



San Mateo Consolidated Fire Department Community Emergency Response Team Standard Operating Procedure

ARTICLE 1. AUTHORITY

The San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program receives its authority from and operates at the sole discretion of the San Mateo Consolidated Fire Department.

ARTICLE 2. MISSION STATEMENT

CERT is a program developed by the Federal Emergency Management Agency (FEMA) that teaches ordinary people to assist their neighbors in the event of a disaster and to support first responders. The mantra of CERT is “Doing the greatest good for the greatest number of people”.

ARTICLE 3. NAME

The name of the program is the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program or “SMCFD CERT,” or “SMC Fire CERT.”

ARTICLE 4. PURPOSE AND SCOPE

- A. CERT volunteers are trained to respond safely, responsibly, and effectively to emergency situations, but they may also support their communities during non-emergency events.
- B. CERT is about readiness, neighbor helping neighbor, rescuer safety, and doing the greatest good for the greatest number of people. CERT is administered by FEMA and partnered with the National Citizen Corps effort endorsed by the President and the Department of Homeland Security. California Volunteers is the State Administrator for the Citizen Corps Program and CERT.
- C. The program described herein pertains to the communities served by SMCFD.

ARTICLE 5. GOALS AND OBJECTIVES

- A. To train, educate, and inform the public regarding emergency preparedness, so they may be better prepared to provide critical support in a safe manner to their neighbors and the community before, during, and after a major disaster.

- B. To recruit and train volunteers to manage and implement these goals and objectives as part of organized teams under the guidance of SMCFD.
- C. To maintain a cadre of trained volunteers, or “members”, prepared to respond to requests for assistance from SMCFD.
- D. To offer CERT training to employees and businesses and to manage and implement these goals and objectives as part of organized teams within their own workplaces.
- E. To seek and apply for grants, with the permission and approval of SMCFD, from state, federal, and private organizations to fund the activities and objectives of CERT.
- F. To perform other duties as assigned or requested by SMCFD.

ARTICLE 6. LOCATION

The principal office for SMCFD CERT shall be the registered office of SMCFD.

ARTICLE 7. ORGANIZATION

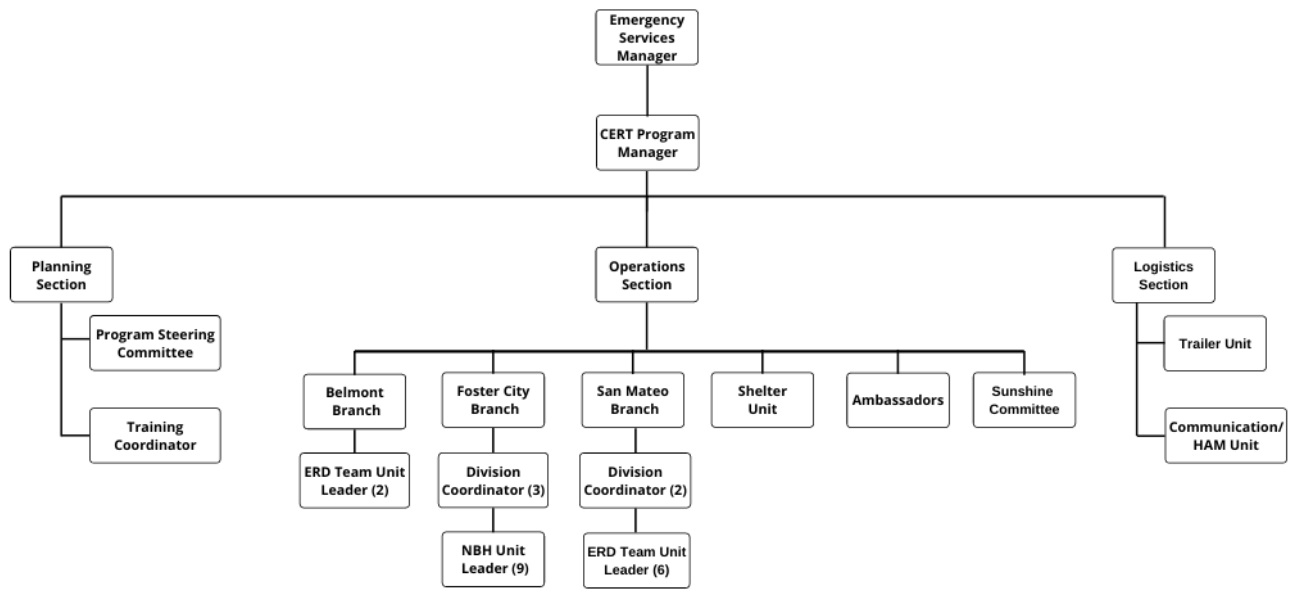


Figure 1: SMCFD CERT Organization Chart

- A. The SMCFD CERT Program shall be managed by SMCFD’s designated CERT Program Manager who shall report to the SMCFD Emergency Services Manager.
- B. A Program Steering Committee shall consist of volunteer leaders selected by each of the city teams and approved by the CERT Program Manager.
- C. The Program Steering Committee shall meet every other month unless needs dictate otherwise.
- D. The CERT members located within each city served by SMCFD will comprise a branch in the SMCFD CERT program supporting an overall “One Program” structure. Each city branch will be

responsible to run the month-to-month activities of the team within the program, with the assistance of the CERT Program Manager when needed.

- E. The CERT organization aligns with the Incident Command System (ICS). Some positions and roles within the SMCFD CERT organization have clearly defined responsibilities and requirements as identified in **Appendix C: Organizational Roles**.
- F. Documentation of members' hours, participation, training and contact information will be sourced primarily from sign-in sheets and coordinated through the CERT central database maintained by the CERT Program Manager.
- G. CERT information will be located on one central SMCFD website with individual sections for each of the city branches.
- H. SMCFD respects the confidentiality of the personal contact information that members provide. SMCFD will maintain contact information (including home address, email and phone number) and will only release this information to CERT program volunteers who have completed a Live Scan background check for the sole purpose of communicating CERT program-related topics. At any time, a CERT member may choose to "opt-out" of regular program communications and will not be contacted unless they request it.

ARTICLE 8. MEMBERSHIP

- A. Membership is available to the residents or persons who work in the communities served by SMCFD.
- B. CERT volunteers must be at least sixteen years of age to be a member of SMCFD CERT. Anyone under eighteen years of age who attends the core training program must do so with the approval of a parent or guardian who must sign a Parent Permission Form.
- C. All members must satisfactorily complete the entire CERT basic training program (herein also referred to as the CERT Core Training Program) as defined by FEMA and possess a certificate of completion.
- D. Level 1 and 2 members (see **ARTICLE 9. MEMBERSHIP LEVELS**) are required to participate in two CERT training events per year which could include: one CERT Skills Day or one other training class, as approved by SMCFD, and remain members in good standing per **ARTICLE 10. RULES OF CONDUCT**.
- E. CERT membership is valid for increments of two years. After two years, membership will be evaluated by SMCFD, at which point a volunteer's Level 1 or Level 2 membership may be extended another two years.
- F. CERT members who have recently relocated to a city served by SMCFD or those wishing to reactivate their membership in SMCFD CERT after a lapse must additionally complete the FEMA Online Training "IS-317 Introduction to Community Emergency Response Teams" and present a copy of their certificate of completion to the CERT Program Manager.

- G. All members of the SMCFD CERT Program must read this Standard Operating Procedure (SOP) document, sign the Standard Operating Procedure Agreement, the Hold Harmless/Permission Request form, become a Disaster Service Worker (DSW) by completing a DSW registration form, and complete the requirements as set forth in **ARTICLE 9. MEMBERSHIP LEVELS**.
- i. Members who have completed the CERT Core Training Program prior to the adoption of the SOPs must read and sign this document within 90 days of receipt to continue membership with the SMCFD CERT Program.

ARTICLE 9. MEMBERSHIP LEVELS

- A. Membership of CERT will be divided into one of the following categories:
- i. **Level-3: Awareness.** Graduates of the CERT Core Training Program. Upon completion of the CERT Core Training Program, graduates shall receive a certificate of completion, an official SMCFD CERT identification card, and lanyard. Graduates will complete a DSW registration form.
 - ii. **Level-2: Response.** These individuals may be available to respond to requests from SMCFD for assistance. In addition to being CERT Core Training Program graduates who meet the requirements of Level 3, there are requirements for training and participation to maintain this membership level as reflected in **Appendix B: Training Level Matrix**.
 - iii. **Level-1: Advanced.** In addition to requirements for Level 2, these members must undergo additional approved advanced training as reflected in **Appendix B: Training Level Matrix**.
- B. At SMCFD's discretion, schedule, and expense, Level 2 and/or Level 1 members may be asked to submit to a Live Scan background check to maintain membership.

ARTICLE 10. RULES OF CONDUCT

- A. Members of CERT serve at the sole discretion of SMCFD.
- B. CERT members are volunteers of SMCFD. As such, their status as a volunteer is contingent on performing their assigned duties with the utmost care and consideration.
- C. CERT members are not emergency services personnel as defined by state law and as such are not exempt from federal, state and local laws when responding to emergencies. Therefore, all CERT members must use due care, diligence, and appropriate safety measures when responding or reporting to emergencies, as directed by SMCFD.
- D. All participating CERT volunteers must be trained and understand the coordinated command and control structure of CERT chain of command and agree to comply within its constraints.
- E. All CERT members will be activated to respond to an emergency or disaster by SMCFD and shall not self-activate or respond to an emergency or disaster without express assignment by SMCFD.

- F. Members of CERT are prohibited from communicating with the media and/or making representations on behalf of SMCFD CERT in any manner without the approval of SMCFD.
- G. CERT members shall not carry any weapons or be intoxicated or impaired while undertaking activities as a CERT member. Rescue knives and/or sharpened tools shall generally not be considered weapons and are allowed as appropriate.
- H. CERT members shall comply with all elements of SMCFD Personnel Rules and Regulations Section 20 Harassment, Discrimination, and Retaliation Prevention.
- I. SMCFD CERT members should always conduct themselves in a professional manner.
- J. Members shall not use their CERT membership for personal gain of any nature including discounts, access to restricted areas unless previously authorized, or any other conflict of interest.
- K. CERT members may not participate in the program if under the influence of alcohol or any drug that could impair my physical or mental abilities and will abide by SMCFD policies pertaining to drugs and alcohol.
- L. Many members of CERT have skills and/or credentials beyond what is taught through the CERT Core Training Program, such as health care professionals, amateur radio (HAM) radio operators, advanced first aid, field search and rescue, etc. While these skills may be helpful during an emergency or disaster, they are outside the CERT member's scope of practice. The use of any skills not included in the CERT Core Training Program curriculum during an SMCFD CERT activation must be pre-authorized by the SMCFD on an individual basis. It shall be the individual member's responsibility and expense to ensure all approved skills outside of the CERT curriculum are kept up to date. If a volunteer member's individual license(s) or certification(s) lapses, it is the member's responsibility to notify the CERT Program Manager of the change in status.
- M. All CERT members are subject to dismissal from the program for failure to adhere to the CERT SOPs as determined by SMCFD. Some examples of actions that could result in removal from the SMCFD CERT program are:
 - i. Self-activation as a member of SMCFD CERT to an incident or emergency scene.
 - ii. Unprofessional, aggressive, or insubordinate behavior toward other CERT members, residents, first responders, SMCFD personnel, or other authorities.
 - iii. Failure to follow direction of authorities.
 - iv. Being found guilty of a crime.

ARTICLE 11. ACTIVATION

- A. During an event (this includes emergencies and pre-planned activities), CERT member activation must be approved by the Fire Chief or their designee.
- B. No member of CERT can self-activate. If a SMCFD CERT member self-activates, they will forfeit all protection from liability provided by the SMCFD CERT program. Furthermore, the individual may be removed from the SMCFD CERT program immediately.
- C. SMCFD CERT members shall follow the official CERT Activation guidelines as reflected in **Appendix A: Activation Procedure.**
- D. Any time a CERT member is activated, information regarding the extent of the activation needs to be documented by the member on an ICS-214 form. At minimum, this information should include:
 - i. Name of the CERT member
 - ii. Assignments given and actions taken
 - iii. Any outcomes, positive or negative, including injuries sustained
- E. CERT members must operate within the scope of their training, as well as comply with all federal, state and local laws when functioning as a CERT member.
- F. SMCFD CERT members shall NEVER recruit non-CERT trained volunteers to perform CERT related duties during an event. Non-CERT trained volunteers wishing to assist during an event shall be directed to a Local Volunteer Management Center, if established.
- G. When activated, CERT members under the age of 18 shall remain at the CERT Division Command Post. Minors are not permitted to participate in CERT field team activities during a disaster.
- H. Any SMCFD CERT member that suffers an injury while performing an assigned CERT task must immediately report any injury incurred to a supervising member of SMCFD to formally document the injury. Failure to report injuries will jeopardize a CERT member's status as a Disaster Service Worker (DSW).
- I. When activated, CERT members may be covered under the State of California's Disaster Service Worker's program. Members should note that not every activity in which they participate comes under the protection of the DSW program.
- J. Once the event/incident has been resolved, the supervising member of SMCFD will deactivate the CERT members/teams. Members may not "self-demobilize" without checking out first.

ARTICLE 12. IDENTIFICATION

- A. If activated, a CERT identification card must always be worn on the outermost garment. Members should wear their CERT vest and appropriate personal protection equipment (PPE), unless directed otherwise by SMCFD personnel.
- B. If the CERT identification card is lost or stolen, it is the responsibility of the CERT member to report this to the CERT Program Manager immediately upon discovery.

ARTICLE 13. TRAINING

- A. CERT training is conducted in accordance with the current Federal Emergency Management Agency guidelines.
- B. Each CERT member will have access to a book or digital copy of the CERT Participant Manual.
- C. All training presented to CERT members, including materials, must be reviewed and approved by the CERT Program Manager prior to use and distribution.

ARTICLE 14. FINANCES

- A. All funds received by SMCFD CERT, including but not limited to grant awards, donations, and proceeds from fund raising will be deposited in one bank account controlled by SMCFD.
- B. Potential purchase requests should be vetted by the CERT Program Steering Committee prior to approval by the CERT Program Manager.
- C. SMCFD will maintain discretion in supporting/promoting program initiatives and purchases recommended or requested by the membership.

ARTICLE 15. ELECTRONIC AND PRINTED MEDIA

- A. The CERT Program Manager shall approve the substance and content of all electronic and printed media that is associated with or related to the SMCFD CERT Program, the SMCFD CERT logo, or the SMCFD CERT name or acronym.
- B. The exception to the provision above relates only to personal e-mail or correspondence between members.

ARTICLE 16. ADDENDUMS

- A. Any future addendums will be distributed to all members for acknowledgement and adoption.

ACROYNMS AND ABBREVIATIONS

CE	continuing education
CERT	Community Emergency Response Team
CPR	cardiopulmonary resuscitation
DSW	Disaster Service Worker
EOC	Emergency Operations Center
ERD	Emergency Response District
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FRS	Family Radio Service
GMRS	General Mobile Radio Service
HAM	amateur radio
ICS	Incident Command System
IS	Independent Study
MURS	Multi-Use Radio Service
NBH	Neighborhood
NCA	National CERT Association
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
Ops	operations
PPE	personal protection equipment
SMC	San Mateo County
SMC Fire	San Mateo Consolidated Fire Department
SMCFD	San Mateo Consolidated Fire Department
SOP	Standard Operating Procedure
TTT	Train the Trainer

Standard Operating Procedure Agreement

I have read and understand the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) Standard Operating Procedure (SOP). I agree to follow this SOP while participating in the SMCFD CERT program. I understand that not following this SOP may result in my removal from the program.

I understand and acknowledge that I am engaging in the CERT Program as a volunteer and not as an employee, agent, official, officer, or representative of SMCFD, and not entitled to compensation or benefits from SMCFD.

I agree to abide by all SMCFD policies, and the Rules of Conduct set forth in this SOP, including but not limited to policies prohibiting harassment, discrimination, and retaliation. I will not participate if I am under the influence of alcohol or any drug that could impair my physical or mental abilities. In the course of my service I may learn of, be told, or be asked to relay information of a private, confidential, or privileged nature, which could include private health information. I will not, under any circumstance disclose private, confidential, or privileged information unless explicitly directed by the designated managing supervisor with express authority to give such direction. I agree not to take or post any photos of a sensitive and/or private matter for personal use or for sharing on social media without express permission from the designated managing supervisor.

I agree at all times to act within the scope of my training and CERT classification. I will perform only those tasks assigned to me, observe all safety rules, and use care in the performing my assignments. I will not attempt to do work that I do not understand, that is beyond my training, or that is beyond my physical capabilities, nor will I use unfamiliar or unsafe tools.

I hereby grant and authorize San Mateo Consolidated Fire Department the right to take, edit, copy, exhibit, publish, distribute and make use of any and all pictures or video taken of me to be used in and/or for legally promotional materials without payment or any other consideration. This authorization extends to all languages, media, formats and markets now known or hereafter devised. This authorization shall continue indefinitely, unless I otherwise revoke said authorization in writing.

I understand that some assignments may include activities that may be hazardous to me and may involve certain inherent risks from over-exertion or from environmental conditions, including but not limited to flooding, fires, sun exposure, or dangerous terrain. Despite the risks, I still choose to participate in the CERT Program and assume the risks of doing so. I am not aware of any physical, mental, or other health limitation that would prevent me from safely participating in the CERT Program. I assume the responsibility of mental and physical fitness to safely participate in the CERT Program.

I hereby release from liability, indemnify, hold harmless, and waive my right to sue SMCFD, its elected and appointed officials, officers, employees, agents, and volunteers (collectively, "SMCFD Personnel") for any and all claims, losses, liabilities, damages, costs, injuries, or expenses arising out of or connected in any way with my participation in the CERT program, including acts or omissions by SMCFD Personnel. I understand that this release of liability is binding on my heirs, assigns, or any other persons acting on my behalf or the behalf of my estate.

I warrant that I am of the age of consent (18 years or older) and that I am competent to contract in my own name. I have read this release before signing below and I fully understand the contents, meaning and impact of this release.

Signature

Date

Printed Name

Neighborhood/ Emergency Response District



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix A: Activation Procedure

The San Mateo Consolidated Fire Department (SMCFD) will activate the Community Emergency Response Team (CERT) when it is determined that professional first responders need additional assets and the task is within the CERT scope of training. The most likely event that will cause an activation is a large-scale earthquake or other area-wide emergency. Activation could be soon after or days after an incident.

****REMEMBER: CERT DOES NOT SELF-ACTIVATE. PLEASE WAIT FOR OFFICIAL NOTIFICATION BY SMCFD.****

CERT members should expect to receive notification of an official activation through any or all of the following methods:

1. A text message from San Mateo County's (SMC) alerting system, **SMC Alert**. Please register all your electronic text capable devices by going to www.smcalert.info. Be sure to click "CERT trained" in your profile.
2. An official announcement over the emergency **Amateur Radio (HAM), Radio**, frequency for your city:
 - Belmont 147.090 MHz PL 100 plus offset
 - Foster City 147.570 MHz PL 114.8
 - San Mateo 146.550 MHz PL 114.8
3. An official announcement over **Local Government Access Television** (Channel 27 in Belmont, Foster City, and San Mateo).
4. An official announcement over the **Emergency Advisory Radio System**:
 - Foster City **Radio** 1680 AM.
 - San Mateo **Radio** 530 AM.
5. An announcement from your CERT Neighborhood (NBH)/Emergency Response District (ERD) Leaders (who have received an official announcement from a San Mateo Consolidated Fire Department representative) on the assigned **Family Radio Service (FRS)/ General Mobile Radio Service (GMRS)/ Multi-Use Radio Service (MURS)** radio channel for your neighborhood/ERD.
6. An official announcement to CERT-trained volunteers on **local commercial radio or television**.

When you receive an official activation notification:

- **First** take care of yourself, your family, and your home.
- Then **report to** the designated Field Division Post for your neighborhood/ERD or an otherwise specifically designated meeting place with the appropriate personal protective equipment when you are ready.
- **DO NOT call** SMCFD or 9-1-1 for more information.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix B: Training Level Matrix

Level 3- Awareness	Level 2- Response 1 Elective minimum (obtained annually)	Level 1- Advanced 2 Electives minimum (obtained annually)	Component
X	X	X	CERT Core (24 hrs.)
X	X	X	IS-315 CERT ICS
	X	X	IS-100 Intro to ICS
	X	X	Attend two Trainings (ie: Skills Day, Continuing Education class) per calendar year
	E	X	Basic First Aid (kept Current)
	E	X	CPR (kept Current)
	E	X	IS-200 ICS for Single Resources
	E	X	IS-700 NIMS
	E	X	Red Cross Shelter Ops/Fundamentals
	E	X	Stop the Bleed
	E	X	SMCFD CERT Leadership/Committee Role
	E	E	Activation Drill (w/ CERT Trailer)
	E	E	Amateur Radio (HAM) Radio License (kept current)
	E	E	National CERT Association (NCA) membership (kept current)
	E	E	CERT Animal Response
	E	E	Disaster Psychology (Continuing Education)
	E	E	CERT Helping the Helper
	E	E	CERT Firefighter Rehabilitation
	E	E	CERT Traffic & Crowd Management
	E	E	CERT Train the Trainer (TTT)
	E	E	G-108 Community Mass Care and Emergency Assistance
	E	E	IS- 368 Including People with Disabilities in Disaster Operations
	E	E	IS-240 Leadership & Influence
	E	E	NOAA Skywarn (2 hrs.)
	E	E	Red Cross Care Assistance Fundamentals
	E	E	Red Cross Psychological First Aid
	E	E	Red Cross Shelter Manager
	E	E	Shelter Exercise
	E	E	Urban Search & Rescue

(X=Required, E=Elective)



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix C: Organizational Roles

In addition to CERT volunteer levels 3, 2, or 1, San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program volunteers may also fulfill additional **Organizational Roles** within the CERT program. Volunteers who serve in these roles are required to provide a signed acknowledgement form that details the expectations for each role. These forms may be found in the corresponding Appendix of this Standard Operation Procedure (SOP).

Appendix D: Program Steering Committee

The CERT Program Steering Committee is comprised of dedicated volunteers well-versed in the Incident Command System (ICS) representing each city served by SMCFD. CERT Steering Committee members attend meetings that are held every other month, or as needed. The CERT Program Steering Committee is the forum for CERT volunteers and SMCFD staff to communicate updates, coordinate program related needs, and address items of mutual concern. Members of the CERT Program Steering Committee act as liaisons between volunteers within their Neighborhood (NBH)/Emergency Response District (ERD) and SMCFD staff. This committee is instrumental to the success of the SMCFD CERT program by providing unique insights to the CERT Program Manager, coordinating with volunteers at the neighborhood level, and organizing events and trainings. Program Steering Committee members are required to have a background check.

Appendix E: Training Coordinator

The SMCFD CERT program prides itself on the continuous development, education and training of its volunteers. To facilitate the delivery of this critical aspect of the program, the SMCFD CERT Program Manager selects a volunteer to oversee and organize the continuing education (CE) offerings for the program. This person works closely with the CERT Program Manager to schedule and promote trainings that enhance the skill level and readiness of SMCFD CERT volunteers. The CERT Training Coordinator is required to have a background check.

Appendix F: Division Coordinator

CERT Division Coordinators are grassroots organizers whose goal is to support and oversee the Neighborhood (NBH)/Emergency Response District (ERD) Leaders within a geographical division. Each

Division Coordinator will be assigned two or three NBH/ERDs for which they are responsible. Division Coordinators will meet with their NBH/ERD Leaders once per quarter. These volunteer leaders are expected to take individual initiative to facilitate and/or organize neighborhood level activities that support the mission of CERT. Division Coordinators work closely with their respective CERT Program Steering Committee liaison(s) to facilitate information flow and address items of concern to SMCDFD. They are also responsible for sharing information of interest with the CERT Sunshine Committee. CERT Division Coordinators are required to have a background check.

Appendix G: Neighborhood/Emergency Response District Leaders

The heart of the SMCDFD CERT program is at the neighborhood level. Neighborhood (NBH)/Emergency Response District (ERD) Leaders are grassroots organizers that engage volunteers at the neighborhood level at least once per quarter. These volunteer leaders are expected to take individual initiative to facilitate neighborhood level training, provide quarterly updates, host informal meetings/potlucks to foster familiarity among CERT volunteers, conduct Family Radio Service (FRS) radio drills, and/or organize other activities that support the mission of CERT. NBH/ERD Leaders work closely with their respective CERT Division Coordinator to report the status of activities and training, facilitate information flow, and address items of concern to SMCDFD. They are also responsible for sharing information of interest with the with the CERT Sunshine Committee. NBH/ERD Leaders are required to have a background check.

Appendix H: Shelter Team

The SMCDFD CERT Shelter Team is made up of CERT volunteers who have completed Shelter Fundamentals or Shelter Management training. These volunteers are the first to be called upon when an emergency shelter is activated to house community members displaced by a disaster. CERT Shelter Team volunteers may be utilized in any aspect of the operation of a shelter(s). CERT Shelter Team volunteers are well-versed in ICS and are encouraged to take advantage of opportunities to keep their skills up to date, such as shelter exercises. CERT Shelter Team volunteers are required to have a background check.

Appendix I: Ambassador

The CERT Ambassador program is required by the Listos/California for All grant awarded to San Mateo Consolidated Fire Department in mid-2019. The goal of the grant is to enable SMCDFD to reach more community members with preparedness messaging, and to provide preparedness materials in multiple languages (English, Chinese, Spanish). Ambassadors represent the SMCDFD CERT program by attending at least three public-facing events (festivals, Get Ready classes, preparedness days, Open House, etc.) as well as at least one Skills Day during the year. CERT Ambassadors espouse enthusiastic, diplomatic, tactful, patient, gracious, accepting, and welcoming attributes, and are required to have a background check.

Appendix J: Sunshine Committee

The goal of the Sunshine Committee is to build community among SMCFD CERT volunteers. This is typically done through written notes to celebrate a volunteer who has reached a personal or professional milestone, or to provide encouragement to a volunteer who is experiencing a challenging time in their life. Sunshine Committee volunteers communicate the good wishes of the SMCFD CERT community by providing written notes using stationery and postage provided by SMCFD. Sunshine Committee members are required to have a background check.

Appendix K: Trailer Team

The goal of the Trailer Team is to inspect and help maintain SMCFD trailer resources and equipment in a deployable, ready state on a quarterly basis. The team has responsibility for and access to neighborhood, training, command, and emergency shelter trailers. Trailer Team members follow a checklist and log maintenance performed and issues found into an online portal, and are required to have a background check.

Appendix L: Communications Team

Communications are a crucial component of success in any crisis. A cadre of trained volunteers comfortable in the use of radios and the ability to communicate up and down the chain of command is a necessary part of the plan for the rapid response and recovery of our community. The SMCFD CERT Communications Team is made up of CERT volunteers who are dedicated to the use of Amateur Radio, Family Radio Service (FRS), General Mobile Radio Service (GMRS), and/or Multi-Use Radio Service (MURS) radios for the communication of CERT teams within a neighborhood, and/or between Division Posts, cities, and the Emergency Operations Center (EOC). CERT Communications Team members who operate HAM, MURS, or GMRS radios must have the appropriate and current FCC operator's license.

Appendix M: Trainer

CERT Trainers are active volunteers who become proficient in particular CERT skillsets (cribbing, fire suppression, lifts, CERT medical, etc.) and share their knowledge by working with small groups in hands-on situations, assisting, and/or leading classroom instruction. CERT volunteers become subject matter experts through extra training, certification, and/or by the nature of their professional work. CERT Trainers must be Level 1 CERT volunteers, apprentice with more experienced CERT Trainers, and complete the CERT Train-the-Trainer course. CERT Trainers are required to have a background check.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix D: Program Steering Committee

The **Program Steering Committee** is comprised of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program who are well-versed in the Incident Command System (ICS) and knowledgeable about the SMCFD CERT program. The goal of the CERT Program Steering Committee is to serve as the forum for CERT volunteers and SMCFD staff to communicate updates, coordinate program related needs, and address items of mutual concern.

Members of the CERT Program Steering Committee act as liaisons between volunteers within their Neighborhoods (NBH)/Emergency Response Districts (ERDs) and SMCFD staff. This committee is made up of two active CERT volunteers from each of the cities served by SMCFD, and SMCFD staff as needed. This committee is instrumental to the success of the SMCFD CERT program and its members are expected to take an active leadership role by providing unique insights to the CERT Program Manager, coordinating with volunteers at the neighborhood level, and organizing events and trainings.

By signing below, I acknowledge that:

1. I am acting under the authority of the San Mateo Consolidated Fire Department CERT and I may be relieved of this activity at any time, for any reason, by SMCFD.
2. As an SMCFD CERT Program Steering Committee member, I will complete a Live Scan background check at SMCFD's expense.
3. I will work closely with the NBH/ERD Leaders in the city I represent to ensure they have the support necessary to enhance the SMCFD CERT Program and readiness of SMCFD CERT volunteers.
4. I will bring updates, local news, successes, and concerns to the SMCFD CERT Program Steering Committee for information, review, discussion, and resolution.
5. As a member of the SMCFD CERT Program Steering Committee, I will attend regularly scheduled meetings held every other month, and ad hoc meetings as needed.
6. Members of the Program Steering Committee represent and are selected by the CERT volunteers from each respective city served by SMCFD and approved by the CERT Program Manager. The term of service on the SMCFD CERT Program Steering Committee is two years, which may be extended at the discretion of the CERT Program Manager.

7. CERT volunteers' personal contact information (email address, phone number, mailing address, etc.) will be limited to the information provided by the volunteer to SMCFD for the strict use and purpose of CERT related communications only. I understand that I may be entrusted with this personal information and agree to be responsible and discreet with any personal or sensitive information pertaining to CERT volunteers, SMCFD personnel or SMCFD operations.
8. I will maintain an active status in the SMCFD CERT Program as outlined in the SMCFD CERT Standard Operating Procedures (SOP).
9. If for any reason I cannot continue as a member of the SMCFD CERT Program Steering Committee, I will notify the CERT Program Manager immediately.

Please print (*except for signature*)

I, _____, accept a role as part of the SMCFD CERT Program Steering Committee through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital role in our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix E: Training Coordinator

The **Training Coordinator** is an active volunteer of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. The SMCFD CERT program prides itself on the continuous development, education and training of its volunteers. To facilitate the delivery of this critical aspect of the program, the goal of the CERT Training Coordinator is to engage SMCFD CERT volunteers to enhance their skill-level and readiness through continuing education trainings and classes. The CERT Training Coordinator will develop an annual continuing education training calendar with input from the CERT Program Steering Committee and CERT Program Manager and is responsible for the logistics of class delivery including securing a site and instructor, student registration, and documentation of student participation. The CERT Training Coordinator is selected by, and works directly with, the CERT Program Manager.

By signing below, I acknowledge that:

1. I am acting under the authority of the San Mateo Consolidated Fire Department CERT and I may be relieved of this activity at any time, for any reason, by SMCFD.
2. As the SMCFD CERT Training Coordinator, I will complete a Live Scan background check at SMCFD's expense.
3. I will work closely with the CERT Program Manager to plan the calendar year. The calendar will be based on the types of trainings or specific classes that the CERT Program Manager and members of the CERT Program Steering Committee would like to see as well as make suggestions based on past experiences and schedules.
4. I will ensure that each training has an appropriate venue reserved, an appropriate trainer/instructor scheduled, and I will organize the registration of SMCFD CERT volunteers for each event.
5. Safety will guide every activity I organize as well as be the top focus of any training provided to SMCFD CERT volunteers.
6. I will maintain a roster of CERT volunteers who are/aspire to be qualified as instructors, trainers, and/or assistants and will update the CERT Program Manager of changes to this roster as needed.

7. The CERT Training Coordinator is selected by the CERT Program Manager and serves for a term of two years, which may be extended at the discretion of the CERT Program Manager.
8. CERT volunteers' personal contact information (email address, phone number, mailing address, etc.) will be limited to the information provided by the volunteer to SMCFD for the strict use and purpose of CERT related communications only. I understand that I may be entrusted with this personal information and agree to be responsible and discreet with any personal or sensitive information pertaining to CERT volunteers, SMCFD personnel or SMCFD operations.
9. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Standard Operating Procedures (SOP).
10. If for any reason I cannot continue as the CERT Training Coordinator, I will notify the CERT Program Manager immediately, and forward all records, contact information, calendars, lesson plans, presentations, etc. related to the SMCFD CERT program.

Please print (*except for signature*)

I, _____, accept the role as SMCFD CERT Training Coordinator through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital role in our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix F: Division Coordinator

The **Division Coordinators** consist of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. Division Coordinators are grassroots organizers whose goal is to support and oversee the Neighborhood (NBH)/Emergency Response District (ERD) Leaders within a geographical division. Each Division Coordinator will be assigned two or three NBH/ERDs for which they are responsible. Division Coordinators will meet with their NBH/ERD Leaders once per quarter. These volunteer leaders are expected to take individual initiative to facilitate and/or organize neighborhood level activities that support the mission of CERT. Division Coordinators work closely with their respective CERT Program Steering Committee liaison(s) to facilitate information flow and address items of concern to SMCFD. They are also responsible for sharing information of interest with the CERT Sunshine Committee. Division Coordinators may be nominated from within their NBH/ERD and are selected by the CERT Program Manager.

By signing below, I acknowledge that:

1. I am acting under the authority of the San Mateo Consolidated Fire Department CERT and I may be relieved of this activity at any time, for any reason, by SMCFD.
2. As a CERT Division Coordinator, I will complete a Live Scan background check at SMCFD's expense.
3. I understand that Division Coordinators will regularly participate in CERT training, SMCFD CERT activities, and share these and other opportunities with the SMCFD NBH/ERD Leaders.
4. I understand that the heart of CERT is at the neighborhood level and ensuring my neighborhood CERT volunteers are able to interact, train, and socialize together is important to the resilience of our neighborhood.
5. I will keep the SMCFD CERT Program Steering Committee and CERT Program Manager apprised of activities and meetings within my Division, and will ensure that NBH/ERD Leaders are promoting activities within their neighborhoods as well as providing copies of Sign In/Out sheets to the CERT Program Manager for the purpose of tracking CERT volunteer hours.

6. As a CERT Division Coordinator, I will meet quarterly with each of the NBH/ERD Leaders in my division to provide guidance and support in the areas of training, record-keeping, meetings, recruiting, community building, and any issues that may arise.
7. As a CERT Division Coordinator, I will meet quarterly with the CERT Program Manager, ideally after having met with the NBH/ERD Leaders, to update the CERT Program Manager on activities, progress, and needs of my assigned division.
8. CERT Division Coordinators are selected by the CERT Program Manager and serve for a term of two years, which may be extended at the discretion of the CERT Program Manager.
9. CERT volunteers' personal contact information (email address, phone number, mailing address, etc.) will be limited to the information provided by the volunteer to SMCFD for the strict use and purpose of CERT related communications only. I understand that I may be entrusted with this personal information and agree to be responsible and discreet with any personal or sensitive information pertaining to CERT volunteers, SMCFD personnel or SMCFD operations.
10. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Standard Operating Procedures (SOP).
11. If for any reason I cannot continue as CERT Division Coordinator, I will notify the CERT Program Manager immediately, and forward all records, contact information, calendars, etc. related to the division and the SMCFD CERT program.

Please print (*except for signature*)

I, _____, accept the role as a SMCFD CERT Division Coordinator through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital role in our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix G: Neighborhood/ Emergency Response District Leader

The **Neighborhood (NBH)/Emergency Response District (ERD) Leaders** consist of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. NBH/ERD Leaders are grassroots organizers whose goal is to engage volunteers at the neighborhood level at least once per calendar quarter. These volunteer leaders are expected to take individual initiative to facilitate and/or organize neighborhood level activities that support the mission of CERT. NBH/ERD Leaders work closely with their respective CERT Division Coordinator to facilitate information flow and address items of concern to SMCFD. They are also responsible for sharing information of interest with the with the CERT Sunshine Committee.

By signing below, I acknowledge that:

1. I am acting under the authority of the San Mateo Consolidated Fire Department CERT and I may be relieved of this activity at any time, for any reason, by SMCFD.
2. As a CERT NBH/ERD Leader, I will complete a Live Scan background check at SMCFD's expense.
3. I understand that NBH/ERD Leaders will regularly participate in CERT training, SMCFD CERT activities, and share these and other opportunities with the SMCFD CERT volunteers in my NBH/ERD.
4. I understand that the heart of CERT is at the neighborhood level and ensuring my neighborhood CERT volunteers are able to interact, train, and socialize together is important to the resilience of our neighborhood.
5. I will keep the CERT Division Coordinator and CERT Program Manager apprised of activities and meetings within my NBH/ERD, and will ensure that copies of Sign In/Out sheets are forwarded to the CERT Program Manager for the purpose of tracking CERT volunteer hours.
6. As NBH/ERD Leader, I will schedule, organize, and promote quarterly CERT-related activities for the CERTs who live within the NBH/ERD. These activities are specific to my neighborhood, are

Appendix G: Neighborhood/ Emergency Response District Leader

for SMCFD CERT volunteers only, and are in addition to any scheduled SMCFD CERT program activities or trainings.

7. The purpose of the NBH/ERD quarterly activities is for CERT training, updating volunteers about CERT-related news, and building community among CERT volunteers.
8. Safety will guide every activity I organize as well as be the top focus of any training provided to SMCFD CERT volunteers.
9. CERT NBH/ERD Leaders are selected by the CERT Program Manager and serve for a term of two years, which may be extended at the discretion of the CERT Program Manager.
10. CERT volunteers' personal contact information (email address, phone number, mailing address, etc.) will be limited to the information provided by the volunteer to SMCFD for the strict use and purpose of CERT related communications only. I understand that I may be entrusted with this personal information and agree to be responsible and discreet with any personal or sensitive information pertaining to CERT volunteers, SMCFD personnel or SMCFD operations.
11. I will maintain an active status in the CERT program as outlined in the SMCFD CERT Standard Operating Procedures (SOP).
12. If for any reason I cannot continue as NBH/ERD Leader, I will notify the CERT Program Manager immediately, and forward all records, contact information, calendars, etc. related to the neighborhood and the SMCFD CERT Program.

Please print (*except for signature*)

I, _____, accept the role as a SMCFD CERT Neighborhood/ Emergency Response District Leader for NBH/ERD _____ through January 31, 2022.

(NBH/ERD#)

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital role in our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix H: Shelter Team

The **Shelter Team** is made up of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. These volunteers are the first to be called upon when an emergency shelter is activated to house community members displaced by a disaster. CERT Shelter Team volunteers may be utilized in any aspect of the operation of a shelter(s). These CERT volunteers must have completed the Shelter Fundamentals or Shelter Management training taught by the American Red Cross or by SMCFD personnel. Other elective training (see Appendix B: Training Level Matrix) may be beneficial to CERT members serving in this role. It is also encouraged for CERT Shelter Team members to participate in exercises and drills, as available. CERT Shelter Team members are encouraged to maintain their sheltering knowledge up to date.

By signing below, I acknowledge that:

1. I am acting under the authority of San Mateo Consolidated Fire Department CERT and I may be relieved of this authority at any time, for any reason, by SMCFD.
2. As a member of the SMCFD CERT Shelter Team, I will complete a Live Scan background check at SMCFD's expense.
3. For the purposes of safety and identification, I will wear a CERT vest and other appropriate personal protective equipment (PPE) when working at an SMCFD supported shelter.
4. I will operate all equipment safely and within the scope of my training.
5. I will not store any personal property or equipment in any SMCFD supported shelter, or remove any property, equipment, or documentation from a shelter unless advance permission is granted by SMCFD.
6. My participation as a member of the CERT Shelter Team is contingent upon training, maintenance of skills and knowledge, and demonstrated competency of shelter roles and responsibilities as determined by the CERT Program Manager.
7. I understand that I may be entrusted with personal or sensitive information that may come into my possession while working an SMCFD supported shelter, and I agree to be responsible and discreet with all such information.

8. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Program Standard Operating Procedures (SOP).
9. If, for any reason, I cannot continue as a member of the Shelter Team, I will notify the CERT Program Manager immediately.

Please print (*except for signature*)

I, _____, accept a role as part of the SMCFD CERT Shelter Team through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital part of our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix I: Ambassador

The CERT Ambassador program is required by the Listos/California for All grant awarded to San Mateo Consolidated Fire Department in early 2019. The goal of the grant is to enable SMCDFD to reach more people in our community with preparedness messaging, to print preparedness materials in multiple languages (English, Mandarin, Spanish), and to update CERT “team-wear” to reflect San Mateo Consolidated Fire Department CERT.

By signing below, I acknowledge that:

1. The CERT Ambassador role is an experimental position required by the Listos/California For All Grant awarded to the SMCDFD CERT program.
2. My commitment to this role is from now through December 31, 2020.
3. The CERT Ambassador’s main goal is to engage 1000 California residents in preparedness activities; especially those in underserved communities (non-English speakers, elderly, those with access and mobility challenges, etc.).
4. The CERT Ambassador role is not a higher “rank” in CERT.
5. CERT Ambassadors, and all CERT members, represent the values of the SMCDFD CERT program as a whole.
6. The role of CERT Ambassador is a volunteer role.
7. Before beginning my CERT Ambassador assignment, I will complete a Live Scan background check.
8. As a CERT Ambassador, I will remain active in the SMCDFD CERT program and visibly promote CERT throughout the communities served by SMCDFD.
9. I will wear the California For All PPE (vest and helmet) at all CERT activities.
10. I will continue to utilize the Incident Command System (ICS) and existing Chain-of-Command structure for all CERT communications and activities.
11. I will attend at least three public-facing events (festivals, Get Ready classes, prep days, Open House, etc.) as well as at least one Skills Day during the 2020 calendar year.
12. The attributes of a CERT Ambassador are: Enthusiastic, Diplomatic, Tactful, Patient, Gracious, Accepting, and Welcoming.

13. I will rely on SMCFD and its CERT Coordinator for all program related information and assignments.
14. If at any time I am no longer able to complete my year-long commitment as a CERT Ambassador, I will notify the SMCFD CERT Coordinator, and immediately return the California For All PPE (helmet and vest) issued to me.
15. SMCFD may relieve me of the CERT Ambassador role at any time for any reason, and if relieved of these duties, I will immediately return the California For All PPE (helmet and vest) issued to me.

Please print (*except for signature*)

I, _____, accept the role as SMCFD CERT Ambassador through December 31, 2020.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this new role within your community. Your enthusiasm and commitment to your community are certainly part of the reason you were recommended as a CERT Ambassador.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix J: Sunshine Committee

The **Sunshine Committee** is made up of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. The goal of the Sunshine Committee is to build community among members and remind SMCFD CERT volunteers that they have a strong team of supporters behind them. This is typically done to celebrate a volunteer who has reached a personal or professional milestone or to provide encouragement to a volunteer who is experiencing a challenging time in their life. Sunshine Committee members communicate the good wishes of the SMCFD CERT community by providing positive, thoughtful, inspiring, and motivating written notes using stationery and postage provided by SMCFD.

By signing below, I acknowledge that:

1. I am acting under the authority of the San Mateo Consolidated Fire Department CERT and I may be relieved of this activity at any time, for any reason, by SMCFD.
2. As an SMCFD CERT Program Sunshine Committee member, I will complete a Live Scan background check at SMCFD's expense.
3. I will work closely with the CERT Program Manager and other CERT volunteers to stay up to date on any individuals who should receive a note from SMCFD CERT.
4. All correspondence sent by the CERT Sunshine Committee should be positive, thoughtful, and appropriate. The CERT Program Manager will provide sample language of correspondence to all Sunshine Committee members.
5. All communication from Sunshine Committee members to CERT volunteers will be on stationery and postage provided by the SMCFD CERT Program Manager. This stationery and postage will only be used for official SMCFD CERT Sunshine Committee correspondence.
6. I will keep the CERT Program Manager apprised of communications sent on behalf of the Sunshine Committee through the use of a detailed record including the name of the recipient, reason for the correspondence, and date sent.
7. CERT volunteers' personal contact information (email address, phone number, mailing address, etc.) will be limited to the information provided by the volunteer to SMCFD for the strict use and purpose of CERT related communications only. I understand that I may be entrusted with this

personal information and agree to be responsible and discreet with any personal or sensitive information pertaining to CERT volunteers, SMCFD personnel or SMCFD operations.

8. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Program Standard Operating Procedures (SOP).
9. If for any reason I cannot continue as a member of the SMCFD CERT Program Sunshine Committee, I will notify the CERT Program Manager immediately, and turn in all records kept as part of the SMCFD CERT Program Sunshine Committee.

Please print (*except for signature*)

I, _____, accept a role as part of the SMCFD CERT Sunshine Committee through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital role in our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix K: Trailer Team

The **Trailer Team** is made up of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. The goal of this team is to inspect and help maintain SMCFD trailer resources and equipment in a deployable, ready state on a quarterly basis. The team will have responsibility for and access to neighborhood, training, command, and emergency shelter trailers. Trailer Teams will be located in each city served by SMCFD and team members are encouraged to coordinate with and support their counterparts in each city whenever possible.

By signing below, I acknowledge that:

1. I am acting under the authority of San Mateo Consolidated Fire Department CERT and I may be relieved of this authority at any time, for any reason, by SMCFD.
2. As a member of the SMCFD Trailer Team, I will complete a Live Scan background check at SMCFD's expense.
3. I will access the trailers and/or the trailer storage area with at least two other Trailer Team members and never alone.
4. I will not bring pets, children, or any other individuals not previously authorized by SMCFD to the trailer storage area.
5. I will maintain security of the trailers and trailer storage area by ensuring all locks are properly secured and by safeguarding any passcodes provided by SMCFD. I will immediately report any breach of security to the CERT Program Manager.
6. I will not smoke or vape when visiting the trailers or the trailer storage area.
7. For the purposes of safety and identification, I will wear a CERT vest, closed-toed shoes, and work gloves at all times when in the trailer storage area.
8. Trailer Teams will visit and inspect all trailers once per calendar quarter.
9. I will notify the CERT Program Manager at least two days prior to accessing the trailers to perform the quarterly maintenance activities.

10. Trailer Teams will limit activities to those specifically requested on the Trailer Inspection Check List and will document completed actions on the Check List and in SMCFD's online maintenance database, PSTrax.
11. Any maintenance needs that cannot be addressed during the quarterly visit will be reported on the Check List and via PSTrax (ie: flat tires, missing inventory, broken jack, etc.).
12. I understand that the trailer storage area is a working area and I will employ appropriate safety practices and maintain situational awareness, as well as ensure that any parked vehicles do not interfere with the movement and work of other vehicles and personnel.
13. I will operate all equipment safely and within the scope of my training.
14. I understand that towing any SMCFD Trailer must be done with an SMCFD vehicle by an individual who has completed the SMCFD Trailer Towing Training.
15. All resources and equipment must remain at the storage site unless advance permission is granted by SMCFD to remove an item from the area.
16. I will not store any personal property or equipment in the SMCFD trailers or trailer storage area unless advance permission is granted by SMCFD.
17. Any items in need of disposal will be removed from the trailer storage area and disposed of properly. Questions regarding proper disposal should be directed to the CERT Program Manager.
18. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Program Standard Operating Procedures (SOP).
19. If, for any reason, I cannot continue as a member of the Trailer Team, I will notify the CERT Program Manager immediately.

Please print (*except for signature*)

I, _____, accept a role as part of the SMCFD CERT Trailer Team through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital part of our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix L: Communications Team

The **Communications Team** is made up of active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program. These are CERT volunteers who are dedicated to the use of Amateur Radio (HAM), Family Radio Service (FRS), General Mobile Radio Service (GMRS), and/or Multi-Use Radio Service (MURS) radios for the communication of CERT teams within a neighborhood, and/or between Division Posts, cities, and the Emergency Operations Center (EOC). CERT Communications Team volunteers should be well-versed in ICS and are encouraged to take advantage of opportunities to keep their skills up to date. CERT Communications Team members who operate HAM, MURS, or GMRS radios must have the appropriate Federal Communications Commission (FCC) operator's license.

By signing below, I acknowledge that:

1. I am acting under the authority of San Mateo Consolidated Fire Department CERT and I may be relieved of this authority at any time, for any reason, by SMCFD.
2. As a member of the SMCFD CERT Communications Team, I will participate in periodic trainings, Nets, and facilitate radio communications during events, such as Skills Day and SMCFD Open House, at least three times per calendar year.
3. I understand that I will primarily use my own personal radio equipment, purchased and maintained at my own expense.
4. If asked to use SMCFD CERT radios and equipment, I will do so with respect and in accordance with any Federal Communications Commission (FCC) license requirements.
5. All SMCFD CERT radio equipment will be checked out and checked back in. Should any maintenance or repairs be needed to the radio equipment, I will notify the CERT Program Manager immediately.
6. Per SMCFD CERT Standard Operating Procedures (SOP) Article 10. Rules of Conduct, I take full responsibility for maintaining my eligibility to operate radio equipment and will keep my radio license(s) in good standing as required by the FCC at my own expense.
7. If my FCC radio license(s) should expire or lapse, I will notify the CERT Program Manager immediately.

8. I will not store any personal property or equipment in the SMCFD trailers or trailer storage areas unless advance permission is granted by SMCFD.
9. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Program Standard Operating Procedures (SOP).
10. If, for any reason, I cannot continue as a member of the Communications Team, I will notify the CERT Program Manager immediately.

Please print (*except for signature*)

I, _____, accept a role as part of the SMCFD CERT Communications Team through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital part of our program.



San Mateo Consolidated Fire Department Community Emergency Response Team Appendix M: Trainer

The **Trainers** are active volunteers of the San Mateo Consolidated Fire Department (SMCFD) Community Emergency Response Team (CERT) program who become proficient in particular CERT skillsets (cribbing, fire suppression, lifts, CERT medical, etc.) and share their knowledge by working with small groups in hands-on situations, assisting and/or leading classroom instruction. CERT volunteers become subject matter experts through extra training, certification, and/or by the nature of their professional work. CERT Trainers must be Level 1 CERT volunteers, apprentice with more experienced CERT Trainers, and complete the CERT Train-the-Trainer course. Upon recommendation by the CERT Training Coordinator, the CERT Program Manager determines when a volunteer is ready to independently perform as a CERT Trainer.

By signing below, I acknowledge that:

1. I am acting under the authority of the San Mateo Consolidated Fire Department CERT and I may be relieved of this activity at any time, for any reason, by SMCFD.
2. As an SMCFD CERT Trainer, I will complete a Live Scan background check at SMCFD's expense.
3. I will ensure that each training I deliver is within the scope of CERT training established by FEMA and is approved by the CERT Program Manager.
4. I will work closely with the CERT Training Coordinator to support the types of trainings or specific classes that have been scheduled for the calendar year, as well as make suggestions based on past experiences and/or new areas of interest or expertise.
5. I will shadow more experienced Trainers to learn proper safety and teaching techniques in the area/module I plan to teach.
6. As a CERT Trainer, I recognize that safety is the top priority in any activity. I will model safe behavior for all CERT members, and safety will be emphasized in all aspects of my instruction.
7. I understand completion of the CERT Train-the-Trainer course is required prior to leading a training and/or module of the CERT core training program. My enrollment in a CERT Train the Trainer course is subject to the approval of the CERT Program Manager.

8. It is my responsibility to maintain my skills or necessary certifications in the subject area(s) that I intend to teach other CERT volunteers.
9. I understand that as a Trainer, CERT students/ trainees will evaluate me. I will accept constructive feedback and will incorporate recommended improvements as requested by the CERT Training Coordinator and/or CERT Program Manager in future interactions with CERT students/ trainees.
10. I will maintain an active status in the CERT Program as outlined in the SMCFD CERT Standard Operating Procedures (SOP).
11. If for any reason I cannot continue as a CERT Trainer, I will notify the CERT Program Manager immediately, and forward all records, contact information, calendars, lesson plans, presentations, etc. related to the SMCFD CERT program.

Please print (*except for signature*)

I, _____, accept the role as SMCFD CERT Trainer through January 31, 2022.

This is my primary cell number: (____) _____ - _____

This is my primary email address: _____

Signature

Date

SMCFD appreciates the work and time you devote to the CERT program, and we thank you for taking on this role within your community. Your enthusiasm and commitment to helping build a "culture of preparedness" are the reasons you are entrusted with this vital role in our program.