



Naperville CERT Volunteer Response Manual

Issued to:

Naperville CERT
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1 Naperville CERT Organization Volunteer Mission and Values

1.1 Naperville CERT Volunteer Mission Statement

The Naperville Community Emergency Response Team (CERT) program is the organizational umbrella for neighborhood teams of trained volunteers who live and/or work in the City of Naperville. Under the authority of the Naperville Fire Department, administered by the Naperville Emergency Management Coordinator and direction provided by the CERT Board of Directors volunteers receive basic emergency response training and advocate neighborhood preparedness. Following a disaster, CERT volunteers provide aid and assistance to the limit of their training within coordinated relief operations to reduce the impact on their community. The Naperville CERT Team responds to community needs with a sense of urgency, care, impartiality, and humane treatment for all inhabitants.

1.2 Naperville CERT Organization Volunteer Value Statement

Volunteers from the Naperville area through individual commitment, training and personal preparedness serve the community in Emergency or Disaster Situations and training in Disaster Preparedness. The services provided by CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available. Naperville CERT members will not self activate and will only respond to Disaster or Emergency conditions under the direction of Naperville Emergency management. All CERT volunteers will be encouraged to participate in ongoing training.

2. A Brief History of the Naperville CERT Program

Naperville adopted the CERT program in 2005 and began training its citizens in disaster relief. The 20-hour classes cover disaster preparedness, fire safety, disaster medical operations, light search and rescue, CERT organization, disaster psychology and terrorism. Active members of the CERT Team are also given the opportunity to attend additional training to improve their emergency response skills.

3. CERT Organization Structure

3.1 CERT Structure within the City

The Naperville CERT Organization provides a linkage to the Department of Homeland Security through “Citizen Corps” programs. CERT volunteers report through their internal organization to the City’s Emergency Management Coordinator.

3.2 CERT Volunteer Organization Structure

Within the volunteer organization there are multiple functional units, each having distinct, non-overlapping, functional and operational roles. Each of the units will be considered either operational or support in nature. Each unit will be headed by a volunteer leader nominated by the CERT Board, then appointed by the Emergency Management Coordinator. Depending on the needs of each unit, a unit may have additional managers that support the unit leader. Specific details of each unit will be described in separate documents.

3.3 Description of the CERT Units

The CERT volunteer organization is comprised of three separate units, each with distinct roles and functions.

3.3.1 Specialty Response Team

The Specialty Response Unit provides support during community emergencies and disasters and support to Naperville city agencies or Mutual Aid as requested. The Specialty Response Unit will also provide support for special events, as requested. Members of this team will be sworn (loyalty oath) members of CERT Response.

Required training:

- 20-hour initial CERT course
- American Heart Association First Aid
- American Heart Association CPR/AED
- Blood Borne Pathogens
- NOAA Basic Weather Spotting
- National Incident Management System (NIMS - IS-700)
- Incident Command System (ICS - ICS-100)
- Incident Command System (ICS - ICS-200)
- Shelter and Flood Management
- Basic Search and Rescue Course
- Escape Mask Training
- NSC Flagger Certification Course
- CERT Refresher Course
- Required emergency preparedness/response exercise time

3.3.2 Advanced Response Team

The primary function of the Advanced Response Team is to assist in the establishment and operation of Emergency Shelters under the direction of the City of Naperville. The Advanced Response Team will also provide support for special events, as requested.

Required training:

- 20-hour initial CERT course
- American Heart Association First Aid
- American Heart Association CPR/AED
- National Incident Management System (NIMS - IS-700)
- Incident Command System (ICS - ICS-100)
- Shelter and Flood Management
- CERT Refresher Course

3.3.3 Basic CERT Team

The primary function of the Basic CERT Team is to assist as requested under the direction of the City of Naperville.

Required training:

- 20-hour initial CERT course

Additional recommended training:

- American Heart Association CPR/AED
- National Incident Management System (NIMS - IS-700)
- Incident Command System (ICS - ICS-100)
- Shelter and Flood Management
- CERT Refresher Course

4 Requirements and Expectations

This section describes the requirements to be a CERT volunteer and the expectations for volunteers on a continuing basis. Each of the units may have additional requirements and expectations.

4.1 Requirements to be a Volunteer

The general requirements to be a volunteer in CERT are listed below. Each unit may have unit specific operational requirements in addition to those listed here.

Prerequisite to be a volunteer is to “pass” the 20 hour CERT training course with a recommendation from the lead course instructor to accept your application.

- Age 18 or older
- Pass background check
- Be a resident of or work in the Naperville area
- Be a citizen or legal resident of the United States
- Have a functional command of written and spoken English
- Be in an appropriate physical condition to serve in the selected unit

The Naperville CERT does not discriminate against race, sex, religion, nationality, sexual orientation, marital status, age, or physical disability/handicap.

4.2 Conformance with City of Naperville and Naperville Fire Department Policies

All CERT volunteers shall comply with all City of Naperville and Naperville Fire Department policies and procedures at all times.

4.3 Participation Expectations

Continued participation in CERT as a volunteer is contingent on achieving participation expectations as specified above. The specifics of the expectations are different for each unit. Each unit will have varying participation expectations due to the different role responsibilities. The expectations stated in the documentation for each unit, where different, override the general expectations listed here. The unit documentation lists specifics for each of these categories.

- Attend a minimum number of scheduled meetings each year
- Maintain minimum training standards
- Participate in callouts, weather operations and special events appropriate to the selected unit.
- Participation goal consistent with the unit goals.

If a CERT Volunteer has not “substantially” met the above participation requirements for more than a year, the Team Leader will request a review with the volunteer and notify the Emergency Management Coordinator. The member has three options increase participation to acceptable levels with a review in 6 months, requesting a 6 month leave of absence or request to end their voluntary participation in the unit. If the 6 month review is not satisfactory, the Emergency Management Coordinator may request that the volunteer resign and turn in all issued uniforms, clothing and equipment.

5 Activities and Training

All CERT volunteers are expected to attend the annual meeting and be current with training. All required training will be provided by CERT, NEMA, the Naperville Fire Department, the City of Naperville or other agency. Additional training will be available and volunteers are encouraged to take the additional training.

CERT volunteers may choose, and are encouraged to do so, to participate in training and limited activities for units other than their assigned unit. However, any participation in a “foreign” unit must not affect the volunteer’s ability to fully respond to a “callout” with their assigned unit. Where there is a cost for additional training, CERT will, within budgetary constraints, pay for preapproved direct training costs.

5.1 Activities

There are several types of activities; each type will be described in the following paragraphs. Each unit will participate in a subset of the total list of activities. All of the activity types listed below, with the exception of Callouts, is scheduled in advance.

5.1.1 Meetings

Most meetings will be held by units, a few meetings during the course of a year may be scheduled for the total CERT organization. The CERT annual meeting in April of each year is an example of an All-Unit meeting. These meetings will cover topics of interest to the full CERT membership and may include required training. Each unit will schedule regular meetings and distribute an advance schedule of these meetings. Meetings may have a variety of content, including training, demonstrations, exercises, administration, work details or other activities appropriate to the specific unit. Normally each unit’s meetings will be scheduled at the same time and day of the week.

5.1.2 Exercise Activities

Exercise activities are “hands-on-training” to practice skills that are part of a unit’s operational role.

5.1.3 Work Activities

Work activities maintain and improve the capability of equipment or facilities.

5.1.4 Callouts

Callouts are an “activity” where CERT is providing support as the result of an emergency or disaster. Callouts are unscheduled and CERT volunteers will be responding to a City Watch request.

5.1.5 Training Activities

Training activities are activities that are not formalized training sessions, but that serve a specific training requirement.

5.1.6 Special Activities

Special Activities are non-emergency activities where CERT provides support to the city in various ways. Special Activities include parades, large public events and other events where CERT assistance is requested. Normally, Special Activities are known several weeks in advance of the event.

5.2 Training

Training is considered to be the process of teaching a subject that can be consistently repeated. There must be a formal written curriculum that the instructor must follow. This is the primary differentiation between activities considered exercises and those considered training.

6 Uniforms and Issued Equipment

Each CERT volunteer will be issued the following:

- City-issued Picture ID badge (must be returned upon departure from CERT)
- Short sleeved CERT tee shirt
- CERT “baseball type” cap
- Yellow/Orange CERT Safety Vest

6.1 Wearing of Uniforms and CERT Labeled Clothing

Uniforms and CERT labeled clothing are to be worn only at official activities and during transit to and from these activities and are not to be worn outside of official duties.

Casual wearing of uniforms and CERT labeled clothing is not permitted.

In addition, CERT uniforms or CERT labeled clothing is not to be worn during or near the consumption of alcoholic beverages, per Fire Department rules.

7 Appendices

7.1 Appendix A - Safety and Health Mission Statement

It is the policy of the Naperville CERT/Naperville Fire Department to provide for and operate at the highest possible level of safety and health for all its members. This concern for safety and health applies to all members of the Naperville CERT and to any other persons who may be involved in Naperville CERT activities or while using Naperville CERT equipment or facilities. This policy will be monitored by the Naperville CERT Board, and Naperville Fire Department Safety Officers who will routinely report on the progress in achieving and maintaining this policy. They will investigate and keep permanent records of all accidents, injuries, exposures, illnesses, or deaths that might be related to Naperville CERT activities. These records will then be placed in the Occupational Safety and Health File maintained by the Naperville Fire Department Training/Safety Officer in the Training Division.

7.1.1 Drug/Alcohol Free Workplace Policy

The City of Naperville has adopted a policy on a drug/alcohol free workplace. This means that all employees or volunteers are absolutely prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or unlawfully using controlled substances, as defined in the federal and state Drug-Free Workplace Acts, in the course of any activity performed while acting in the capacity as a member of the Naperville CERT or any other position with the City of Naperville. A complete explanation and definition of this policy can be found in the Naperville Fire Department Administrative Manual, or can be obtained through the City of Naperville Human Resources Department. Any Naperville CERT member violating this policy is subject to discipline, up to and including termination, for the first offense.

7.1.2 Protective Clothing and Protective Equipment Policy

Members of the Naperville CERT shall be provided with the appropriate protective clothing and protective equipment as required to provide them with protection from the hazards of the work environment to which the member is, or may be, exposed to. All protective clothing and/or protective equipment shall be suitable to safely perform the tasks that the member is expected to perform in that environment. Protective clothing and equipment shall be used by members of the Naperville CERT whenever the member is exposed to the hazards for which it is intended.

The following rules govern the use of protective clothing and equipment by CERT personnel:

- All CERT members are responsible for maintaining their protective clothing and equipment in operational readiness at all times. Any problems with, or loss of CERT-issued clothing or equipment must be reported immediately to the CERT

Quartermaster or appropriate team officer. Temporary or permanent repairs or replacement of lost or damaged protective clothing and equipment shall be made in a timely manner by the CERT Team Leader or his/her designate.

- No CERT member shall be permitted to perform any activity without the use of appropriate protective clothing and equipment.

7.2 Appendix B - Communicable/Infectious Disease Policy

Scope: This policy applies to all personnel who have a potential for occupational exposure to bodily fluids and other infectious materials.

Purpose: The purpose of this policy is to minimize or eliminate employee/volunteer exposure to communicable diseases.

Authority: 29 Code of Federal Regulations, Part 1910.1030 as adopted by reference by the Illinois Department of Labor.

POLICY STATEMENT

The Naperville Fire Department has established a written Infection Control manual that is available at all fire stations and is found in the Fire Department Administrative Manual, Section 03.09.000. The NFD EMS (Emergency Medical Services) Coordinator is the Infection Control Coordinator for this program. When the EMS Coordinator is absent, the Battalion Chief is responsible for administering the program. The Naperville CERT and Naperville Fire Department are committed to full compliance with applicable laws and policies dealing with infection control. The Naperville CERT and Fire Department will develop plans leading to compliance for any deficient areas identified by this program.

7.3 Appendix C - Accident/Injury Procedures

The purpose of this procedure is to delineate the steps which need to be followed in the event of an on-duty accident and/or injury.

7.3.1 Injury Requiring Medical Attention

NOTE: It is understood that appropriate treatment for injury will be the first action taken and the primary concern.

Notify immediate CERT supervisor (Team Leader or senior member). The CERT supervisor will notify NFD Shift Commander and Naperville Emergency Management Coordinator and Naperville CERT Coordinator

7.3.2 Injury Not Requiring Medical Attention

Notify the immediate supervisor (CERT leader or senior member), NFD Shift Commander and Emergency Management Coordinator.

The supervisor is to fill out (before going off-duty) the Supervisors Accident Report with information from the affected CERT member and witnesses. If the injured CERT member is not available to sign, note same and forward to Emergency Management Coordinator.

If at a later date the injured CERT member desires to seek medical attention, the Emergency Management Coordinator and Naperville Fire Department Shift Commander.

7.4 Appendix D - Rules and Regulations

Rules and Regulations set forth in this manual govern the activities of all CERT members. Any violation of these rules and regulations is sufficient cause for disciplinary action.

7.4.1 Performance of Duty

The following are guidelines for the operational performance for all personnel.

1. CERT members shall obey any lawful order or directive, oral or written, from a superior. Insubordination is sufficient cause for disciplinary action.
2. CERT members shall discharge their duties in a conscientious manner. Failure to perform duties of the position because of negligence is sufficient cause for disciplinary action.
3. Drunkenness or drinking alcoholic beverages by a CERT member while on duty, in the performance of CERT-related activities, or while in uniform is prohibited.
4. Involvement, while on duty, by a CERT member in the sale, delivery, receipt, or use of any controlled substance not prescribed by a physician, is prohibited.
5. CERT members shall stay at their duty assignments until properly relieved or dismissed by a superior.
6. CERT members will not enter hazardous environments.
7. CERT members shall participate in bi-annual Cardio-Pulmonary Resuscitation and Automatic External Defibrillator (CPR/AED) classes as scheduled by the Training Officer for the purpose of obtaining American Heart Association or Red Cross certification in CPR/AED.
8. CERT members shall participate in First Aid training classes as scheduled by the Training Officer.

7.4.2 Code of Conduct

The following constitute personal conduct guidelines, for all personnel through which the highest levels of operational conduct are to be maintained:

1. The public (our "customer") is to be treated with the utmost courtesy, consideration, and respect at all times.
2. Dial 911 for all emergencies, first.
3. Do not self-deploy to local events (fires, accidents, etc). Only the CERT Call-Out as requested by the Naperville Emergency Management Agency is the reason to take action as directed.
4. Stay within the scope of your training. You have been trained under the curriculum of FEMA's Community Emergency Response Team program. Confine your actions to those guidelines and stay within the scope of your training and certification.
5. Bring or wear your personal safety equipment: helmet (no baseball hats), vest, dust mask, goggles, gloves (rubber/latex and leather), sturdy shoes, long pants, flashlight (with extra batteries), bottled water, and non-perishable food. Bring any other items you feel appropriate. Absolutely no shorts, sandals or open-toed shoes are allowed!!
6. Confine your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority and hazards.
7. Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times while assisting others.
8. Be sensitive to the diversity of team members and those we assist.
9. Respect the privacy of persons served; and hold in confidence, all sensitive, private, and personal information.
10. You are forbidden to carry guns or other weapons (You can have multipurpose tools, pliers, screwdrivers, wrenches, etc.). You have been trained for immediate disaster response and there is no need, place or legal authorization for you to carry or use any of the above. To do so will jeopardize your own safety and the continued existence of the CERT program.
11. You shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with the CERT program.
12. You shall not use your participation in CERT to promote any partisan politics, religious matters or positions on any issue.
13. Treat fellow team members, visitors, other volunteer program participants, guests, and property with respect and courtesy.
 - a. Officers and/or Superiors are to be respected (regardless of jurisdiction or organization); the Chain of Command is to be followed at all times.
 - b. Personal appearance should be maintained at the highest level at all times.
14. Proper identification shall be carried at all times by CERT members.

15. Complaints about a CERT member's conduct by any source shall be documented and brought to the member's attention by the appropriate officer or Emergency Management Coordinator or designate; documentation regarding a complaint about a particular CERT member will be placed in the member's personnel file.
16. For gross or repeated transgressions of Naperville CERT Rules and Regulations as set forth in this manual, conviction of a crime, or repeated complaints, an CERT member may be dismissed at will from service by the CERT Coordinator or designate.
17. Upon dismissal or retirement from service, all issued equipment and clothing shall be promptly returned to the City of Naperville CERT Coordinator or CERT Quartermaster.

7.4.3 Leave of Absence

Service with the Naperville CERT is open-ended and indefinite; members serve at the pleasure of the Naperville Emergency Management Coordinator, CERT Coordinator or designee in accordance with the Rules and Regulations set forth in this manual. It is realized that personal and professional obligations may take precedence over CERT service and that members may have to temporarily discontinue CERT involvement. A Leave of Absence may be granted by the CERT Coordinator or designate with the understanding that membership will be reinstated after personal or professional obligations are completed. A written request detailing the reasons for granting a Leave of Absence must be submitted to the Emergency Management Coordinator in a timely manner; Leave of Absence terms and conditions will then be determined by the Emergency Management Coordinator and the requester. Appropriate documentation regarding the Leave of Absence will then be placed in the requester's personnel file.

7.4.4 Policy Regarding Interviews or Testimony

In order to provide protection for CERT members, the following policy is established regarding CERT personnel being interviewed about emergency incidents or subpoenaed for depositions or testimony:

7.4.4.1 Interviews with the Media

Request for an interview or information by the media (TV, radio, print media, etc.) regarding any incident involving CERT personnel or services shall be forwarded to the appropriate City Official, Fire or Police Command Officer or Emergency Management Coordinator depending on the mission. CERT members shall not grant media interviews on their own, nor shall they offer any information about any incident without approval from the Public Information (Fire, Police, City Hall) Officer or designee..

7.4.4.2 Subpoenas for Depositions

Depositions will be scheduled through the City Attorney's Office and will take place in his/her office, in his/her presence as your legal representative.

7.4.4.3 Subpoenas for Court Testimony as State's Witness

If you are subpoenaed as a State's witness, immediately send a copy of the subpoena to the Emergency Management Coordinator or designates office and cooperate fully.

7.4.4.4 Subpoenas for Court Testimony as a Defense Witness

If you are subpoenaed as a defense witness, immediately send a copy of the subpoena to the Emergency Management Coordinator or designates office and testify unless the City Attorney advises otherwise.