responding to a local emergency, volunteers may be asked to report directly to the work site and not to an assembly area.
   2. In the notification message, volunteers will be given as much information as possible about the deployment such as: the nature of the emergency; sleeping, eating and travel arrangements; and expectations of the length of deployment, hours of operation, where to report to and whom to report to.
   3. Once a volunteer arrives at the staging area/check in area, they will log in; fill out all necessary paper work; receive deployment papers and briefing; and receive assignment to a position and work location.
   4. Once a volunteer arrives at the site of deployment, additional paperwork may be required to receive assignment to an area Supervisor. The Supervisor will give the volunteer further instructions. It is very important for every volunteer to sign in and out each day (including lunch) and keep track of all hours worked on the required form that must be signed by the Supervisor.
7. **Onsite Volunteer Coordinator (Team Leader) Responsibilities**
   1. Onsite volunteer coordinators play a very important role in managing volunteers. These responsibilities include, but are not limited to:
      1. Processing incoming/outgoing volunteers
      2. Conducting/providing “Just-in-Time” training as necessary or required
      3. Assigning volunteers to positions commensurate with their skills and training
      4. Maintaining emergency/disaster volunteer records
      5. Administrative assistance as required
8. **Volunteer Tracking**
   1. Volunteers who are deployed must be accounted for from the initiation of assignments through demobilization. Depending on the situation, reporting protocols will be established for either a “once a day” or an “every 12 hour” tracking of volunteers.
9. **Demobilization**
   1. Volunteer demobilization protocols will be communicated by the onsite volunteer coordinator (Team Leader). The emergency management office will:
      1. Provide the volunteer with an Volunteer Feedback Form to complete and return
      2. The staff will ensure the volunteers service is recorded in the “Training Manager”.
      3. Make available critical incident stress debriefing
      4. Determine if Pastoral Care services are necessary for religious or emotional support needs



I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have received a copy of the Citizen Corps Standard Operating Procedures.

I agree to adhere to the terms, conditions, operating procedures and guidelines set forth in this manual

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Applicants Signature Date