

# Hernando County Community Emergency Response Teams

## Standard Operating Guidelines



February 25, 2005

<http://www.hernandocert.com>

Original: October 25, 2004  
Revised: February 25, 2005

## Hernando County CERT Standard Operating Guidelines

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# Hernando County Community Emergency Response Teams Standard Operating Guidelines

## **Introduction & Background**

These Standard Operating Guidelines govern the operation and management of Hernando County CERT upon official activation. Hernando County CERT members should refer to these guidelines to determine the timing and manner of activation; operation, communications and command structure during activation; and demobilization when activation is complete.

The Community Emergency Response Team (CERT) program is an official emergency preparedness program of the Federal Emergency Management Agency (FEMA), The Florida Division of Emergency Management and the Hernando County Emergency Management Department. The CERT concept was originally developed and implemented by the Los Angeles Fire Department in 1985. The need was recognized following a series of earthquakes in both the U.S. and Mexico that left hundreds dead, injured, and without emergency services. By 1993, thousands of residents had been trained in the United States and Canada. The CERT program nationwide is supported and assisted by FEMA's Emergency Management Institute (EMI) in Emmitsburg, Maryland.

The CERT course benefits anyone who takes it. Graduates are better prepared to respond to and cope with the aftermath of natural or manmade disasters. Neighborhood groups receiving CERT training become closer-knit and develop plans to help each other when disaster strikes. CERT training provides people with information and experience that are unavailable anywhere else in most communities. Topics such as introduction to disasters, disaster medical care, fire suppression, search & rescue, and disaster planning have been shown to be highly beneficial to all that attend.

The United States Government publishes the Federal Response Plan (FRP) as its official plan of action in response to disasters. Under the FRP each specialty area such as fire, police, communications, animal control, public works, and urban search & rescue that may require emergency support are designated by number as Emergency Support Functions (ESF's). For example, Urban Search & Rescue is designated ESF-9.

In support of the Federal Response Plan the State Of Florida has published the Comprehensive Emergency Management Plan (CEMP) that details the response from the State Of Florida to disaster or major emergencies. Similarly, Hernando County has published the Hernando County Comprehensive Emergency Management Plan. This type of planning results in uniform terminology and consistency from the federal government down to the local level.

Hernando County Community Emergency Response Teams are designed to be coordinated in accordance with the National Incident Management System (NIMS). The Regional CERT Commander (RCC) acts as the official liaison between the CERT Teams and Hernando County

Emergency Services. On November 27, 2001, The Hernando County CERT program was officially recognized by a Board of County Commissioners resolution, as a volunteer organization that is a key element in our approach to emergency response.

## **Section I – Notification of Activation**

When possible, Hernando County Emergency Management will use all available communications for activation prior to an emergency. That includes the use of landline phones, cellular phones, pagers, e-mail, the Internet (including our own Web Site, [http://www.hernandocounty.us/em/CERT\\_index.htm](http://www.hernandocounty.us/em/CERT_index.htm) the [Code Red](#) calling system, amateur radio and any other means available. However, once a disaster has occurred we must anticipate that none of these systems will be functioning. Many of the disasters that we could face in Hernando County allow us the luxury of knowing they are coming. Hurricanes, floods, even wildfires have a certain amount of lead-in time. Other disasters, on the other hand, allow no advance notice.

*Our primary means of activation will be through the simultaneous use of phones, pagers and email.*

**Under Standard Activation the notification process will be as follows:**

- 1) Emergency Management will activate the Threat Advisory Committee which will include the RCC's and brief them on the status of the current event. RCC's will be aware of any impending activations of the CERT Teams.
- 2) Emergency Management will initiate a **CERT All Call Alert**, using the [Code Red](#) Emergency Phone / Pager System; we will also use the CERT Team Email List sending out the same message by phone & email giving you a brief description of the situation and either to standby or to contact your Team leader.
- 3) Call your Team leader for a briefing of the current situation.
- 4) If you cannot get through to your Team leader, call your Assistant Team leader, if you cannot get through call your Section Chief (Fire, Search & Rescue or Medical) as determined by your Team leader. As a last resort or if you are the acting Team leader, you should call the Sector Leader or RCC for a briefing on the event.
- 5) **Team leaders will contact the Sector Leader or RCC upon receiving this notification to be briefed on the plan of action. RCC's have the option to call Sector Leaders/Team Leaders or have a meeting prior to the alert going out.**
- 6) Team leaders should document who did not make contact directly, and notify your RCC who could not be contacted. RCC's will be responsible for notifying the EOC of available CERT personnel and their missions.
- 7) Follow all directions that you received when you were called.

## Section II – Activation





Hernando County Community Emergency Response Teams (Hernando CERT) will activate when a natural or manmade emergency situation overwhelms normal emergency response systems. When activating, Hernando County CERT shall follow the procedures of either Standard Activation or Self-Activation. The procedures are as follows:

### Standard Activation

Hernando County Emergency Management will initiate a Standard Activation. Standard Activation will occur after conference with the, Threat Advisory Committee (TAC) which includes the RCC's. Activation of Hernando County CERT members will occur primarily through simultaneous phone, pager and email messages. After contact by one of these means, members will attempt to contact their team leader for additional instructions or if unable to contact by phone they will meet at the pre-designated team assembly locations, or alternate locations pre-determined by team leaders. In the event that the normal telephone/email system does not work, members will be notified to activate by alternate communications<sup>1</sup>. Any participation in activation is strictly voluntary; lack of participation in an activation event does not affect a member's status in Hernando County CERT. Remember, you must take care of your family first before you can take care of anyone else!

### Self-Activation


Self-Activation is a situation where any Hernando CERT member determines that an emergency situation has occurred which overwhelms normal emergency response systems. The decision to Self-Activate should not be taken lightly, and should always follow these guidelines:

- Step 1: Dial 911 and follow operator's instructions. This is *NOT* a CERT activation situation.
  -  If there is no answer or if the operator advises that emergency services will be delayed proceed to Step 2.
- Step 2: Ensure the safety of your family and property.
- Step 3: Monitor assigned radio frequencies, stay near your phone.
- Step 4: Contact your Hernando CERT Team Leader by telephone or radio. Prepare your equipment for activation and wait for further instructions.
  -  If you cannot contact your Team leader, Asst Team Leader or Section Chief, contact the Sector Leader or RCC. If you cannot contact anyone, proceed to Step 5.
- Step 5: Report to your designated meeting location when conditions permit and it is safe to do so. **See Appendix B.**
  -  Monitor radio frequencies and your cell phone. Continue to attempt to contact Hernando County CERT Area Command using any communications possible.
  -  Follow CERT Team training and follow Leaders directions, including canvassing the area, documenting findings, and responding to any localized

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<sup>1</sup> Alternative methods of Communication: Standard Telephone, Cellular Telephone, Amateur Radio, Family Radio System (FRS) Radio, Message Boards at meeting locations, Runners, etc.

emergency situation. **No member should act alone – follow CERT training and always work in the buddy system.**

 Have one member continue to make contact with Area Command (RCC) and/or other Team leaders.

### Section III – Assignments

Hernando County CERT is divided into two operational areas. Area 1 is all areas west of the [Suncoast Parkway](#) and Area 2 is all areas east of the [Suncoast Parkway](#).

Each team is assigned to an area known as a sector. The county is divided into ten sectors. Members will be assigned to a specific sector based on where they live. Sector assignments are found in *Appendix A and B*.

Because of the size of Hernando County, and because some teams have few members who live there, members within different areas have been combined to form teams. There are 10 sectors in Hernando County and each team is part of a sector. (*See Appendix B*).

Each Hernando County CERT Member is assigned to a pre-designated staging area during activation. These staging areas are based on your location and designated by your team leader. Depending on the event, you may be meeting with other sector members, and team members. If none of the members you normally meet with are available for activation, you would join another adjacent sector or team. (*See Appendix B*).

Please take the time to learn the roads, canals and homes in your sector, and in your team area. Also note where the pre-designated staging areas are for your sector, adjacent sectors, your team and the closest adjacent team.

When you are notified that Hernando County CERT is being activated you should gather your equipment and meet at the pre-designated staging area for your team within your Sector. (*See Appendix B*).

## Section IV – Sector/Team Assembly Procedures

Once your group has assembled you should follow these basic procedures with the following goals in mind: protect life, preserve property, protect the environment and report damage and critical needs.

- 1) Establish a team leader, if one is not already present.
- 2) Document members present and any non-CERT personnel present, and all contact information for each person.
- 3) Contact Area Command (RCC) and give initial report that includes:
  - a) Sector/Team Identification
  - b) Location
  - c) Members present, and names of any non-CERT personnel present
  - d) Initial assessment
- 4) If Communications with RCC cannot be established, the team/sector leader will use discretion to take appropriate action.
  - a) Have one member continue to attempt communication with the RCC or EOC. As soon as communications are restored with the RCC or EOC, please report location, team members available, and situation.
  - b) Prior to leaving the sector or team staging area, use whatever materials possible to leave a visible sign as to the direction and destination the team is headed.
- 5) Follow team/sector leader's directions, including canvassing the area and documenting findings on an **Incident Status Record** form
- 6) Report findings and events to team leader.
- 7) Team leader reports to Sector Leader or RCC via radio or any means available.
- 8) RCC will forward information as appropriate to responding emergency personnel or the EOC.
- 9) Each team will wait for direction from the RCC to:
  - a) move to new Sector;
  - b) be dismissed, or c) perform other duties as necessary.
- 10) It is the responsibility of the CERT Team leader to keep track of team members at all times. It is also the responsibility of the CERT Team leader to ensure that the team takes appropriate rest breaks, receives proper nourishment, and drinks enough fluids to keep hydrated during a disaster operation.
- 11) CERT team leaders should monitor their members for signs of critical incident stress and should report the first indications of it to the EOC, ESF 8 representative, if possible. If a member of the CERT team exhibit signs of Critical Incident Stress Syndrome, the team member should be relocated to a calmer environment and encouraged to relax. This member should not be placed back into action until properly examined by a Critical Incident Stress Debriefing (CISD) team member.

## Section V – Communications

Hernando County CERT will follow these Communication Guidelines at all times.

### Short distance/Internal Team Communications

Team assigned radios will be used for internal team communications.

FRS Radios - Primary communications

### Long distance/Area Command Communications

800 MHZ assigned Tactical Channel or Amateur Radio will be used for the long distance radio:

ICOM VHF Radios - Secondary communications/Primary VHF communications

County UHF Radios - Secondary Communications/ Primary UHF communications

Each sector and/or team may have an amateur radio operator who can then relay any information to Area Command (AC). If there is no amateur radio operator assigned to your sector/team you may have to pass your information to an adjacent team who can then relay it to AC.

### Radio Protocol

When you talk on the radio you will identify yourself with your CERT Team Position plus the Region and Sector you are assigned to. *For Example: “CERT Command 2 (Region 2) to Fire Leader 24 (Region 2 Sector 4) status check”*

During all radio communications, if anyone is talking on the channel wait for him or her to stop prior to keying your microphone. **If you interrupt another person’s call, there is a chance that neither message will get through. A Net Control Station (NCS) may be established if required.**

Team/Sector Leaders and RCC’s need to address messages by importance. To aid in prioritization, members should use the following message priority codes:

EMERGENCY - Any message that has life threatening urgency.

PRIORITY - Important messages needing specific response time. These may include injuries that need attention, fires, etc.

WELFARE - An inquiry about health and welfare. Checking on teams, rotations, etc.

ROUTINE - Normal traffic that doesn't fit into the other groups.

*For example* - The call to a Team leader would be as follows: “**Medical Leader One Two to CERT Leader One Two, Priority**”, “**Fire Team One One Two to CERT Leader One Two, Routine**” the Team leader would then have to acknowledge Medical Team Leader before Fire Team One because of the higher priority message. Medical Team Leader must wait for CERT Leader One Two to acknowledge them before they transmit again; “**Medical Leader One Two this is CERT Leader One Two go ahead**”; “**CERT Leader One Two this is Medical Leader One Two, We have a 27 year old male with a leg injury who is trapped under some debris, we**

request assistance to this location with cribbing. **“Medical Leader One Two this is CERT Leader One Two, understand your request, I’m sending backup.”**  
If the Team leader is calling the Area Commander it would be **“CERT Leader One Two to CERT Command One, Priority...”**

Additional radio frequencies of interest can be found in **Appendix C**. The standard phonetic alphabet used on the radio is found in **Appendix E**.

All formal messages passed between the CERT team and the Emergency Operations Center (EOC) or any Public Safety Answering Point (PSAP) (911 Communications Center) should be documented on a **Message Form**. This allows for verification and clarification of messages that are passed between the team and the county EOC or PSAP’s. Messages may be passed in person or by telephone, cellular, amateur radio, CB radio or any other workable method. CERT teams are highly encouraged to use amateur radio to communicate between CERT teams in the field. Radio Amateurs Civil Emergency Services (RACES) and Amateur Radio Emergency Service (ARES) are groups that have operators positioned at critical points across the county before, during and after a disaster.

## Section VI – Command and Control

The Hernando County Community Emergency Response Teams use the National Incident Management System (NIMS) as its command and control system. NIMS is the same system used by DHS-FEMA, Hernando County Emergency Management, Fire-Rescue, Law Enforcement and all other CERT Teams. The use of a common system for command and control, with common terms and positions, allows us to fit easily into the existing Emergency Management system.

### **Definitions:**

Area Commander – The person (RCC) who is in charge of the overall operations of the Hernando County CERT during Activation.

Command Post – The physical location of the headquarters for the Area Commander.

Sector – An area of land with specific boundaries. The County is divided into 10 Sectors. Ideally, there will be CERT Members who live in and are assigned to each Sector.

Group – A group is a collection of CERT members within one team (example: three CERT members of Search & Rescue).

Team - A team is a collection of CERT members from multiple sectors, or a single sector which has a Leader. Example: Pioneer CERT and Timber Pines CERT Teams are both in Sector Four, both have team leaders.

Section - A section is a unit of CERT Team members who are assigned a specific mission which has a Leader or Chief. Example: Coastal CERT has a Medical Section, Fire Section and a Search & Rescue Section.

Phonetic Alphabet – A word that describes a letter to reduce confusion (example: alpha, bravo, charlie, delta for a, b, c, d). (See **Appendix E** for the standard phonetic alphabet).

Net Control Station (NCS) – An amateur radio operator who coordinates the radio traffic between various teams and Area Command (AC) or the Emergency Operations Center (EOC).

At the beginning of activation a Command Post will be established at a pre-designated location. The location for the Command Post may vary from incident to incident depending on the specific situation and the needs of the Area Commander, but each team should have a primary and secondary assembly area. This area should be a well known location with the team's area of responsibility such as Weeki Wachee Springs or Home Depot Parking Lots. The Command Post will be the virtual nerve center of your CERT team. All communications will funnel through Area Command at the Command Post. It is the responsibility of the Area Commander to communicate with the EOC or Fire Rescue Dispatch in order to coordinate the resource efforts of the Hernando County CERT Teams with those of the responding public safety agencies.

For example: Team One is operating in their sector and reports a fire at a home on Chase Street. The member who locates the fire will call their team leader and tell that person the location and size-up of the fire. If the fire can be extinguished by the team, they will pass on that information as well, only after the fire is extinguished completely. The team leader, through the CERT Radio, amateur radio operator, or any available communication, will pass that information on to the Area Commander (AC), located at the Command Post. Area Command will then notify the EOC or Fire Rescue Dispatch by radio or 9-1-1 of the fire.) While it may seem like a lengthy process to go through, it is imperative that all communication be funneled through one location to reduce redundant calls for assistance and to coordinate rescue efforts.

DURING ACTIVATION - No Team Member should call Fire-Rescue or Emergency Management directly unless requested to do so by the Area Commander.

## Section VII – Personal Gear Inventory

Necessary:

1. Hard Hat
2. Safety Vest
3. Goggles
4. Work Gloves
5. Good boots/work shoes
6. Personal water!!!!
7. Dust Mask
8. Flash Light
9. Basic First Aid Kit
  - a) 4x4's, b) band-aids, c) Kling wrap, d) sling e) tape f) personal protection device g) ace wraps h) ABD pads I) tweezers
10. Wrench (adjustable)
11. Screw driver
12. Duct tape
13. Spray paint
14. Grease marker/SHARPIE
15. FRS radio
16. Batteries
17. Latex gloves
18. Scissors
19. Knife
20. Pencil, pen, paper
21. Zip lock bags, saran wrap (cling plastic)
22. Whistle
23. Surveyors tape in red, blue, black, yellow and green. (Triage Ribbons)
24. Bug spray

**Nice To Have:**

- 1) Personal items....socks, raingear, hat, toiletries, power bars, etc
- 2) High rubber boots, waders, rain suit
- 3) Amateur radio, and accessories
- 4) GPS, compass, Leatherman, Swiss Army knife

## Appendix A – CERT Region 1

### HERNANDO COUNTY COMMUNITY EMERGENCY RESPONSE TEAM

#### CERT REGION 1

REGIONAL CERT COMMANDER (RCC) – RAY WILLIAMSON

DEPUTY REGIONAL CERT COMMANDER (DRCC) – CARL AMATO

Region 1 is described as all land, canals, rivers and lakes, West from the Suncoast Parkway, to the Gulf of Mexico within the geographical boundaries of Hernando County.

Sectors – Region 1 is divided into six (6) Sectors. A description follows:

Sector 1 –Beginning at the Northwest corner of the Citrus/Hernando County line, from the Gulf of Mexico, East to US 19, South along US 19 to SR 550 (Cortez Blvd), West on SR 550 to the Gulf of Mexico at Bayport, North to Point of Beginning. All properties bound within these borders.

Sector 2 - Beginning at the Gulf of Mexico at Bayport, East along SR 550 to US 19, South along US 19 to County Line Road, Westerly along the Hernando/Pasco County border to the Gulf of Mexico, North to Point of Beginning. All properties bound within these borders.

Sector 3 - Beginning at the Citrus/Hernando County Line at US 19, East to US 98, South along the West side of US 98 to the Suncoast Parkway, South along the Western side (Southbound Lanes) of the Suncoast Parkway to SR 50 (Cortez Blvd), Westerly along the North side of SR 50 to US 19, North along the East side of US 19 to Point of Beginning. All properties bound within these borders.

Sector 4 - Beginning at the Southeast corner of SR 50 & US 19, East along the South side of SR 50 to Deltona Blvd, South along the West side of Deltona Blvd to Spring Hill Drive, East along the South side of Spring Hill Drive to Waterfall Drive, South along the West side of Waterfall Drive to County Line Road, West along the North side of County Line Rd to US 19, North along the East side of US 19 to Point of Beginning. All properties bound within these borders.

Sector 5 - Beginning at the Southeast corner of SR 50 and Deltona Blvd, East along the South side of SR 50 to Mariner Blvd, South along the West side of Mariner Blvd to County Line Road, West along the North side of County Line Road to Waterfall Drive, North along the East side of Waterfall Drive to Spring Hill Drive, West along the North side of Spring Hill Drive to Deltona Blvd, North along the East side of Deltona to Point of Beginning. All properties bound within these borders.

Sector 6 - Beginning at the Southeast corner of SR 50 and Mariner Blvd, East along the South side of SR 50 to the Suncoast Parkway, South along the Western side (Southbound Lanes) of the Suncoast Pkwy to County Line Road, West along the North side of County Line Road to Mariner Blvd, North along the East side of Mariner Blvd to Point of Beginning. All properties bound within these borders.

## Appendix B – CERT Region 2

### HERNANDO COUNTY COMMUNITY EMERGENCY RESPONSE TEAM

#### CERT REGION 2

#### REGIONAL CERT COMMANDER (RCC) – DON HARRIS

#### DEPUTY REGIONAL CERT COMMANDER (DRCC) – TOM JONES

Region 2 is described as all land, canals, rivers and lakes, East from the Suncoast Parkway, to the Sumter County Line within the geographical boundaries of Hernando County.

Sectors – Region 2 is divided into four (4) Sectors. A description follows:

Sector 1 – Beginning at the Citrus/Hernando County Line at US 98, East to US 41, South along the West side of US 41 to Croom Rd, East on Croom Rd to McIntyre Rd, South on McIntyre Rd to Mondon Hill Rd, West on Mondon Hill Rd to Jasmine Dr, South on Jasmine Dr to SR 50, West along the North side of SR 50 to the Suncoast Parkway, North along the East side of the Suncoast Parkway to US 98, West to Point of Beginning. All properties bound within these borders.

Sector 2 – Beginning at the Citrus/Hernando County Line at US 41, East to the Withlacoochee River, South along the river to Interstate I75, South along the West side (Southbound Lanes) of I-75 to SR 50, Westerly along the North Side of SR 50 to US 41, North along the East side (Northbound Lanes) of US 41 to the Point of Beginning. All properties bound within these borders.

Sector 3 – Beginning at the Withlacoochee River from the Sumter/Hernando County Line at I-75, Southeasterly along the Little Withlacoochee River to the Sumter/Hernando County Line, South along the Sumter/Hernando County Line to the Pasco/Hernando County Line, West along the Pasco/Hernando County Line to I-75, North along the East side (Northbound Lanes) of I-75 to the Point of Beginning. All properties bound within these borders.

Sector 4 – Beginning at the Southeast corner of the Suncoast Parkway and SR 50, East along the South side of SR 50 to I-75, South along the West side (Southbound Lanes) of I-75 to the Pasco/Hernando County Line, Westerly along the Pasco/Hernando County Line to the Suncoast Parkway, North along the East side (Northbound Lanes) of the Suncoast Parkway to the Point of Beginning. All properties bound within these borders.

## Appendix C – Radio Frequencies

### 800 MHz Trunked Radio Frequencies

852.3375	856.9875
853.3375	857.4875
854.9875	858.4875
855.9875	859.4875
856.4875	860.4875

### VHF

Hernando County Amateur	440-450 MHz
NOAA Weather Radio	162.550 MHz (Tampa) 162.400 (Inverness)
Hernando County Fire Dispatch	154.235
Marine VHF Channel 2	162.400
Marine VHF Channel 4	162.425
Marine VHF Channel 5	162.450
Marine VHF Channel 3	162.475
Marine VHF Channel 6	162.500
Marine VHF Channel 7	162.525
Marine VHF Channel 1	162.550

### UHF

FRS 1 462.5625	FRS 2 462.5875
FRS 3 462.6125	FRS 4 462.6375
FRS 5 462.6625	FRS 6 462.6875
FRS 7 462.7125	FRS 8 467.5625
FRS 9 467.5875	FRS 10 467.6125
FRS 11 467.6375	FRS 12 467.6625
FRS 13 467.6875	FRS 14 467.7125

**Note: Hernando County** is now using a Motorola Type II 800 MHz Trunking System. **Except for the VERY LIMITED exceptions noted above you can no longer monitor them with a conventional scanner.** You must have either a Uniden or Radio Shack Trunking Scanner to listen to Hernando County Sheriff/Fire/EMS. Programming of these radios is quite “different” but all information necessary can be found on the web at <http://www.trunkedradio.net>

## Appendix D – Responsibilities

### Hernando County Emergency Management (HCEM)

Responsible for the overall coordination of the CERT Program  
Responsible for coordinating the initial CERT Training  
Responsible for all CERT & Citizen Corps Grant Funding  
Responsible for purchasing the basic CERT Equipment Bag  
Responsible for coordinating the quarterly CERT Training  
Responsible for creating guidelines and responsibilities  
Responsible for initial notification of activations  
Responsible for the CERT Personnel Database & ID Cards  
Responsible for tracking all training and issuing certificates  
Responsible for creating any Special Trained CERT Quick Response Teams (QRT)

### Regional CERT Commanders (RCC)

A Regional CERT Coordinator and a deputy for each of the 2 CERT Regions will be appointed by Emergency Management. They will be responsible for the following  
RCC will be responsible for CERT operations throughout the county.  
RCC will be the liaison between CERT and HCEM  
RCC will attend all Threat Advisory Committee (TAC) meetings  
RCC will contact the EOC or HCEM upon activation  
RCC will be the liaison between CERT and Fire Rescue  
RCC will be the liaison between CERT and Law Enforcement  
RCC will serve as CERT Area Commander

### CERT Sector Leaders

Coordinate with teams within their sector for operations.  
Report status of teams and readiness status to RCC monthly  
Coordinate with RCC to meet Fire Rescue and Law Enforcement Officers in their area  
Establish primary and secondary assembly areas  
Keep updated team information (addresses, phone numbers) and send updates through RCC to HCEM as necessary.

### CERT Team Leaders

Recommend training topics and areas of needed improvement  
Establish primary and secondary assembly areas  
Keep updated team information (addresses, phone numbers) and send updates through Sector Leader to RCC as necessary.  
Recommend any amendments, additions or changes to SOG  
Ensure CERT team members have proper equipment and are familiar with its use and location.

## CERT Members

It is the responsibility of each CERT member to attend the minimum training required annually to remain in the CERT Program

CERT members must attend a minimum of 3 Trainings:

1 Quarterly CERT Training Session by HCEM

1 Local CERT Drill or Exercise

1 of any of the following: CERT Conference or Universal Studios Drill, Emergency Management Class or Conference, DHS-FEMA Independent Study Course, Red Cross Course or any HCEM proved continuing education class.

CERT Members are responsible to turn in certificates of completion to EM for documentation purposes.

RCC's, Sector Leaders (SL) & CERT Team Leaders (CTL) must also attend 1 additional NIMS or leadership course approved by EM.



## Appendix E – Standard Phonetic Alphabet

<i>Letter</i>	<i>Word</i>	<i>Pronunciation</i>
A	Alfa	<b>AL</b> FAH
B	Bravo	<b>BRAH</b> VOH
C	Charlie	<b>CHAR</b> LEE
D	Delta	<b>DELL</b> TAH
E	Echo	<b>ECK</b> OH
F	Foxtrot	<b>FOKS</b> TROT
G	Golf	<b>GOLF</b>
H	Hotel	<b>HOH</b> TELL
I	India	<b>IN</b> DEE AH
J	Juliett	<b>JEW</b> LEE ETT
K	Kilo	<b>KEY</b> LOH
L	Lima	<b>LEE</b> MAH
M	Mike	<b>MIKE</b>
N	November	<b>NO</b> VEM BER
O	Oscar	<b>OSS</b> CAH
P	Papa	<b>PAH</b> PAH
Q	Quebec	<b>KEH</b> BECK
R	Romeo	<b>ROW</b> ME OH
S	Sierra	<b>SEE</b> AIR RAH
T	Tango	<b>TANG</b> GO
U	Uniform	<b>YOU</b> NEE FORM
V	Victor	<b>VIK</b> TAH
W	Whiskey	<b>WISS</b> KEY
X	X-Ray	<b>ECKS</b> RAY
Y	Yankee	<b>YANG</b> KEY
Z	Zulu	<b>Zoo</b> Loo

Note: The **boldfaced** syllables are emphasized. The pronunciations shown in this table were designed for those who speak any of the international languages. The pronunciations given for “Oscar” and “Victor” may seem awkward to English-speaking people in the US.

## Appendix F – CERT Forms

<p><b>Community Emergency Response Team Program Hernando County</b></p>
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### MEMORANDUM OF UNDERSTANDING

I understand that by completing the Community Emergency Response Team course I will be taught certain basic skills that are intended to help me render assistance to others only when I deem it safe and necessary for me to do so. I am under no obligation, by virtue of having received this training, to render aid or become involved in any activities that would make me feel uncomfortable or have the potential to cause me physical or emotional injury.

I understand that I will receive a “Certificate of Completion” upon attending the seven modules of the course. And that if a sponsor has paid my tuition for the program, that sponsor will be notified of the list of graduates as well as those that were unable to complete the course.

I hereby acknowledge receipt of Attachment “A” entitled “Legal Status of CERT Participants” and have executed the “Release, Hold Harmless and Indemnification Agreement.”

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date



## LEGAL STATUS OF CERT PARTICIPANTS

During the CERT training itself and when on a self-activated basis e.g.; putting the training into practice during an emergency, participants are deemed to be “volunteers” and not employees or agents of Hernando County, Hernando County Sheriffs Office or any Fire Rescue Department in Hernando County.

As such, volunteers are not entitled to any of the privileges, immunities, or insurance coverage afforded employees of Hernando County. That is to say, volunteers are not covered by or under the counties Workers’ Compensation, Unemployment Compensation, liability coverage, or hospital/medical plans.

Volunteers, however, have certain immunity from civil liability under the Florida Good Samaritan Act (F.S. 768.1355) if they are acting within the scope of official duties during such volunteer services.

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Signature

Date

**RELEASE, HOLD HARMLESS  
AND  
INDEMNIFICATION AGREEMENT**

**THIS RELEASE, HOLD HARMLESS AND INDEMNIFICATION  
AGREEMENT** Is voluntarily given and executed by

\_\_\_\_\_  
(Print Name)

Hereinafter referred to as “\_\_\_\_\_”.

In consideration of the Hernando County Emergency Management, Sheriffs Office and Fire-Rescue Departments providing “Community Emergency Response Team” (CERT) Training.

In return, “\_\_\_\_\_” hereby releases, agrees and promises to hold harmless and indemnify Hernando County and the officers, employees, agents or servants, from and against any and all liability, claims, demands, damages, fines, penalties, expenses, fees, suits, proceedings, actions and costs of actions, including attorney’s fees for trial and/or appeal, of any kind or nature arising or growing out of or in any way connected, directly or indirectly, with any act of omission of Hernando County and the officers, employees, agents, or servants, or arising or growing out of or in any way connected, directly or indirectly, with or as a result of the CERT training as stated above.

DATED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at  
\_\_\_\_\_, Florida.

\_\_\_\_\_  
WITNESS:

Applicant Signature

\_\_\_\_\_  
Typed or Printed Name

\_\_\_\_\_

STATE OF \_\_\_\_\_

NOTARY STAMP & SEAL

COUNTY OF \_\_\_\_\_



# ASSIGNMENT STATUS

DATE:		PERSON REPORTING:						PAGE #:	
TEAM LEADER		ASST. TEAM LEADER		ASSIGNMENT					
TEAM TYPE		TEAM TYPE		TEAM TYPE		TEAM TYPE		TEAM TYPE	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1		1	
2		2		2		2		2	
3		3		3		3		3	
4		4		4		4		4	
5		5		5		5		5	
ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
COMMENTS		COMMENTS		COMMENTS		COMMENTS		COMMENTS	

**TO TRACK PERSONNEL ON AN ASSIGNMENT.**

Print type of team (for example, Fire). Print team members' names in numbered boxes. If a team completes an assignment, use another team column for the next assignment.  
Return this form, with Incident Briefing, to Incident Command

# DAMAGE ASSESSMENT

DATE:	PERSON REPORTING:										PAGE #:				
TIME RECEIVED:	PERSON RECEIVING:														
		BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED*	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	ASSIGNMENT COMPLETED
TIME	LOCATION/ADDRESS	FIRES		HAZARDS			STRUCTURES		PEOPLE			ROADS		/ X	

Summary of all hazards in area - fill out this form on your way to Command Post and give it to Incident Command.  
(\* for structure damage: h=heavy, m=moderate, l=light)

**Incident Command:** Choose an incident, put a slash in the assignment completed column, copy the address/location to the incident name section on Incident Briefing, and give Incident Briefing and Assignment Status to incident team leader. Copy address/location to Post-Incident Status and enter start time. When incident is complete, put a backslash in the assignment completed column and the incident end time on the Post-Incident Status form.



# INCIDENT BRIEFING

PREPARED BY:		DATE:	TIME:
INCIDENT NAME:			
MAP SKETCH:			
CURRENT ORGANIZATION:	INCIDENT COMMANDER:	BATTALION:	
<p>SUMMARY OF CURRENT ACTIONS:</p> <p><i>Be aware of hazards! Work as a team!</i></p>			

**FOR INCIDENT COMMANDER:**

**Incident Command:** Transfer an incident from Damage Assessment sheet. Sketch a map of the incident area, if known, with any hazards. Enter Incident Commander's name and Battalion number under current organization. Give to incident team leader with Assignment Status sheet.

**Incident team leader:** Sketch a map of the incident area with any hazards, if not done by Incident Command. Summarize the actions of your teams. When incident is complete, return this form, along with Assignment Status, to Incident Command.

# MESSAGE FORM

TO:	<b>Message Center Use Only</b> Incident : _____ Time: _____ Date: _____ <input type="checkbox"/> Incoming <input type="checkbox"/> Outgoing
FROM:	
TIME:	
<b>MESSAGE TEXT:</b> _____ _____ _____ _____ _____ _____ _____ _____	
<b>ACTION TAKEN:</b> _____ _____ _____ _____ _____ _____ _____	

**USE CLEAR CONCISE TEXT**

Examples: assignment completed, additional resources needed, unable to complete, special information/status update.

**CERT Periodic Evaluation Form**

**Instructions:** Please complete all questions. Your comments are very important!

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**Neighborhood/Workplace:** \_\_\_\_\_

1. How long have you been active in the CERT program? \_\_\_\_\_ Years      \_\_\_\_\_ Months

2. How would you rate your current interest level in the CERT program?

High                       Moderate                       Low

If your current interest level is moderate or low, what types of activities would increase your interest?

3. What types of additional training do you think would be helpful for you to maintain or improve your skills?

4. When would you be most available for additional training?

Weekday evenings                       Saturday mornings

**CERT Periodic Evaluation Form**

5. Has your CERT team been deployed during your period of involvement?

Yes  No

*If your team has not been deployed SKIP to question 10.*

6. If your team has been deployed, please describe the nature of the deployment?

7. What was your role in the deployment?

8. How confident did you feel in your ability to perform the duties assigned to you during the deployment?

Very confident  Somewhat confident  Not confident

If you felt less than confident about your ability to perform the duties assigned to you, what would improve your confidence level in the future?

9. How would you rate your performance on your last deployment?

Excellent  Good  Poor

10. If you have other suggestions that you believe would help us to improve the CERT program, please write them in the space below.





## Appendix G – Callsigns

<u>Position</u>	<u>Callsign</u>	<u>800 MHz Channel</u>
EOC Director (Tom Leto)	EM-1	EM MGT
EOC Operations (Mark Tobert)	EM-2	EM MGT
EOC Hazmat (Kevin Ford)	EM-3	EM MGT
EOC Planning (Pam Harris)	EM-4	EM MGT
EOC Recovery (Cecilia Patella)	EM-5	EM MGT
EOC Admin (Barbara Green)	EM-6	EM MGT
Fire Rescue Dispatch	Fire Rescue	FIRE 1
Sheriffs Dispatch	Hernando	PTL 1
RCC / DRCC	CERT Command + (Region)	
Sector Leader	Sector Leader + (Region/Sector)	
Team Leader/ Alternate	CERT Leader + (Region/Sector)	
Radio Officer	Radio Control	
Safety Officer	Safety	
Security Officer	Security	
Search & Rescue Leader	Search Leader + (Region/Sector)	
S & R Team 1	Search Team 1 + (Region/Sector)	
S & R Team 2	Search Team 2 + (Region/Sector)	
S & R Team 3	Search Team 3 + (Region/Sector)	
S & R Team 4	Search Team 4 + (Region/Sector)	
Fire Team Leader	Fire Leader + (Region/Sector)	
Fire Team 1	Fire Team 1 + (Region/Sector)	
Fire Team 2	Fire Team 2 + (Region/Sector)	
Fire Team 3	Fire Team 3 + (Region/Sector)	
Fire Team 4	Fire Team 4 + (Region/Sector)	
Medical Team Leader	Medical Leader + (Region/Sector)	
Treatment Team	Treatment Team + (Region/Sector)	
Triage Team	Triage Team + (Region/Sector)	
Transport Team	Transport Team + (Region/Sector)	
Morgue	Morgue Team + (Region/Sector)	

\* Region/Sector will be added to the listed Callsign to designate which region and sector the CERT Team is operating in. For Example if a incident happens in Region 2 Sector 4, the radio traffic would be similar to this: "CERT Command 2 (Region 2) to Fire Leader 24 (Region 2 Sector 4) status check" "Fire Leader 24 to CERT Command 2 standby for update" "Fire Leader 24 to Fire Team 124 (Team 1, Region 2, Sector 4), Fire Team 224, Fire Team 334, Fire Team 444 report status"

## Appendix H – Related CERT Websites For More Information

<http://www.hernandocounty.us/em/>

[http://www.hernandocounty.us/em/CERT\\_index.htm](http://www.hernandocounty.us/em/CERT_index.htm)

<http://www.springhillfire.com>

<http://www.floridadisaster.org>

[http://www.floridadisaster.org/director\\_office/citizen\\_corps/CERT.htm](http://www.floridadisaster.org/director_office/citizen_corps/CERT.htm)

<http://training.fema.gov/emiweb/CERT/>

[http://training.fema.gov/emiweb/CERT/new\\_CERT/index.htm](http://training.fema.gov/emiweb/CERT/new_CERT/index.htm)

<http://www.naem.com/connection.html>

<http://www.cert-la.com/>

<http://www.f-r-s.org/>

<http://www.homesafetycouncil.org/index.aspx>

<http://www.ready.gov>

<http://www.iafc.org/home/index.asp>

<http://www.flash.org/welcome.cfm>

<http://www.blueprintforsafety.org/>

<http://www.nws.noaa.gov>

<http://www.srh.noaa.gov/tbw/>

<http://www.iafc.org>

