

**Steele County CERT  
Standard Operating Guide  
Annex**

**ANNEX A**

**CERT Leadership  
Check Lists**

**CERT COMMANDER  
TEAM LEADER  
SEARCH & RESCUE  
MEDICAL TEAM  
LOGISTICS OFFICER  
SAFETY & FIRE TEAM  
STAGING LEADER  
SAFETY OFFICER  
MAP RECORDER  
SPECIAL NEED SHELTERING, TREATMENT TEAM  
COMMUNICATIONS  
SCRIBE (COMMAND POST)  
SCRIBE (GROUP OR DIVISION)  
DOCUMENTATION  
DEMOBILIZATION PHASE**

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**CERT COMMANDER  
*You are the decision maker***

- **Set up** your organization: identify safe locations for IC post and staging areas, organize your command post/leaders, establish a staging location.
  - **Assess** your situation: identify incidents your group can handle, identify incidents your group cannot handle.
  - **Plan** which incidents your group will handle & prioritize: consider your group's training, group's resources, life hazards, property hazards, and probability of success.
  - **You Are Responsible** for coordinating situation status information and response activities between CERT and the EOC.
  - **Safety** – Ensure adequate safety measures are in place.
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- TAKE CARE OF YOURSELF AND FAMILY FIRST.** Remember your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions.
  - Gather information and direction from emergency officials – what is the mission and what needs to be done.
  - Contact Team Leader to determine staging area and coordinate resources.
  - Activate Call-Out procedures (Calling Tree or City Watch).
  - Ensure that check-in procedure is established immediately (Personnel Resources - See Appendix B), badges and accountability tags and boards).
  - Determine which Section Chiefs are needed, assign appropriately.
  - The effective span of control is 3-7 people per team, with 5 being best.
  - Direct CERT members and volunteers to Teams that are short of personnel.
  - Direct volunteers and CERT members that arrive late.
  - Document overall activity and damage reports (See Appendix B Forms).
  - Verify that all major problems are reported to the Emergency Management System.
  - Use your community map to indicate damage and other problems.
  - Ensure that all communications with teams/leaders is established and maintained.

The individual that's chosen to be in the CERT Command Center must be able to deal with numerous problems simultaneously. This is truly a job for the "strong at heart."

The best type of individual for this position is one that has some management experience, understands how to deal with the stress of handling multiple problems simultaneously and is able to prioritize those problems. They must understand people and how they are treated under stressful conditions. The wrong person in this position can create havoc among the teams and a lack of organization skills could defeat the intent of the CERT Command Center.

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**TEAM LEADER**

- **Coordinator of Field Teams.**
- **Review the objective – what is the mission and what needs to be done.**
  - Take care of yourself and your family first. Remember your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions.
  - Designate the disaster area staging area and begin gathering information.
  - Ensure that check-in procedure is established immediately (Personnel Resources - See Appendix B, badges and accountability tags and boards).
  - Determine which Section Chiefs are needed, assign appropriately: Fire suppression, Search and Rescue, Medical, etc.
  - Meet with team leaders as they show up and brief them as they start forming their teams.
  - Assign members and volunteers to Teams that are short of personnel.
  - Appoint a “Logistic Officer” to determine what resources are available and coordinate requests for usage.
  - Appoint someone to coordinate the paperwork you will need to properly document overall activity and damage reports. (See Appendix B Forms)
  - Verify that all major problems are reported to the Emergency Management system.
  - Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
  - Provide assistance with shift change activity as required.
  - Coordinate with Emergency Response Units when they arrive. Once an emergency response Official arrives, he/she will take command or act as liaison between you and the EOC.
  - Use your community map to indicate damage and other problems.
  - Communicate to CERT Commander every 30 minutes (or a time frame to be determined) if possible.

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**SEARCH AND RESCUE TEAM**

This team must understand that the safety of their members comes first. As you move through the neighborhood determining rescue problems – Stop, Look, Listen, and Think.

Primary Responsibilities:

- For lightly damaged structures: Search, Triage, Report, Request Medical Team.
  - For Moderate damage: Search, Triage/Treat 3 killers, Remove victims ASAP.
  - For heavily damage structures: **STAY OUT** and mark the hazard.
  - Help with transport of the seriously injured to the nearest treatment area.
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- Take care of yourself and your family first, remember your safety is important, be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, leather gloves, hard hat, goggles, dust mask, etc....
  - Report to CERT Command Post and get your team assignments and teammates.
  - Maintain a Personnel Resources Form (See Appendix B Forms) to account for personnel on duty, hours of duty and assure rest breaks or rotation.
  - Conduct a preliminary damage assessment as you walk through the area.
  - Always use a buddy system.
  - Check each house in your assignment area. If possible, use a list of neighborhood residents to determine if anyone is missing, and talk to other people about their neighbors.
  - Check homes of anyone that is missing, any homes displaying a “HELP” sign, and homes not displaying.
  - Perform a walk-around to size-up the structure.
  - Conduct a voice triage – call out “Emergency Response Team, if you can walk, come to the sound of my voice.” Instruct those survivors who are ambulatory to remain at a designated location and continue with the triage.
  - Follow a systematic route. Start with victims closest to you and work outward in a systematic fashion.
  - Triage victims: check for breathing, stop major bleeding and treat shock.
  - Spontaneous volunteers may offer help to assist team members or be assigned to other teams.
  - Be aware of any Special Needs residents, meet “face to face” with that person and determine if special help is needed. If so, notify CERT command.
  - KEEP A LIST OF PEOPLE WHO ARE UNACCOUNTED FOR!!!!**
  - Keep a log of all homes searched. Record the address, what you did or if it was OK, the extent of damage, if any, and include the date and time of your actions.
  - Mark each building that has been searched so that it does not have to be repeated.
  - Communicate to CERT Commander every 30 minutes (or a time frame to be determined) if possible.

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**GUIDELINES FOR SEARCH AND RESCUE**

<b>Degree of Damage</b>	<b>Should Rescue be Attempted</b>
Heavy	NO. Too dangerous to enter. Secure perimeter and control access to the structure.
Moderate	Perform only quick and safe removals; limit on site medical to breathing, major bleeding, and treating for shock. Minimize the number of rescuers & time inside structure.
Light	Yes. Locate, triage, and prioritize removal of victims to the designated treatment area.

**Remember:  
There is no golden rule for risking your life to rescue others. If your attempts are obviously beyond your**

**physical capacity or skill, you may lose your life and endanger others coming to your aid.**

**SOMETIMES IT TAKES WISDOM AND COURAGE TO WAIT FOR HELP!**

- 1) **Ensure Rescuer safety!** The rescuer helps no one if he/she becomes a victim, and adds to the problems of a disaster.
- 2) **Never conduct a search or rescue alone.** *Work with a partner, Have a Plan, Have an escape route, and Do Not wander aimlessly.*
- 3) **Size up each house before taking any action.** Look for Help or Ok signs. Then, knock on the door, if no answers, conduct a perimeter search to see if the occupant is available and to try and determine what you may be facing when you must make entry.
- 4) **Feel the top and bottom of the door** before you enter a structure with the back of your hand. **IF IT IS HOT, DO NOT ENTER!!** If it is cool cautiously open the door. Repeat this process every time you encounter a closed door.
- 5) **If the door cannot be opened** due to damage, determine if there is a safe alternative to making entry or if entry is even an option.
- 6) **While still in the doorway** call out loudly, **“Is anyone here?”** Listen for a response. If you don’t get an answer, shout, **“CERT Rescue Team here to help! – Is anyone here?”** repeatedly as you move throughout the structure. A frightened occupant may be armed and waiting. If you know the occupant’s name, use it when you call. Listen carefully between your calls for the sound of crying, moaning, thumping, banging or other noises that may indicate that someone needs help. If someone does answer you, ask them to tell you where they are and what type of help they need.
- 7) **Rescue lightly trapped** victims first.
- 8) **Be very aware of signs that a DOG** may be in the structure; food and water dishes, bed, rubber toys, and of course barking or growling. A residence with a large dog may have to be left to emergency responders before a search can be attempted. Treat this as you would a structure with “Heavy Damage”, and write **“DO NOT ENTER – LARGE DOG”** on the most obvious surface.
- 9) **Smell for smoke, gas or electrical odor.** If you smell gas, **DO NOT ENTER!!** Open as many windows and doors as you can without going inside. Locate the gas meter and turn it off, then wait until you no longer detect the odor before entering. **If you smell smoke or electrical odor,** be extremely careful if you choose to continue your search. Opening the door to a room full of smoke can cause a phenomenon known as a “back draft” where a smoldering fire inside finally gets the air it needs and explodes in flames due to the amount of carbon monoxide in the room.

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- 10) **Mark the door or outside wall** once you determine to search the interior. This \ mark seen from the street shows a search is in progress.
- 11) Once inside the structure, **constantly look around and above you** for potential hazards including broken glass on the floor. Stay low and constantly communicate with your teammates. Systematically search each room and pay attention to “hiding places” under beds, inside closets, under stairs, and inside bathtubs and showers.
- 12) **If it is dark when you are performing your search**, use your flashlight to “sweep” each room before you enter. This will prevent you from encountering hazards like holes, fallen beams or fixtures, and glass. If it is dark and you have no flashlight, only search the structure if you know for a fact that someone is in distress inside. Then you need to use a “left or right hand wall search” **WITH A BUDDY**, and you should have a rope tied to one of you with a “Sentry” at the nearest exterior door holding the other end. In the absence of a Sentry, tie the rope to something just outside the door; this way a passing Team may be able to see what is happening and stop to help. If you don’t have a rope/or a buddy, it is not recommended that you enter the structure at all – **GET HELP!!**
- 13) **If there is water in the lower level – Do Not Enter.**
- 14) **If you find a victim**, determine, to the best of your ability, the nature of their injuries. If no spinal injuries are evident, move the victim to the first aid providers for assessment.
- 15) **If you find a deceased person(s)**, do not remove the body or disturb the area.
- 16) **When you have done your search**, don’t forget to draw another diagonal line which crosses the previous line you drew, creating an **X** on the front of the structure, and make any other appropriate notifications there (time, victims/status/dead, hazards, your name, actions, gas off, etc...). An **X** with a line around indicates DANGER – document information. When marking a property, use common sense about what you use. A can of red spray paint on a house with no damage is not going to make the owner very happy when they return, use chalk or some other writing instrument that can be washed with soap and water. It won’t make a lot of difference on a heavily damaged structure.

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**MEDICAL TEAM**

Primary responsibilities:

- Set up first aid station in the area.
  - Provide physical and psychological first aid to neighbors who need it.
  - Identify neighbors who need professional medical care.
  - Assist S & R Team Leader in providing triage for extricated victims.
  - Identify, collect and store basic and creative first aid supplies for the area.
  - Monitor health of working team members.
  - Oversee and provide security for the morgue.
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- Take care of yourself and family first. Remember your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, leather gloves, hard hat, goggles, dust mask, latex or rubber gloves, etc....
  - Report to the CERT Command Post and get your Team assignment and teammates from the CERT Command.
  - Maintain a Personnel Resources Form (See Appendix B Forms) to account for personnel on duty, hours of duty and assure rest breaks or rotation.
  - Set up a Medical Treatment area that is: large enough, free of hazards, has good access points for transportation (emergency/personal vehicles, etc.), provides separation of the delayed, and immediate victims, and the morgue.
  - Create your triage teams—perform head-to-toe assessments and document.
  - Create your treatment team(s): open airway, control bleeding, treat for shock.
  - Assign jobs to the “walking wounded” or bystanders attracted by the activity.
  - Establish an area to treat Psychological victims, possibly in someone’s home. It should be a place that is quiet and out of the weather.
  - Care for any victims with Special Needs or notify CERT Command that you need a “Special Needs Team”: if one is available.
  - Medical teams should work in the same area as the Light Search and Rescue Teams and set up centrally located “Immediate” and “Delayed” treatment areas where appropriate.
  - A Separate Morgue area may be necessary – try to locate in private area.
  - Wash hands before and after giving care. Wear single-use latex, latex free or rubber gloves when treating victims (protection from all bodily fluids).
  - Patients must be re-triaged periodically.
  - Consider identifying resources for grief counseling.
  - Keep a log of all people treated. Record their name, address, what you did, what was their response to treatment and include the date and time of your activities. (See Appendix B Forms – Victim Treatment Area)
  - Communicate to CERT Commander every 30 minutes (or a time frame to be determined) if possible.

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**LOGISTICS OFFICER**

- The primary objective of this position is to provide facilities, services and materials in support of the incident.
  - Coordinate communications to the “outside world.”
  - Coordinates efforts of several Support Teams.
  - Assist the CERT Command and Team Leaders as necessary.
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- Take Care of yourself and your family first. Remember, your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves, etc.....
  - Report to the CERT Command Post and get your Team Assignment and teammates from CERT Command.
  - Meet with Team Leaders to start coordinating activities; special needs, sheltering, supplies, etc.....
  - Document the status of each team and what they report. (See Appendix B Forms)
  - Appoint a “Message System Coordinator” if needed to keep track of reports that come in and know what tasks have been completed and what remains to be done.
  - Appoint a runner if needed.
  - Use maps to document information.
  - Maintain a list of all current resources such as: personnel, extinguishers, blankets, wrenches, bandages, food/water, other supplies.....
  - Keep track of resources deployed and when they are back in service for others to use. (See Appendix B Forms)
  - Determine resources needed and how to obtain.
  - Report all major problems to CERT Command or EOC - notify need for additional resources.
  - Schedule transportation of supplies (not transportation of injured people)
  - Coordinate with Emergency Response when they arrive.
  - Communicate to CERT Commander every 30 minutes (or a time frame to be determined) if possible.

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**SAFETY AND FIRE TEAM**

- If necessary, shut off the gas, electricity and water at each house in the neighborhood.
- Extinguish small fires.
- Identify and rope off hazardous areas.
- Confine stray pets.
- Remove debris from the street so emergency vehicles can drive through the area.
- Coordinate the evacuation of the neighborhood when necessary.
  - ❑ Take Care of yourself and your family first. Remember, your safety is important. Be alert, cautious and watch for hazards.
  - ❑ Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves, etc.
  - ❑ Report to the CERT Command Post and get your Team assignment and teammates from CERT Command.
  - ❑ Maintain a Personnel Resources Form (See Appendix B Forms) to account for personnel on duty, hours of duty and assure rest breaks or rotation.
  - ❑ Work in advance of /or with the S&R, and assist them in determining whether a structure is safe to enter. Identify structures with safety problems and mitigate those problems when appropriate.
  - ❑ Always use the Buddy System and know a second escape route!
  - ❑ Rope off and/or mark all hazards: downed power lines, fallen trees, etc.
  - ❑ Extinguish small fires where necessary: If answers to the following questions are no – *Leave immediately*: Can I escape quickly and safely? Do I have the right type of extinguisher? Is the extinguisher large enough for the fire? Is the area free from other dangers such as hazardous materials or falling debris?
  - ❑ Keep a log of all hazards encountered and structures inspected. Record the address, the hazard, if any, your actions, and include the date and time of your actions. (See Damage Assessment Form Appendix B)
  - ❑ Do Primary Damage Assessment as you work your way through the neighborhood.
  - ❑ Caution residents about re-entering damaged homes or homes where other hazards make them unsafe.
  - ❑ Communicate to CERT Commander every 30 minutes (or a time frame to be determined) if possible.
- The long term function of this team will be to constantly monitor the neighborhood for actual or potential hazards, and to mark and/or otherwise warn the residents in the area.
- Yellow or “Day-Glo” survey tape is a good tool for team members to have available to rope off areas that are hazardous. People may still be in shock from the event will not pay attention, or may not recognize otherwise obvious safety hazards. Consider using a wheelbarrow to transport your heavier equipment; extinguishers, chain saws, tape, etc.

**UNDER NO CIRCUMSTANCES SHOULD ANYONE ENTER A BURNING BUILDING TO SAVE PROPERTY OR PETS.** Notify IC ASAP.

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**Strategies for Damaged Structures**

<b>Light</b>	<b>Moderate</b>	<b>Heavy to Total</b>
<i>Superficial damage, broken windows, fallen plaster, garage door intact, less than 50% of shingles/roofing material gone.</i>	<i>Structural stability questionable, roof panels missing, garage door damaged some windows out of frames, obvious interior damage.</i>	<i>Partial or total collapse of walls and/or roof, trees through roofs, garage door blown out, obvious structural instability.</i>
1: Secure building utilities, (as needed) 2: Establish and coordinate Search & Rescue teams with medical triage personnel 3: Establish "T" and "D" treatment areas 4: <b>PRIMARY MISSION:</b> Locate, triage, and prioritize removal of victims to treatment area. 5: Continue evacuation process until all victims are removed and accounted for. 6: Constantly re-assess structural stability 7: Gather Team members afterward and account for all	1. Secure building utilities, (as needed) 2: Gather information, (victim locations) 3: Establish "Sentry" at exit and entry points. 4: Establish and coordinate two and four person rescue teams. 5: <b>PRIMARY MISSION:</b> Locate, stabilize, and immediately evacuate victims to a safe area while minimizing the numbers of rescuers inside. 6. Perform triage and medical care in safe area. 7. Continue rescue efforts until complete or unsafe. 8. Continue re-assessment of structural stability 9. Communicate and document location of heavily trapped or deceased victims	1. Communicate the location and extent of damage to CERT command or on-scene emergency personnel 2. Secure building perimeter and control access to the structure. 3. Determine if it is safe to shut down utilities from outside the structure 4. Gather information from witnesses or survivors to determine possibility of victims inside.

All three of the Previous Teams, (Rescue, Medical, and Safety) will often be involved together in the initial search and rescue effort, so having

"Suggested Operating Procedures" in place prior to an event will make it a safer scene for you to work on.

Team members need to know their specific duties on a rescue scene. It can't be stressed enough how important it is to train as teams on a regular basis to insure that each member understands their job under emergency conditions. Fire Department and EMT train regularly for situations exactly like this because their need for efficient team work is critical on a daily basis.

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The following chart will give you an idea of the involvement of various CERT operations for each level of damage.

<b>Team</b>	<b>Damage: Light</b>	<b>Damage: Moderate</b>	<b>Damage: Heavy</b>
<b>Safety/Fire Team</b>	- Utilities as needed - Document	- Utilities - Small fires to save lives - Document	- Utilities from exterior - Document
<b>Search/Rescue Team</b>	- Locate - Triage - Tag - Continue Size-up - Document	- Locate - Stabilize(triage) - Evacuate - Control Perimeter - Continue Size-up - Document	- Secure perimeter - Gather information - Document
<b>Medical Team</b>	- Triage again - Head to toe in place - Treatment in place - Transport when necessary - Document	- Triage again/safe zone - Head to Toe/safe zone - Tag - Treatment - Transport - Document	<b>NO ENTRY</b>
<b>Treatment Area Team</b>	- Triage again - Head to toe - Treatment - Document	- Triage again - Head to toe - Treatment - Document	N/A

Use this chart as the basis for some of your training exercises when your group gets together. The items here aren't all that someone should expect to face, but it will give you guidelines to work from and goals to strive for.

The need to coordinate team work can't be stressed enough, so whenever you have the opportunity to train – do so. Structure your exercises so that several things are going on simultaneously, this makes the sessions much more interesting and fruitful.

If someone in our neighborhood is good with woodworking, have them fashion some “Backboards” with handholds. These are what firefighters use to move victims to safe treatment areas, and they are good for preventing movement of the spinal column when neck or spinal trauma is suspected.

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**STAGING LEADER**

- Continuously maintain a current list of all available resources (facilities, services, and materials).
- Your primary job is to add and subtract.
  - Take Care of yourself and your family first. Remember, your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves.
  - Report to the CERT Command Post and get your Team assignment and teammates from CERT Command.
  - Establish and maintain boundaries of staging areas
  - Post signs for identification and traffic control
  - Establish check-in function, as appropriate
  - Determine and respond to requests for logistical support for personnel and/or equipment, as needed.
  - Choose a runner (if needed).
  - Choose a scribe (if needed).
  - Resources can include:
    - Personnel
    - Blankets
    - Transportation
    - Extinguishers
    - Wrenches
    - Services
    - Shelters
    - Bandages
    - Other Resources
  - Keep the Logistics Leader updated at all times.

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**CERT SAFETY OFFICER**

- Develops and implements a security plan, and keeps the peace.
  - Take Care of yourself and your family first. Remember, your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves.
  - Report to the CERT Command Post and get your Team assignment and teammates from CERT Command.
  - Assess situation before beginning your operation – ensure a site safety and health plan is developed.
  - Develop a plan to secure the safety of:
    - The Incident Command Post
    - Communications
    - Medical Operations areas
    - Equipment areas
    - Transportation
  - Obtain resources (personnel and equipment).
  - Maintain group status sheet (recruit a scribe if necessary).
  - Inform your personnel of assignments.
  - Create your teams and give assignments.
  - Assess and communicate hazardous and unsafe situations - document complaints and suspicious occurrences.
  - Correct unsafe acts or conditions.
  - Maintain awareness of active and developing situations - keep the peace, prevent assaults, and settle disputes.
  - Prevent theft if possible.
  - Assign, organize and brief assistants as necessary.
  - Exercise emergency authority to prevent or stop unsafe acts.

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**MAP RECORDER**

- Maintain an area map showing incidents and resources.
  - Evaluate how conditions and other factors can affect incidents and operations.
  - Keep the IC informed of any changes in such conditions or other factors.
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- Take Care of yourself and your family first. Remember, your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions. Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves.
  - Report to the CERT Command Post and get your Team assignment and teammates from CERT Command.
  - Record all incidents from Damage Assessment Forms (See Appendix B) on an area map.
  - Indicate the following information:
    - Fires and hazards
    - Medical operations areas, IC post, communications, and staging areas
    - Search and Rescue operations
    - Wind speed and directions
    - Other factors
    - Resources
  - Assess wind direction and relative speed/force.
  - Evaluate how wind direction and speed/force will affect incidents and operations.
  - Inform the IC when conditions or other affective factors change.

**Local Information Monitoring Stations**

**KRFO Radio - AM 1390, FM 104.9 (Owatonna)**

**KOWZ Radio - 1170 AM, 100.9 FM, KRUE 92.1 FM (Owatonna)**

**KAUS AM/FM Radio - 99.9 FM 1480 AM (Austin)**

**KDHL - 920 AM, Power 96 FM (Faribault)**

**KATE/KCPI Radio - 1450 AM, 94.9 FM (Albert Lea)**

**Minnesota Public Radio/KNSE 90.1 FM (Rochester)**

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**SPECIAL NEEDS, SHELTERING, TREATMENT TEAM**

Primary Responsibilities if American Red Cross is unavailable:

- Ensure that children, elderly and disabled persons have pre-arranged caretakers.
  - Set up a child/adult care center in the neighborhood.
  - Identify other public shelter locations to help neighbors who are displaced and need shelter.
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- Take Care of yourself and your family first.** Remember, your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions.** Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves.
  - Report to the CERT Command Post** and get your Team assignment and teammates from CERT Command.
  - Establish the shelters/treatment center.** Post signs: Special Needs, Treatment, Childcare, Food, Communications, Personal Hygiene areas, etc.....
  - Keep a Team member at the CERT Command Post** so you can be aware of incoming victims. If you have a problem dealing with a patient, call for someone with more medical training than you or try to get help from emergency services.
  - Send Team members to systematically check those people on your list of “Special Needs,”** determine their status, take appropriate action, and document.
  - Post Regular reports** of local availability of ice, water, and food on a bulletin board or other location near the Command Post.
  - Designate and stock a food and water storage location** and enlist the help of volunteers to man it and prepare to supply those in need.
  - Keep a log of all people contacted or treated.** Record their name, address, what you did, what was their response to treatment and include the date and time of your actions.
  - Communicate all information to CERT Command.**

Keep in mind that you could have any number of people look to you for help, many that you weren't aware of, but you can only really prepare for the ones you know about. Dealing with others will take patience and common sense.

People that show up unannounced may have the solutions to their problems with them; they just may need some help.

Find out if any patients might have a relative(s) that if notified would be able to come get them with a reasonable time period.

This may be a popular group with everyone. Make sure this Team is fully staffed; their workload will be longer in duration than some of the others. If a disaster affects a large enough area and it is several days before things stabilize, this Team could find themselves working day and night helping those who didn't prepare.

Find out as soon as you can what local, (outside neighborhood), sources of food, water and shelter is available (American Red Cross, Salvation Army, etc.). Post this information prominently and keep your

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Team members informed. No matter how much you have planned to store for emergency purposes, the speed with which things disappear will amaze you.

Make sure you “squirrel away” plenty of resources for your Teams; it’s hard to get people to work without food and water. Stay aware of the fact that some people have no scruples and will tell you anything to get a free meal at someone else’s expense and trouble.

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**COMMUNICATIONS**

- Provide communications of the CERT Teams.
  - Establish a communications link with the EOC.
  - Monitor local radio and television stations, and share the emergency information with the neighborhood.
  - Record information pertaining to the disaster on the neighborhood status board.
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- Take Care of yourself and your family first.** Remember, your safety is important. Be alert, cautious and watch for hazards.
  - Dress appropriately for the weather and hazardous conditions.** Wear protective clothing, sturdy shoes, goggles, dust mask, and latex or rubber gloves.
  - Report to the CERT Command Post** and get your Team assignment and teammates from CERT Command.
  - Assemble your Communications Team ASAP** to determine communications options available to the group.
  - Appoint a “Runner Coordinator”** to act as the contact for runners between field teams and Command Post. Also have them determine who has bicycles, motorcycles, all-terrain vehicles, or other means of transportation for communication purposes.
  - Study maps and/or reports of injury and damage** as they come in so that this information can be passed on to the EOC.
  - Monitor TV and radio broadcasts** for information about the disaster and the status of local hospital, shelters, roads, and other important details.
  - Post regular reports** of important developments on a bulletin board or other location near the CERT Command Post.
  - Report all major** problems to the EOC.
  - Coordinate with Emergency Response Units when they arrive.**

This is a critical Team. Communications is one thing most disaster victims are lacking after an event. Those assigned to this Team need to identify beforehand all the forms of communications they will have to consider. If CERT Command is the focal point of activity, then determine ahead of time who would want to get information from Command and who would Command need to contact. Some of these contacts might be:

- Steele County EOC
- Local or out of town relatives of your neighbors
- People in the neighborhood that want to know the status of things
- Disaster Assistance Coordinators trying to determine the level of need in your area
- Field Teams, Treatment Areas, Transport locations etc....
- Local News and Emergency Broadcast Bands
- HAM and CB Operators

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**SCRIBE  
COMMAND POST SCRIBE**

- Maintains records and written communications for members of the IC Post.

Forms you use (See Appendix B Forms):

- Incident Status Form, for keeping track of the status and priority of incidents that can be handled.
- Damage Assessment Survey, for helping to organize which incidents the IC will or will not send resources to.
- Message Form, for maintaining communications between the IC and Group or Division Supervisors.

**GROUP OR DIVISION SUPERVISOR'S SCRIBE**  
**(Including Fire, Medical, and Search and Rescue Groups)**

- Maintains the records of assignments for your group or division.

Forms you use (See Appendix B Forms):

- Assignment Status Sheet for recording all of the information about the activity of your group or division.
- You need to document the number and conditions of your victims.
- You can also act as a runner to notify the IC of the need for additional resources, or update IC on the status of the incident.

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**DOCUMENTATION**

Documentation is vital to the overall success of the recovery effort. There are two basic categories of documentation (See Appendix B for Forms) that CERTs will use;

1. Response Teams and their function groups are responsible for providing CERT Command with ongoing information about group status, damage assessment, and ongoing needs.
2. CERT Command is responsible for documenting situation status, including incident locations, support locations, access routes, and identified hazards. This information is essential for tracking the overall situation. As information becomes available in the EOC from CERTs, emergency management officials can begin to get a “feel” for the damage caused by the event.

<b>Form</b>	<b>Purpose</b>
<b>Damage Assessment</b>	Completed by field Team Leaders. Provides summary of overall hazards in specific areas: <ul style="list-style-type: none"> <li>- Fires</li> <li>- Utility Hazards, Flooding</li> <li>- Structural Damage</li> <li>- Injuries and casualties</li> <li>- Available access</li> </ul> Essential for CERT Command to prioritize and formulate action plans.
<b>Personnel Resources</b>	Completed by Team Leaders. Used for: <ul style="list-style-type: none"> <li>- Tracking personnel assigned to the group</li> <li>- Monitoring group accountability</li> </ul>
<b>Equipment Resources</b>	Used by Logistics and Staging Area <ul style="list-style-type: none"> <li>- Track resources loaned to CERT members</li> </ul>
<b>Incident Briefing</b>	Used by Team Leaders <ul style="list-style-type: none"> <li>- Record known information about the incident site, hazards, and actions taken</li> </ul>
<b>Victim Treatment Area Record</b>	Used for: <ul style="list-style-type: none"> <li>- Document each person brought into the treatment area, his or her general condition (DI or DEAD), and his or her location</li> </ul>
<b>Message Form</b>	•Used for sending messages between CERT Command and field Teams. Should be clear and concise and address key issues such as: <ul style="list-style-type: none"> <li>-Assignment complete or reason otherwise</li> <li>- Additional resources required</li> <li>- Special information</li> <li>- Status Update</li> </ul>
<b>Incident Status</b>	•Used by CERT Command to keep abreast of the overall situation. It contains essential information for tracking the overall situation

The picture that CERTs can provide through documentation will be extremely valuable to Steele County Officials in the recovery process.

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DEMOBILIZATION PHASE

- Authorize demobilization of sections, and units when they are no longer required.
- Make sure everyone is accounted for.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.