



Oceanside Fire Department Community Emergency Response Team (CERT) Program Standard Operating Procedures Manual

PURPOSE

To describe the Community Emergency Response Team (CERT) Program and to establish procedures for program administration, CERT member training, CERT communications, CERT activation, and providing public education.

The Oceanside Fire Department created the Oceanside CERT Program to prepare individuals to care for themselves, their family members, and their neighbors during an emergency or disaster until professional emergency responders arrive. Oceanside CERT members may be activated to support emergency or disaster operations within the Oceanside community or as directed by San Diego County OES.

BACKGROUND

Following a major disaster, first responders who provide fire and medical services may not be able to meet the demand for these services. Factors such as number of victims, communication failures, and road blockages may prevent people from accessing emergency services they have come to expect through the 911 system. People will have to rely on each other for help in order to meet their immediate life saving and life sustaining needs.

The Community Emergency Response Team concept was developed and implemented by the Los Angeles City Fire Department (LAFD) in 1985. Two years later, the Whittier Narrows earthquake underscored the area-wide threat of a major disaster in California. Furthermore, it confirmed the need to train civilians to meet their immediate needs. As a result, the LAFD created the Disaster Preparedness Division with the purpose of training citizens for disaster response.

The training program that LAFD initiated furthers the process of citizens understanding their responsibility in preparing for disaster. It also increases their ability to safely help themselves, their family, and their neighbors. The Federal Emergency Management Agency (FEMA) recognizes the importance of preparing citizens. The Emergency Management Institute (EMI) and the National Fire Academy adopted and expanded the CERT materials believing them applicable to all hazards.

The CERT Program and Basic CERT Course will benefit any citizen who takes it. This individual will be better prepared to respond to and cope with the aftermath of a

disaster. Since 1993, when this training was made available nationally by FEMA, communities in 28 States and Puerto Rico have conducted CERT training.

In January 2002, following the terrorist attacks of September 11, 2001, United States President George Bush introduced the U.S. Citizen Corps Program to encourage volunteerism and a sense of civic duty within the general public. Citizen Corps is comprised of a number of volunteer programs including Volunteers in Police Service (VIPS), Medical Reserve Corps (MRC), Neighborhood Watch, Fire Corps, and the Community Emergency Response Team (CERT) Program.

CERT is a program that trains citizens in basic emergency response skills, so that they can supplement and support, not replace, professional emergency responders during a major emergency incident or disaster.

In 2005, the Oceanside Fire Department started the Oceanside CERT Program. The program was initially funded by a County grant and supported with a small budget from the Fire Department. After much planning and work, the 1st class was delivered in the Fall of 2005 and it graduated 25 residents.

MISSION STATEMENT

The mission of the Oceanside CERT Program is to have a cadre of trained and equipped volunteers capable of safely helping themselves, their family, their neighbors, or the community if called upon, following an emergency or disaster, and who will provide disaster preparedness public education to the Oceanside community.

CORE VALUES

- Safety, safety, safety.
- Teamwork: stronger together than alone.
- Community members helping each other in the neighborhood, workplace, school, and other venues.
- Valuing volunteers and CERT as an asset to the community.
- Preparedness.
- Importance of each individual's contribution.
- Practice, practice, practice.
- Self-sufficiency and problem solving, rather than the victim role.
- Leadership and Professionalism.
- Ability to do the greatest good for the greatest number in the shortest amount of time.

ADMINISTRATION

The Oceanside CERT Program, under the authority of the Oceanside Fire Department, is part of the San Diego County Unified Disaster Council and the San Diego County CERT Council. The Oceanside CERT Program is the only San Diego County Unified Disaster Council recognized CERT Program within the City of Oceanside.

Any other CERT program that forms within the City of Oceanside will not be covered by this policy. Communities are encouraged to prepare for emergencies or disasters in accordance with FEMA guidelines and become a part of the Oceanside CERT Program. Other CERT programs will not be recognized as Disaster Service Workers by the San Diego County Unified Disaster Council, and, therefore, its members will operate as Good Samaritans. Only San Diego County Unified Disaster Council approved CERT Programs and its members will be afforded the rights, privileges, immunities, and State worker's compensation insurance protection given to Volunteer Disaster Service Workers.

The Oceanside CERT Program Manager will administer and manage the CERT Program. The Program Manager will be appointed by the City of Oceanside Fire Chief. The Program Manager will activate DSWV CERT members for emergency or disaster response.

The CERT Program Manager will appoint a CERT Coordinator to provide support for the oversight of the program; personnel; funding; equipment purchases; arranging Initial, Supplemental, or Refresher training; and coordinating with the San Diego County Unified Disaster Council, San Diego County CERT Council, and Oceanside CERT Board.

The Oceanside CERT Program will have a CERT Board that will have an advisory role to the CERT Program Manager. The CERT Board will have Bylaws and will operate under the laws of the State of California and under the nonprofit mutual benefit laws. The CERT Board's purpose is to maintain the Oceanside CERT's 501c3 non-profit status and to advise on training, public education, fundraising, and program proposals.

The Oceanside CERT Program will have a Training Team. The Training Team will be responsible for providing CERT Basic Training Course Academies, Supplemental Training, and Continuing Education.

The Oceanside CERT Program will have a CERT Amateur Radio Team and may be used for redundant communications with the City of Oceanside Emergency Operations Center. The CERT Amateur Radio Team will include a CERT Communications Manager.

The Oceanside CERT Program will have a website that describes the Oceanside CERT Program and provides information for training opportunities, public education events,

amateur radio communications, and CERT Activation information. The website will be located at www.oceansidecert.org.

DEFINITIONS

Approved Community Event- A community event that is authorized by the Oceanside CERT Program Manager, or a designee, such as outreach, social events, or public education that is related to emergency or disaster preparedness, response, and recovery. Community events that do not involve or primarily provide approved training opportunities may not be covered for liability or State workers compensation insurance under the Disaster Service Worker Volunteer Program (California Code of Regulations, Title 19, 2573.1(b)(3)).

Approved Training- Training that is authorized by the Oceanside CERT Program Manager, or a designee, that is related to emergency or disaster preparedness, response, and recovery. Training may include classroom instruction, disaster drills or exercises, or related activities that are designed to enhance the disaster response skills (including safety) of the CERT member. Training must be led by an Oceanside CERT Primary Instructor.

CERT Communications Manager- The main point of contact between the Oceanside CERT Program Manager and CERT members. This person(s) will be the Point of Contact for official activations and will be responsible to ensure an attempt has been made to notify all DSWV CERT Members.

CERT Coordinator- A DSWV CERT member appointed by the Program Manager to provide support for the oversight of the program; personnel; funding; equipment purchases; arranging Initial, Supplemental, or Refresher training; and coordinating with the San Diego County Unified Disaster Council, San Diego County CERT Council, and Oceanside CERT Board.

CERT Email/Database Manager- Responsible for Email communications with Oceanside CERT members and the public. This person(s) will be responsible for developing and maintaining an updated phone and email list of all DSWV CERT Members; also responsible for maintaining a database and calendar with training and community event information.

CERT Fire Service Area- Designated numerically and match the response areas for Firehouses 1-8. A CERT Fire Service Area consists of all CERT members within that area. An Amateur Radio Operator will be assigned to each CERT Fire Service Area. As the CERT Program grows, a Manager may be appointed by the CERT Coordinator for each CERT Fire Service Area.

CERT Fire Service Area Manager- A person responsible for leading a Fire Service Area; communicating with the CERT Communications Manager; coordinating training

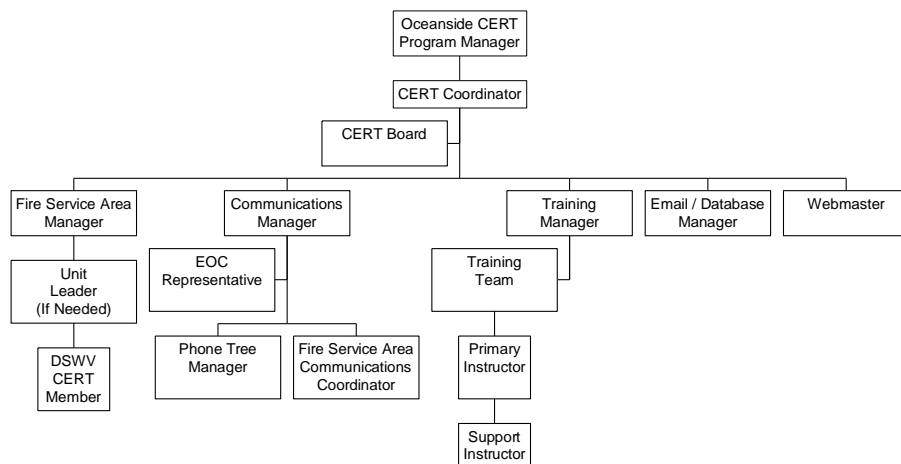
with the Oceanside CERT Training Manager for their area; and recruiting persons from their area to join the Oceanside CERT.

CERT Instructor- Provides instruction in a professional and orderly manner; they will be familiar with the CERT curriculum. The Primary Instructor(s) must complete the CERT Train-The-Trainer Course or be qualified to be a Primary Instructor for their specific instruction scope (Fire Service, EMS, Emergency Management, Law Enforcement, Amateur Radio Operator, or Professional). Support instructors may assist with instruction if a Primary Instructor is present. CERT instructors are responsible for conducting the quarterly CERT training and drills. When appropriate, individuals not involved with the Oceanside CERT may provide training for CERT members.

CERT Member- Oceanside CERT members without current San Diego County Disaster Council DSWV status. Includes community members who complete the CERT Training Program for self-enrichment purposes and do not want to be a DSWV CERT Member. CERT Members assist their family, friends, neighbors, or the public as a Good Samaritan.

CERT Training Manager- Responsible for coordinating CERT courses and ensuring qualified instructors deliver the course material. Oversees the Training Team. This person(s) will be responsible to ensure all appropriate paperwork, including enrollment, registration, attendance, class rosters, instruction, student communication, and course recordkeeping, is completed and submitted as required.

Chain of Command- The CERT chain of command starts with each member reporting to their immediate supervisor. The CERT Coordinator reports to the Program Manager. The CERT Board assists the CERT Coordinator with direction. The Fire Service Area Manager, Communications Manager, Training Team, Email / Database Manager, and Webmaster report to the CERT Coordinator. If a Fire Service Area grows to an unmanageable size for the Leader, it may be divided into multiple Units. Each Unit would have a Unit Leader.



Disaster Service Worker (DSWV) CERT Member- An Oceanside CERT Program Member who is registered with the San Diego County Unified Disaster Council for the purpose of engaging in disaster service pursuant to the California Emergency Services Act without pay or other consideration; they are afforded State Workers' Compensation Insurance coverage and limited immunity protection from liability while responding to emergencies and approved training events. The CERT member must have current San Diego County Unified Disaster Council DSWV status; identified by a current Unified Disaster Council DSWV card. They are required to complete IS-100, IS-700, San Diego County Code of Conduct, Oceanside CERT Policy Acknowledgement Form, San Diego County DSWV Form, and successfully completed a LiveScan background check with the City of Oceanside Human Resources Department. They are required to attend at least two approved Oceanside CERT Training events, per year, during their DSWV card cycle. Recently graduated CERT members who have completed the above requirements will also be considered DSWV CERT Members.

Good Samaritan Act- Provides limited immunity and liability protection for people, including Oceanside CERT members, who assist others in need of assistance when an official activation has not taken place. Members responding to or participating in emergency events or training without an official activation are not covered under State workers' compensation insurance through the DSWV Volunteer Program.

Official Activation- Activation by the CERT Program Manager, or a designee, for the purpose of emergency or disaster response.

Program Manager- City of Oceanside employee(s) appointed by the Fire Chief to manage the Oceanside CERT Program.

Self-Activation- A CERT Member or DSWV CERT Member who responds to assist their family or neighbors immediately following an emergency or disaster event (earthquake, power loss, etc.), and prior to an official activation by the Oceanside CERT Program Manager or a designee. Members that self-activate are covered under the Good Samaritan Act. They are not, however, provided immunities to the extent as registered activated DSWV CERT Members and are not covered for State Workers' Compensation Insurance through the DSWV Volunteer Program. (Govt.Code, §§820, §8657, Public Law 105-19, Volunteer Protection Act of 1997, 42 USCA 14501-14505).

PROCEDURE

I. Registration Requirements

- A. The Oceanside Fire Department reserves the right to control the registration of volunteers into the CERT Program.
- B. All persons wishing to participate in the CERT Basic Training or become a DSWV CERT Member must complete an Oceanside CERT Program Application and Hold Harmless Agreement.

- C. Completed original applications must be turned into the Oceanside Fire Department Administration Office, 300 North Coast Highway, Oceanside, CA 92054.
- D. Oceanside CERT Members and DSWV CERT Members must be at least 18 years of age with a valid California Driver's License or Identification Card; A current U.S. Military Identification will also be accepted.
- E. Oceanside CERT Members and DSWV CERT Members must complete the CERT Basic Training Course.
- F. Oceanside CERT Members may remain in an inactive status if they so choose.

II. DSWV CERT Membership Selection

- A. All applicants wishing to become a DSWV CERT Member must have completed the registration requirements. Oceanside DSWV CERT Members must live or work within the City of Oceanside.
- B. Applicants will complete the Oceanside CERT Policy Acknowledgement Form.
- C. Applicants will complete IS-100 and IS-700 and show proof of completion.
- D. Applicants must complete the San Diego County CERT Council Code of Conduct Form.
- E. Applicants must complete the San Diego County Unified Disaster Council Disaster Service Worker (DSWV) Volunteer application.
- F. Applicants must complete the Loyalty Oath.
- G. Applicants who transfer must show proof of CERT Basic Training completion.
- H. Applicants will be subject to a LiveScan background check. LiveScan background checks will be conducted by the City of Oceanside Human Resources Department.
- I. A DSWV card will be issued to persons that have successfully completed the process.
- J. Approved training will be required for DSWV CERT Members. After the initial DSWV Card is issued, at least two approved training sessions per year, within the DSWV Card's cycle will be required.

III. Types of CERT Graduates

A. CERT Member

1. This group is made up of people who want to take the course so that they can better protect themselves and their families during a disaster.
2. CERT Members will benefit our community by being prepared and self-sufficient and not becoming a victim in need of our assistance. Oceanside CERT encourages everyone to attend CERT training regardless of their interest level in becoming a DSWV.
3. CERT Members are covered under the Good Samaritan Act.
4. These members may, at a later time, decide they want to become DSWV CERT Members.

B. DSWV CERT Members

1. This group includes people for whom CERT is a passion. They are extremely enthusiastic about additional training and are willing to not only respond to emergencies, but also to participate in nonemergency activities and special events.
2. They are required to have a current San Diego County Disaster Service Worker (DSWV) card and attend at least two approved Oceanside CERT Training events, per year, during their DSWV card cycle.
3. Members of this group are also eager to take on administrative duties, assist with training, and recruit new members.

IV. Disaster Service Worker (DSWV) Cards

A. Initial DSWV Card process

1. The Initial DSWV Card may be applied for on the final day of the CERT Basic Training course.
2. The Loyalty Oath will take place during the final day of the course.
3. Minimum requirements
 - a. Completion of all Basic Training modules. A maximum of two excused absences during the Basic Training Course may be permitted. Incomplete modules are to be completed prior to the renewal of a DSWV Card.

- b. Completion of Oceanside CERT Application and Hold Harmless Agreement, Oceanside CERT Policy Acknowledgement Form, San Diego County Code of Conduct Form, Completion of IS-100 and IS-700.
 - c. Completion of DSWV Volunteer Registration and Loyalty Oath Form and Picture. The Loyalty Oath is required for all new applicants.
 - d. Completion of a LiveScan background check; conducted by the City of Oceanside Human Resources Department.
- B. DSWV Card Renewal Process for existing Oceanside CERT members
- 1. DSWV Card Renewals for Oceanside CERT members will take place during the quarterly training meeting.
 - 2. DSWV CERT Members who have a DSWV Card are to apply for a renewal prior to their DSWV Card's expiration date.
 - 3. DSWV CERT Members must plan accordingly to ensure their DSWV Card does not lapse prior to the quarterly training meeting.
 - 4. A DSWV CERT Member whose card expires will be considered a CERT Member (Good Samaritan) and may renew their DSWV Card at the next quarterly training meeting.
 - 5. Members that have not completed a LiveScan background check with the City of Oceanside Human Resources Department must do so before receiving a new DSWV Card.
 - 6. Minimum requirements
 - a. Proof of attendance in at least two approved training events, per year, during the cycle of the DSWV Card.
 - b. Completion of Oceanside CERT Hold Harmless Agreement (Returning Members), Oceanside CERT Policy Acknowledgement Form, and San Diego County CERT Council Code of Conduct Form.
 - c. Completion of DSWV Volunteer Registration and Loyalty Oath Form. The Loyalty Oath and Picture is only required for new applicants. Pictures may be updated when appropriate.

C. DSWV Card Application Process for CERT members transferring into the Oceanside CERT

1. CERT members requesting to transfer into the Oceanside CERT may be approved upon completion of the transfer process.
2. Transfer candidates may apply for a DSWV Card during the quarterly training meetings of each calendar year.
3. Transfer candidates must have completed a FEMA-approved CERT Basic Training course.
4. Minimum requirements.
 - a. Proof of completing a FEMA-approved CERT Basic Training course.
 - b. Completion of Oceanside CERT Application and Hold Harmless Agreement, Oceanside CERT Policy Acknowledgement Form, San Diego County Code of Conduct Form, Completion of IS-100 and IS-700.
 - c. DSWV Volunteer Registration and Loyalty Oath form completion
 - d. Completion of a LiveScan background check; conducted by the City of Oceanside Human Resources Department.
 - e. A Picture and Loyalty Oath is required for all transfer applicants that do not have an existing San Diego County CERT DSWV Card.

D. Documentation Submittal to the San Diego County Office of Emergency Services

1. The DSWV application and a digital photo (if required) will be emailed or hand delivered to San Diego County OES by the Program Manager. Hardcopies will be sent by mail if not hand delivered.
2. Upon receipt of the DSWV Cards, the Program Manager will contact the DSWV Members, via mass email, to advise them that the cards have arrived.
3. The DSWV cards will be made available for pick up at the Fire Department Administration office during normal business hours.
4. The DSWV cards will also be available for pickup at the next quarterly training meeting.
5. DSWV Cards will only be distributed to the person whose picture is on the card.

V. Liability and Workers Compensation

- A. A Hold-Harmless Agreement form will be signed by all persons applying for the CERT Basic Training Course, when renewing a Disaster Service Worker (DSWV) Card, and when transferring into the Oceanside CERT Program
- B. By completing the DSWV process, CERT members may be covered for injuries under the State's Disaster Service Workers' Compensation Insurance Program, as long as the CERT member was officially activated and was performing a task in compliance with their training and the Oceanside CERT Policy.
- C. Oceanside CERT Members may be covered under the State's Disaster Service Worker Volunteer Program while responding to and returning from an emergency activation. Approved Training events will only provide coverage while at the training event. Approved Community Events do not qualify for coverage.

VI. Dismissal from the Oceanside CERT Program

- A. The following conditions may result in dismissal from the Oceanside CERT Program:
 - 1. Dishonesty.
 - 2. Any act of insubordination or refusal to follow orders.
 - 3. Conduct unbecoming of a CERT member.
 - 4. Neglect of duty.
 - 5. Willful violation of the Oceanside CERT Policy or San Diego County CERT Council Code of Conduct.
 - 6. Conviction of a felony.
- B. Members that are arrested will be put on administrative leave until due process is concluded. Members on administrative leave will be required to turn in their DSWV Card and CERT-issued equipment.

VII. Approved Community Events

- A. Community events must be authorized by the Oceanside CERT Program Manager.

- B. The following community events may be considered if they are related to emergency or disaster preparedness, response, and/or recovery:
 - 1. Community outreach
 - 2. Social events
 - 3. Public education
 - 4. Fundraisers
- C. Community events that do not involve or primarily provide approved training opportunities will not be covered for State Workers' Compensation Insurance under the Disaster Service Worker Volunteer Program (California Code of Regulations, Title 19, 2573.1(b)(3)).
- D. Community events that are not covered under the Disaster Service Worker Volunteer Program regulations will be considered Good Samaritan events.
- E. Approved Community Events will be posted on the Oceanside CERT website calendar.

VIII. Approved Training

- A. Training will be approved by the Oceanside CERT Program Manager prior to being conducted.
- B. Training will be related to emergency or disaster preparedness, response, and recovery.
- C. The CERT Training Team will provide guidance to the Oceanside CERT Program Manager regarding training opportunities.
- D. Courses will be conducted in accordance with the Oceanside CERT Training Course Requirements Document (attached) and FEMA Guidelines, if applicable.
- E. Training will be led by a CERT Primary Instructor and will remain within the members' capabilities.
- F. Training will be made available to all Oceanside CERT members.
 - 1. Some training opportunities may have a limit on the maximum class size.
- G. Approved training will be posted on the Oceanside CERT website calendar.

- H. A release of liability form must be signed by CERT members participating in training events conducted at the Oceanside Fire Training Center (FTC). The form will be available at the FTC and must be completed before the training event begins.
- I. Training equipment will be stored in the CERT Equipment Trailer. When on a public street, the trailer will only be towed by approved and qualified City Employees or City Volunteers. The defensive driving course must be completed before towing or operating City owned vehicles or trailers.
- J. CERT Basic Training Course Academies will be coordinated by the CERT Program Manager through the Oceanside CERT Training Team.
 - 1. The Training Manager will provide academy members with at least the following items when appropriate to do so:
 - a. CERT Participant Manual
 - b. CERT Backpack
 - c. CERT Vest
 - d. CERT Helmet
 - e. Work Gloves
 - f. Eye Protection
 - g. Hearing Protection
 - h. Other items as directed by the Training Manager
- K. Training opportunities outside of the CERT Basic Training scope will be submitted through the Training Team to the Oceanside CERT Program Manager for approval. They will consist of the CERT Supplemental Training scope, other training opportunities, and will be related to emergency or disaster preparedness, response, and recovery.
- L. An Oceanside CERT refresher training session will be conducted every quarter, or four times per year.
 - 1. The quarterly training meeting will be formatted as follows:
 - a. 3-4 hours- Didactic and / or Manipulative instruction.
 - b. 1 hour- DSWV Card renewal.

M. An Oceanside CERT Annual Training Meeting will be held during the last quarterly training session of each calendar year and will be mandatory for all DSWV CERT Members.

1. The annual meeting will be formatted as follows:

- a. 2 hours- Didactic instruction or policy review.
- b. 2-3 hours- Manipulative instruction.
- c. 1 hour- DSWV Card renewal.

N. CERT Amateur Radio Operators may include the Oceanside CERT Amateur Radio Operator training as their required training events. CERT Amateur Radio Operators will still be required to attend the Oceanside CERT Annual Training Meeting.

O. San Diego County CERT Training events will be included as approved training events and may substitute Oceanside CERT quarterly training events. Oceanside DSWV CERT Members will still be required to attend the Oceanside CERT Annual Training Meeting.

P. To retain DSWV CERT Member status, an Oceanside CERT member must attend at least two approved Oceanside CERT Training events during their DSWV card cycle. The annual training meeting will be included as an approved training event.

Q. The CERT Basic Training Course is a 24-hour course, provided over a several-week time frame, including the following modules:

1. **Disaster Preparedness:** This module covers the hazards that people in the community are vulnerable to and the actions that the students can take before, during, and after a disaster to better protect themselves and their families.
2. **Fire Safety:** This module briefly covers fire chemistry, fire hazards in the home and workplace, turning off utilities, hazardous materials, and basic fire suppression techniques using a fire extinguisher.
3. **Disaster Medical Operations:** This module covers basic trauma medical care including triage, bleeding and shock control, and splinting fractures.
4. **Light Search and Rescue Operations:** This module covers scene size-up, conducting an organized and thorough search of a structure, leveraging, cribbing, and victim removal.

5. **CERT Organization:** This module discusses the concept of CERT, and provides the student with a basic overview of the Incident Command System (ICS) and the role therein.
 6. **Disaster Psychology:** This module covers signs and symptoms of psychological stress during an incident and the steps that can be taken to improve the mental and emotional wellbeing of team members and victims.
 7. **Terrorism and CERT:** This module covers the definition of terrorism, terrorist targets and weapons, CBRNE indicators, preparing at home, work, and in your neighborhood, and CERT's and terrorist incidents.
 8. **Course Review and Disaster Simulation:** This module is a basic review of the modules of the course and a simulated response exercise when students apply skills that they have learned during the course.
- R. Supplemental training may be provided for DSWV CERT members. DSWV CERT members may be approved to complete supplemental training provided by other Disaster Council approved CERT Programs. Supplemental training includes:
1. **CERT Animal Response I & II:** These modules will teach CERT members emergency preparedness for animal owners and how to recognize specific animal behaviors. It will also prepare CERT members for situations involving animals that they encounter while performing their CERT response functions.
 2. **CERT Emergency Communications:** In this four-hour module, CERT members will learn: 1) the role of CERT in communications during an activation; 2) how to use a communications plan; 3) different communication modes and strategies; and, 4) how to use communication devices.
 3. **CERT Exercise Swaps:** This module includes two four-hour units to train CERT teams to design and conduct exercises for each other. CERT members will learn: 1) FEMA exercise guidance and HSEEP concepts; 2) criteria for well-designed CERT exercises; 3) steps and documents used in designing and conducting an exercise; and, 4) challenges and smart practices for conducting a CERT exercise.
 4. **CERT Firefighter Rehab:** This four-hour module trains CERT members to safely set up and perform the non-medical functions of firefighter rehabilitation. CERT members will learn: 1) the definition of and need for firefighter rehab; 2) the physiological threats to firefighters; 3) an overview of what happens at the scene of a fire; and, 4) how CERT members set up and what they do in the rehab area.

5. **Flood Response for CERTs:** This four-hour module will train CERT members to: 1) relate CERT Basic Training skills to flood response; 2) identify a flood and the dangers of working around floodwaters; 3) work safely and efficiently with sandbags; and, 4) construct a sandbag barrier correctly.
6. **CERT Tools for Leadership Success:** In this four-hour module, CERT members will learn: 1) how CERT Basic Training concepts relate to leadership; 2) the characteristics, skills and responsibilities of team leaders, and how leaders and team members interact; 3) different styles of leadership and how they apply to CERT situations; and, 4) examples of how CERT leaders run successful team operations.
7. **CERT Traffic and Crowd Management:** In this four-hour module, CERT members will learn: 1) how CERT Basic Training skills relate to crowd and traffic management; 2) effective communication strategies to direct traffic and crowds; 3) crowd management skills and how to put together a basic crowd management plan; and, 4) using traffic control devices to safely manage traffic in various situations and how to put together a basic traffic management plan.

IX. Recordkeeping

- A. Oceanside CERT related documents (applications, hold-harmless agreements, etc.) will be filed for no less than five years, or as required by law, whichever is greater, after a member is no longer part of the Oceanside CERT.
- B. Hard Copy records will be stored by the Program Manager or a designee. Electronic records will be stored by the Oceanside CERT Email/Database Manager.

X. CERT Communications Amateur Radio Team

- A. The Amateur Radio Team will conduct an on-air "Weekly Net" exercise to include all eight Fire Service Areas within the City of Oceanside. A monthly planning and training meeting will be held by the Amateur Radio Team.
- B. Amateur Radio Team training will be lead by an Oceanside CERT Primary Instructor. The instructor will be part of the Oceanside CERT Training Team.
- C. The Amateur Radio Team will have a CERT Communications Manager and a back-up person identified. The CERT Communications Manager will be responsible to ensure an attempt is made to notify all DSWV CERT Members after a CERT activation.
- D. The CERT Communications Manager will ensure a CERT Amateur Radio Team Representative reports to the EOC, if established, or Incident Command Post

after a CERT Activation to an Emergency Scene.

- E. The CERT Communications Manager will ensure that CERT Amateur Radio Team Net Control is established following an Oceanside CERT activation.
- F. The Oceanside CERT Amateur Radio Team WF6OCS Net is held every Sunday at 8pm.
 - 1. Net control will welcome and call for visitors immediately following roll call of regular team members.
 - 2. Repeater portion of the Net:
 - a. Primary Frequency: 147.130 MHz (CTCSS (PL) +107.2)
 - b. Backup Frequency: 147.075 (CTCSS (PL) +107.2)
 - c. Tertiary Frequency: 146.030 (CTCSS (PL) -107.2*)

*The 146.730 repeater transmits a CTCSS tone of 107.2, but does not usually require an access tone. When necessary, an access tone of 107.2 can be enabled.
 - d. Repeaters are sponsored by the Palomar Amateur Radio Club (PARC)
 - 3. Simplex portion of the Net:
 - a. Primary Simplex Frequency: 145.540
 - b. Backup Simplex Frequency: 144.420
 - c. The purpose of the simplex net is to provide ongoing training for Oceanside CERT Amateur Radio Operators and an opportunity to test and improve stations to operate effectively when a repeater is not available.

XI. Communications Support Trailer

- A. The City of Oceanside Fire Department operates a Communications Support Trailer. It will be stored at the Oceanside Fire Training Center or other suitable location.
- B. The purpose of the Communications Support Trailer is to provide a back-up VHF repeater or redundant communications in the event either is needed.
- C. The Communications Support Trailer contains communications equipment, a portable VHF repeater and an approximate 40-foot telescoping tower.

- D. In the event the Communications Support Trailer is needed, it will be deployed to an appropriate location.
- E. Only an approved City employee or City Volunteer who has completed City required Defensive Driver training will tow the Communications Support Trailer.
- F. Whenever possible, two individuals will assist with the transport and deployment of the Communications Support Trailer. The use of a “backer” must be considered in all circumstances.
- G. Appropriate deployment and operational instructions have been developed for the tower and communications equipment. Copies of the instructions are maintained in the Communications Support Trailer.
- H. Unless directed by a Chief Officer from the Oceanside Fire Department, only individuals previously trained on deployment of the trailer and equipment will raise the tower and connect the required communications equipment. They will also be responsible for troubleshooting and providing required communications.
- I. Unless adequate security can be assured for the Communications Support Trailer and the portable repeater, at least one person must remain with the trailer at all times when deployed.
- J. Whenever possible, two people will be assigned with the Communications Support Trailer in order to provide for appropriate break and rest periods.
- K. Equipment within the trailer will be exercised and maintained by qualified personnel. Generators will be operated at least on a monthly basis.
- L. Ongoing training is required for personnel who operate the Communications Support Trailer. Training will be provided at least on a quarterly basis. Training records will remain on file with the City of Oceanside Emergency Preparedness Manager.

XII. CERT Emergency Response Activation

- A. DSWV CERT Members will be activated in accordance with the following procedures:
 - 1. The Oceanside CERT Program Manager may activate DSWV CERT Members (those with a current DSWV card) following an emergency or disaster.
 - 2. Whenever the CERT is activated for emergency response, regardless of the nature of the operation, San Diego County OES **MUST** be notified immediately.
 - 3. OES can be contacted at: oes@sdcounty.ca.gov or (858) 565-3490.

4. Pursuant to San Diego County OA DSWVVP Administration Guidance Section 1.4.3:
 - a. *All registered San Diego County OA DSWV volunteers must be officially activated by his or her Local Sponsoring Agency before carrying out any disaster service activities. Official activation is a requirement for the DSWV volunteer to receive the benefits and protections of the DSWVVP. The Local Sponsoring Agency will be responsible for documenting DSWV volunteers' activation, disaster service activities, and demobilization. Additionally, upon activating a DSWV Volunteer Program, the Local Sponsoring Agency must contact OES and report the following:*
 - 1) *On whose authority the DSWV Volunteer Program is being activated.*
 - 2) *Activation date and time (this is extremely important).*
 - 3) *Anticipated disaster service activities.*
 - 4) *And, expected demobilization timeframe.*
5. During an emergency or disaster event, Oceanside DSWV CERT Members may be called upon to perform a variety of response roles, primarily to assist their family and neighbors until professional emergency responders are available to respond.
6. Additional responsibilities may include support of the City's Emergency Operations Center, staffing a care and shelter facility, performing community reconnaissance, or conducting damage assessment. DSWV members must be trained and qualified for additional responsibilities prior to participating in those responsibilities.
7. Under the direction of the Oceanside CERT Program Manager, or a designee, Oceanside DSWV CERT Members will be notified of an official activation by phone, stating that the team has been activated. The Communications Manager will be responsible for ensuring an attempt is made to contact all DSWV CERT Members.
8. In addition to phone communications, an email will be sent to all members. An activation statement will be posted on the Oceanside CERT website and an Emergency Alert System message may be broadcasted on KOGO AM 600 and KLSD AM 1360; DSWV CERT Members should monitor these radio stations with a battery-operated radio following an emergency or disaster event.
9. When the CERT is activated by the Program Manager or a designee, the CERT Communications Manager will notify the CERT Amateur Radio Team and ensure a NET Control is set up in an appropriate location. Amateur Radio Operators will communicate through NET Control. If the EOC is activated, the

CERT Communication Manager will ensure a CERT Amateur Radio Team Representative reports to the EOC as the point of contact for NET Control.

10. CERT Members and DSWV CERT Members that self-activate to assist their family or neighbors will only be covered under the Good Samaritan Act as long as they are responding within the scope of their CERT-provided training. If the Oceanside CERT Program Manager, or a designee, does not officially activate the CERT, the DSWV CERT Member(s) will not be covered as a DSWV, including DSWV immunities from liability or State worker's compensation coverage.

XIII. CERT Activation Procedures to an Emergency Scene

- A. Any Fire Department Chief Officer can authorize the Activation of the CERT to respond to an incident.
- B. The Chief Officer will contact the Emergency Operations Center (if established), otherwise North Comm, to activate the Oceanside CERT and request that the Oceanside CERT Program Manager (2145) is notified of the Activation request and CERT Staging area.
- C. The CERT Program Manager will notify DSWV CERT Members regarding the Activation and the Staging location in accordance with the Oceanside CERT Emergency Response Activation procedures listed above.
- D. The CERT Program Manager must notify San Diego County OES regarding the Activation.
- E. The CERT Communications Manager will be responsible for ensuring an attempt is made to notify all DSWV CERT Members of the Activation and Staging location.
- F. The CERT Communications Manager will ensure a CERT Amateur Radio Team Representative responds to the Incident Command Post to assist the Incident Commander with communicating with DSWV CERT Members.
- G. Responding to an Incident:
 1. Before leaving for the incident, the DSWV CERT Member will take the following actions:
 - a. Take care of and help their families first (if necessary).
 - b. Take care of and help their neighbors (if necessary).

2. When leaving from home to an incident, the DSWV CERT Member will always bring the following items:
 - a. CERT backpack and associated equipment.
 - b. CERT Vest, Helmet, Work Gloves, Eye Protection, Hearing Protection, and DSWV Card.
 - c. Long pants (jeans are acceptable; no shorts).
 - d. Closed-toe, sturdy work shoes or boots (open-toe sandals or shoes are not allowed).
 - e. CERT members may purchase additional personal protective equipment, including knee pads, flashlights, etc.
3. Prior to arriving at the Staging area, DSWV CERT Members will :
 - a. Obey all traffic laws and safely drive to the Staging area; DSWV CERT Members' personal vehicles are not considered emergency vehicles, therefore it is of utmost importance that they are driven as a non-emergency vehicle.
 - b. Always be aware of the surroundings, especially when approaching an emergency scene Staging area; if something looks unsafe, it probably is.
 - c. Never drive across moving water or over downed power lines; if the Staging area is unsafe to drive to, the DSWV CERT member will turn around and safely go back home.
 - d. Park in a safe location and close to the Staging area. The Incident Commander will make an attempt to designate a Staging area with sufficient parking (a large parking lot near the incident).
 - e. Do not park in tow away zones or metered parking areas.
 - f. Put on the CERT Vest and appropriate Personal Protective Equipment (helmet, gloves, eye protection, hearing protection (if needed), etc.).
 - g. Walk directly to the Staging Area and DO NOT take action without proper orders.
 - h. Be prepared to present a current DSWV Card to emergency personnel upon request.
 - i. Safety is the number one priority.

4. After arriving at the Staging area, DSWV CERT Members will complete the following **(in order)**:
 - a. Check in with the Staging Area Manager, if established. **Do not approach the emergency scene.**
 - b. If there is no Staging Area Manager, the first DSWV CERT member will organize the CERT Staging Area until a Staging Area Manager arrives. The Staging Area Manager will have communication capabilities with the Incident Commander.
 - c. DSWV CERT members must present a current DSWV Card to the Staging Area Manager. If a DSWV Card is not current, the DSWV CERT member will not be able to assist.
 - d. The DSWV CERT member will be informed of their assignment, if any.
 - e. The first DSWV CERT member to arrive will be the Team Leader. A team will be a minimum of two people.
 - f. DSWV CERT members will always work in pairs and in groups of at least four persons, if possible. DSWV CERT members will never work alone.
 - g. DSWV CERT members will be under the direction of the Incident Commander or a designee; they must follow orders and never freelance or take action on their own.
 - h. Typical assignments may include assisting the Rehab Group with cooling down firefighters, providing water to drink or food to eat, and other logistical support functions as directed by the Incident Commander.
 - i. DSWV CERT Members must understand that they may never receive an assignment. Part of incident management is to be prepared with enough resources in a Staging area.
 - j. DSWV CERT Members will demobilize only after informing their immediate supervisor. They will never leave the scene without properly checking out.
 - k. DSWV CERT Members will ensure they identify a safe route prior to returning to their home.

XIV. Debriefing

- A. Following all emergency incident activations, DSWV CERT members are to be debriefed by the Program Manager and appropriate personnel as the incident dictates (Incident Commander, Division Supervisor, Chaplain, professional counselors, etc.).
- B. Debriefing will at least be in accordance with accepted debriefing practices, such as the John Hopkins' Model of Psychological First Aid (PFA).
 - 1. Reflective Listening
 - 2. Assessment of Medical Needs
 - 3. Prioritize Attending to Severe vs. Mild Reactions
 - 4. Intervention
 - 5. Disposition
- C. A follow-up to the initial debriefing must take place within two weeks after the incident to ensure the DSWV CERT member is not in need of additional assistance.

XIV. Acknowledgement

- A. Oceanside CERT Members and DSWV CERT Members will review this policy and acknowledge that they have read it and understand it by signing the Oceanside CERT Policy Acknowledgement form. This will be conducted during the CERT Basic Training Course, when transferring to the Oceanside CERT from another CERT program, and when renewing a DSWV card.

ATTACHMENTS

- Oceanside CERT SOP Manual Acknowledgement Form
- Oceanside CERT Application and Hold Harmless Agreement (New Members)
- Oceanside CERT Hold Harmless Agreement (Existing Members)
- Oceanside CERT Training Course Requirements Document
- Oceanside CERT Job Descriptions
- San Diego County Disaster Service Worker Volunteer Registration and Loyalty Oath Form
- San Diego County CERT Council Code of Conduct Form
- CERT Fire Service Area Map



Oceanside CERT SOP Manual Acknowledgement Form

I hereby certify that I have read and fully understand the information presented in the Oceanside CERT SOP Manual.

Furthermore, I acknowledge that in my decision to respond to an emergency or disaster situation, it is my duty to obey all federal, state, and local laws while functioning as a CERT member.

I will always work within my level of training and not attempt any action for which I have not been trained.

Name (printed)

Date

Signature



OCEANSIDE CERT APPLICATION AND HOLD HARMLESS AGREEMENT

I, (NAME) _____ ,
am requesting to participate with the Oceanside Community Emergency
Response Team (CERT).

HOME EMAIL: _____

WORK EMAIL: _____

(Email is a means of communication with CERT participants; please provide an email address, if possible)

ADDRESS- HOME: _____ CITY: _____ ZIP: _____

PHONE #: () _____ CELL #: () _____

EMPLOYER- Name, Address: _____
(if applicable)

TITLE/OCCUPATION: _____ WORK PHONE #: () _____

REFERENCE- Name, Phone Number: _____
(excluding family members)

I, the individual named above, hereby request permission to participate in the Oceanside Community Emergency Response Team (CERT) Program and am 18 years of age, or older. I understand that response and training will involve DSWV physical participation, which includes a potential risk of personal injury and/or personal property damage. I make this request with full knowledge of these risks. Further, I have read and understand the Program outline that describes the training and associated activities (a complete description is available at www.citizencorps.gov/cert/). I agree to indemnify and hold the City of Oceanside, the Oceanside CERT, the San Diego Unified Disaster Council, and each of their officers, governing bodies, agents, employees, personnel, and volunteers, harmless from any and all claims, actions, or suits for any injury or loss that I may suffer, or which may arise, as a result of my participation in the above mentioned Program. I understand that personal safety is the foundation of the Oceanside CERT and agree to follow the code of conduct, rules, and policies established by the City of Oceanside, the Oceanside CERT, CERT leadership and instructors, and to exercise reasonable care while participating in the CERT Program. I understand that I can be administratively removed from the Program at any time. Additionally, I authorize the use of my image, photographed in connection with my participation in the Program, without prior approval or compensation. I understand that my submission of this application, whether mailed, or sent electronically via email, or faxed, will have the same force and effect as an original. Further, I understand that a background check will be required for all applicants, and my acceptance into the Program is subject to clearance of the background check. I authorize the City of Oceanside to require a LiveScan background check, including a check of criminal records, and other information regarding me, that may be of a confidential nature. I understand that the background check results do not have to be disclosed to me. By executing this release, I certify that I have read this release in its entirety, understand all of its terms, and have had any questions regarding the release satisfactorily answered. I sign this release freely and voluntarily.

Signature: _____ Date: _____

Date of Birth: _____ California ID/DL Number: _____

Please return this form by mail or in person to:

Oceanside Fire Department CERT Program Manager, 300 North Coast Highway, Oceanside, CA 92054

Approved _____ Disapproved _____ By _____ Date _____



Oceanside CERT Hold Harmless Agreement (Existing Members)

Printed Name: _____

Phone #: (_____) _____ Cell #: (_____) _____

I, the individual named above, hereby request permission to participate in the Oceanside Community Emergency Response Team (CERT) Program and am 18 years of age, or older. I understand that response and training will involve DSWV physical participation, which includes a potential risk of personal injury and/or personal property damage. I make this request with full knowledge of these risks. Further, I have read and understand the Program outline that describes the training and associated activities (a complete description is available at www.citizencorps.gov/cert/).

I agree to indemnify and hold the City of Oceanside, the Oceanside CERT, the San Diego Unified Disaster Council, and each of their officers, governing bodies, agents, employees, personnel, and volunteers, harmless from any and all claims, actions, or suits for any injury or loss that I may suffer, or which may arise, as a result of my participation in the above mentioned Program. I understand that personal safety is the foundation of the Oceanside CERT and agree to follow the code of conduct, rules, and policies established by the City of Oceanside, the Oceanside CERT, CERT leadership and instructors, and to exercise reasonable care while participating in the CERT Program.

I understand that I can be administratively removed from the Program at any time. Additionally, I authorize the use of my image, photographed in connection with my participation in the Program, without prior approval or compensation. I understand that my submission of this application, whether mailed, or sent electronically via email, or faxed, will have the same force and effect as an original. Further, I understand that a background check will be required for all applicants, and my acceptance into the Program is subject to clearance of the background check.

I authorize the City of Oceanside to require a LiveScan background check, including a check of criminal records, and other information regarding me, that may be of a confidential nature. I understand that the background check results do not have to be disclosed to me. By executing this release, I certify that I have read this release in its entirety, understand all of its terms, and have had any questions regarding the release satisfactorily answered. I sign this release freely and voluntarily.

Signature: _____ Date: _____

Oceanside CERT Training Course Requirements

Training Manager

Oceanside CERT courses will have a Training Manager. The Training Manager will be responsible for all aspects of the course. Refer to the Oceanside CERT Training Manager Job Description for specific details.

Instructor Qualifications

Primary Instructors will be recruited and selected to conduct courses based on their working knowledge of the content and skills required for each session. It is recommended that at least two instructors jointly conduct each session.

The Basic CERT Course sessions 3 and 4 address disaster medical operations; therefore, it is recommended that these sessions be conducted by licensed or certified: Nurses, Paramedics, or Emergency Medical Technicians

It is recommended that all other sessions be conducted by skilled instructors who have completed the CERT Train-the-Trainer (TTT) course. Completion of the TTT course is recommended, but not mandatory unless required for grant purposes.

Instructors should also be knowledgeable about:

- The CERT model
- The types of hazards (natural, technological, and manmade) that present the greatest risk to the community
- Local building structures that present the greatest hazard in the event of a disaster
- The community's emergency operation plan

Preparing To Train

The preparation and conduct of the Instructor has a definite impact on the effectiveness of the training. The following are guidelines for preparing for a course:

- Thoroughly read both the Instructor Guide and the Participant Manual.
- Conduct a walk-through of all exercises and be prepared to answer any questions that the participants ask while completing the exercises themselves.
- Tailor each session to the local community. Wherever possible, use local photographs of common fire hazards, local buildings, etc. Using local information will add a personal meaning for the participants and will help them to “buy into” the CERT concept.
- Draft your own notes in the white space around the margins of Instructor's Guide.
- Include information that is specific to the community. Indicate points where you want to include additional local photographs.

- Identify sessions that require you to prepare information or materials that relate specifically to the community (see “Preparation” at the beginning of each unit).
- Prepare these items in advance of the session.
- Be certain you are aware of any cultural sensitivities for the community in which you will be training. It is important to understand how to best deliver the content so as to engage the participants. Because of the differences in individual cultures, it is essential that you get to know the culture.
- You will need to work with members of that culture to understand any topics in the training that may be culturally sensitive and to resolve any potential issues.
- In advance of the training, meet with a community representative involved in emergency preparedness to discuss the different topics covered in the training. Together, try to identify any culturally sensitive issues, such as physical contact, medical response, or disaster psychology. Discuss ways to present these topics in the most appropriate way for the participants.
- During the training, don’t pretend to be an expert on cultural issues, and invite participants to discuss such topics. If possible, a member of the community in which you are training should co-teach the class.
- Bear in mind several points regarding communities and cultures. First, when coming into a new community, members of that community may not accept you immediately. This is one reason to request information and seek the guidance and advice of community representatives regarding cultural issues.
- Additionally, remember that not all members of a community may have the same cultural background. Avoid making assumptions about the beliefs or attitudes of the participants.
- Draft or copy any supplemental materials from which you feel the participants will benefit. Many supplemental materials may be available from San Diego County OES or from such Federal agencies as the National Fire Academy, Emergency Management Institute, or National Severe Weather Center. If you use copyrighted materials, be sure to obtain copyright releases.
- **Instructors are encouraged to add pertinent information to the course, but topics should not be deleted.**

Preparing the Classroom

The Instructor is responsible for:

- The equipment needed for the course
- The room arrangement

For each session, the instructor will need:

- A computer with PowerPoint software
- A computer projector and screen
- Chart paper, easel, and markers
- Masking tape
- Pens and pencils

Oceanside CERT Program Manager

Job Description

- Serves as the Program Manager for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Develops policies and procedures for the Oceanside CERT program.
- Attends Oceanside CERT meetings, when necessary, to provide direction.
- Develops the Oceanside CERT Program goals and objectives.
- Responsible for Oceanside CERT DSWV Member emergency response activation and notification of San Diego County OES.
- Responsible for notifying the Oceanside CERT Coordinator following an emergency response activation.

Oceanside CERT Coordinator

Job Description

- Serves as the CERT Coordinator for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Manages the Fire Service Area Managers, Communications Manager, Training Manager, Email/Database Manager, and Webmaster.
- Orients, manages, and retains Oceanside CERT members.
- Acquires and manages program resources.
- Assists with recruiting, managing, and retaining Oceanside CERT Trainers.
- Manages effective training and exercises.
- Evaluates and sustains the Oceanside CERT Program.
- Provides periodic updates to the Program Manager.

Oceanside CERT Email/Database Manager Job Description

- Serves as the Email/Database Manager for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Forwards emergency response activation information to Oceanside CERT DSWV Members.
- Organizes and maintains the (oceanside.cert@gmail.com) Email folders.
- Maintains a database with applicant, training, and member information.
- Coordinates with Training Manager to obtain statistical information.
- Communicates with interested persons who request information through the oceansidecert.org website.
- Maintains the (oceanside.cert@gmail.com) Email calendar.
- Attends training and community events or obtains statistical information from those events.
- Provides database information to the CERT Coordinator and Training Manager.
- Reports to the CERT Coordinator.

Oceanside CERT Training Manager Job Description

- Serves as a Training Manager for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Demonstrates knowledge of courses including but not limited to CERT Basic Training Course Academies, Supplemental Training, and Continuing Education.
- Oversees the Training Team.
- Ensures effective training and exercises are routinely provided.
- Has the authority to designate instructors to teach selected units.
- Attends Oceanside CERT training meetings to discuss specific course information.
- Delivers the course accurately and conveys the intent of the CERT Program.
- Ensures that participants achieve the objectives of the course.
- Ensures training is delivered at an appropriate level.
- Enables participants to learn and correctly apply skill sets.
- Creates a comfortable, yet managed, learning environment.
- Demonstrates the ability to present an assigned portion of the course (teach-back).
- Models appropriate behavior and requires the same from course instructors.
- Responsible for completion of required paperwork (enrollment, registration, attendance, class rosters, student communication, and recordkeeping).
- Provides the Oceanside CERT Program Email/Database Manager with training-specific statistical information.
- Evaluates the course and the course instructors.

Oceanside CERT Communications Manager

Job Description

- Serves as the Communications Manager for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Notifies the Oceanside CERT Phone Tree Manager, Email/Database Manager, and Webmaster following an emergency response activation.
- Ensures an Oceanside CERT Amateur Radio Team Representative reports to the Emergency Operations Center, if established, otherwise to the Incident Command Post following an emergency response activation.
- Maintains a DSWV role within the CERT Amateur Radio Operator Team.
- Promotes the importance of communications in emergency response.
- Understands the role of CERT in communications during an activation.
- Maintains the Oceanside CERT Program Emergency Communications Plan.
- Is familiar with the local jurisdiction communications plan.
- Understands communications modes used in emergency response.
- Oversees the function of Net Operations in communications.
- Ensures Oceanside CERT Amateur Radio Operators use effective radio discipline.
- Ensures tactical call signs and pro-words are used to make and acknowledge a call.
- Evaluates the Oceanside CERT Program Emergency Communications Plan.
- Reports to the CERT Coordinator.

Oceanside CERT Fire Service Area Manager

Job Description

- Serves as a Fire Service Area Manager for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Communicating with the CERT Communications Manager regarding their Fire Service Area.
- Coordinates training with the Oceanside CERT Training Manager for their Fire Service Area.
- Recruits persons from their Fire Service Area to join the Oceanside CERT Program.
- Leads all CERT members within their Fire Service Area.
- Coordinates with the Amateur Radio Operator Coordinator for their Fire Service Area.
- Communicates with the Oceanside CERT Email/Database Manager.
- Reports to the CERT Coordinator.

Oceanside CERT Phone Tree Manager

Job Description

- Serves as the Phone Tree Manager for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Develops and maintains a Phone Tree Plan for Oceanside CERT DSWV Members.
- A Phone Tree may be substituted by the Reverse 911 System.
- Ensures that an attempt is made to notify Oceanside CERT DSWV Members, by Phone Tree or Reverse 911 System, following an emergency response activation.
- Communicates with the Oceanside CERT Communications Manager regarding status of phone communications.
- Communicates with the Oceanside CERT Email/Database Manager to ensure DSWV Members are on the Phone Tree Plan or in the Reverse 911 System Database.
- Responsible to make an attempt to contact DSWV Members from the branch of a Phone Tree member that could not be contacted.
- Promotes the importance of communications in emergency response.
- Maintains general knowledge of and ability to utilize various telecommunication options (i.e.: text, smartphone applications) within Phone Tree Plan to ensure that members are contacted via all potential resources.
- Evaluates the Oceanside CERT Phone Tree Plan.
- Reports to the Communications Manager.

Oceanside CERT Webmaster

Job Description

- Serves as the Webmaster for the Oceanside CERT Program.
- Promotes the Oceanside CERT Program.
- Supports the mission and core values of the Oceanside CERT Program.
- Maintains the Oceanside CERT Website (www.oceansidecert.org).
- Communicates with the Communications Manager, following an emergency response activation to enter information onto the Website's homepage.
- Uploads Oceanside CERT events' pictures and information onto the website.
- Forwards information requests to the Oceanside CERT Email/Database Manager.
- Screens and edits information for proper content, grammar, and appearance prior to uploading it onto the Oceanside CERT Website or Social Media sites.
- Maintains Oceanside CERT Social Media sites (Facebook and Twitter).
- Promotes the importance of communications in emergency response.
- Evaluates the Oceanside CERT Website and Social Media sites.
- Reports to the CERT Coordinator.