

CERT Volunteer Engagement



December 1, 2015
Individual and Community Preparedness
Division

Previous CERT Webinars

- [Local Partnerships between the American Red Cross and CERT](#)
- [Inclusion of Individuals with Disabilities and Others with Access and Functional Needs](#)
- [CERT Resource Development](#)
- [CERT Competitive Events](#)
- [Teen CERT](#)
- [Citizen Corps and CERT Data Showcase](#)
- [Campus CERT](#)



FEMA



Agenda

- Welcome and Introduction
- Irvine, CA: Bill Whalen
- Manchester, CT: Donald Janelle
- Phoenix, AZ: Don L. Peyton
- Facilitated Q&A Session

IRVINE P.D.

INTEGRITY • QUALITY SERVICE • ACCOUNTABILITY • RESPECT

City of Irvine, CA

Community Emergency Response Team





Building the Program

- Added approximately six hours to basic FEMA curriculum
- Expanded number of courses from four to eight per year
- Began teen CERT with two yearly offerings
- Established a day time CERT basic training for those with evening conflicts
- Began offering scaled down “non-certified” training for schools/businesses



Keeping Volunteers Engaged

- Monthly recurrent trainings
- Call out exercises
- Community ambassadors
- Recognizing “best prepared” neighborhoods
- Volunteer translators



Volunteer Led

- **Leadership Group**
 - Operations Team
 - Planning Team
 - Logistics Team



IRVINE P.D.

INTEGRITY • QUALITY SERVICE • ACCOUNTABILITY • RESPECT

Community Trust



KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER DEMOGRAPHICS

- Northeast “mill town”
- 27 Square miles
- Population approx. 60,000
- Fire Service is combination career (5 stations) and Volunteer (2 stations)
- Police 140 members
- Numerous civic organizations

KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER CERT DEMOGRAPHICS

- CERT team is the second oldest in CT established in 2003
- Over 300 persons have been trained in CERT
- Active members hovers around 85-90 at all times
- Approximately 100 persons on the “inactive” roster
- Approximately 100 persons have taken the CERT Training for their own personal knowledge and their family’s safety

KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER CERT “TEAMS”

- EMCOMM TEAM – HAM RADIO
- EOC SUPPORT – (registration, WebEOC operations, communications, message tracking, situational awareness tracking)
- FIRE/POLICE – assists local FD and PD (at their request – NO freelancing)
- SEARCH AND RESCUE – Canine, mountain bike and base operations (only at the request of the local authorities – no freelancing)

KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER CERT “TEAMS” (cont.)

- EMERGENCY SHELTER SUPPORT
- Assist the Local MRC (Medical Reserve Corps) support at PODS and clinics

KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER CERT ANNUAL ACTIVITIES

- Cruisin' on Main classic car show support (800+ cars and 20,000+ spectators)
- Specifically; Side Street security, waste management, communications and logistics
- Starts at 0600 and is finished at 1800 the same day
- Total CERT volunteers (including neighboring town's teams CERT volunteers) - 115

KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER CERT ANNUAL ACTIVITIES

- Manchester Road Race support (18,000 runners and 30,000+ spectators) The second oldest race in the country.
- The Team's Fire/Police assist with traffic flow and completely manage the shuttle bussing also, the intra-race communications are handled via ham radio
- Over 600 volunteers support this race of the 600, of those 600 - 75 are from the Manchester CERT team

KEEPING CERT VOLUNTEERS ENGAGED

MANCHESTER CERT ANNUAL ACTIVITIES

- July 4th fireworks support 15,000 spectators
- The Fire/Police assist with ingress and egress of spectator vehicles.

KEEPING CERT VOLUNTEERS ENGAGED

OTHER TYPES OF ACTIVITIES

- Lost person searches (numerous)
- Fire standby, wires down and MVA stand by
- Any Local, Regional or Statewide exercise assistance
- All Emergency Shelter activations
- All Emergency Operations Center activations
- Any Public events our team can be of assistance

KEEPING CERT VOLUNTEERS ENGAGED

NON-EMERGENCY ACTIVITIES

- Training (multiple types)
- Team meeting (once per month)
- Ham radio NET radio check-ins (twice per week)
- Social events (Holiday party, summer picnic)*
- *Regarding social events, these are the most important things we do as far as team unity and bonding

KEEPING CERT VOLUNTEERS ENGAGED

MAJOR CONCERNS REGARDING KEEPING THE TEAM ENGAGED

- Lack of activity
- Family demands on a person's time (as children get older their time demands grow thus reducing a parent's time to devote to CERT)
- Need for varied training (people get bored with the same old training programs)
- Personal time demands with other activities limit the amount of time a volunteer can devote to CERT

KEEPING CERT VOLUNTEERS ENGAGED

SOLUTIONS:

- Making sure everyone on the team knows they are identified, respected, valued and appreciated
- Team Identification: Team Uniform Green CERT shirt and tan pants Used for all public activities. (Unfortunately, sometimes worn for a funeral of a passed team member, where the entire team assembles and enters the funeral parlor as a unit)
- When in the street - Special identification equipment such as hi-vis hats, hi-vis outer wear (jackets), wicking shirts and vests for summer etc., marker plate frames and team patches

KEEPING CERT VOLUNTEERS ENGAGED

SOLUTIONS:

- The use of Service Recognition Awards:
 - CERT Meritorious Service Award. Only one team member receives this annual award and is selected by the previous Meritorious Service Award recipients. It is **not** a popularity award but a serious award team members strive to receive.

KEEPING CERT VOLUNTEERS ENGAGED

SOLUTIONS (CONT.)

- Service pins are Special pins (similar to the military battle ribbons) awarded for major incidents and then given only to the members who were present during that incident.
- A Team newsletter (Airwaves is our newsletter). This is probably the best thing you can do, however it is time consuming.
- Make sure the team has an investment in its “ownership” or a “say” in its governance and future.

KEEPING CERT VOLUNTEERS ENGAGED

SOLUTIONS (cont.)

- Develop a 3 to 5 year plan, soliciting the team members input.
 - Where does the team want to be in 5 years?
 - What are the challenges? How do we address them?
 - Who will be charged with meeting the goals and when will they be met?
- Finally – communication – be open and do not let the rumor mill run crazy – stop rumors in their tracks by – communicating with the team often.

KEEPING CERT VOLUNTEERS ENGAGED

ONE LAST THOUGHT:
“USE THEM OR LOSE THEM”

Contact information:

Donald Janelle email: Djanelle@manchesterct.gov

THANK YOU FOR LISTENING AND AFFORDING ME THE
TIME TO TALK ABOUT THE MANCHESTER CERT TEAM

CERT

COMMUNITY | EMERGENCY

RESPONSE TEAM

Phoenix, Arizona

City of Phoenix CERT

- ❖ Supported and trusted throughout City Departments
- ❖ Training and equipping
- ❖ Homeland Security Grants
- ❖ Given a lot of responsibility
- ❖ Leadership Committee
- ❖ Functional Groups/NIMS Driven

City of Phoenix

Homeland Defense Bureau



Operational Tactics

- ❖ Phoenix CERT is able to operate self-sufficiently, and is capable of operating for multiple operational periods in the field with little to no outside resources.
- ❖ Storm or Disaster Search Response Teams can operate prior to, concurrent to, as well as immediately following an event; provided personnel safety is not put at undo risk.

City of Phoenix

Homeland Defense Bureau



Supported Events

- ❖ **Public Safety Funerals and Memorials**
- ❖ **Airport Disaster Drills**
- ❖ **Missing Person and Human Remains Searches**
- ❖ **Sporting Events**
- ❖ **Marathons**
- ❖ **ACT Health Fair**
- ❖ **Holiday Celebrations**
- ❖ **Public Health Events**
- ❖ **Weather Related**

City of Phoenix

Homeland Defense Bureau



Missing Person Search

- ❖ Phoenix Police Missing and Unidentified Persons Detail
- ❖ Storm or Disaster Response (with light Rescue component)
- ❖ Types of Searches
- ❖ Specialized Training and FTX's
- ❖ Managed by Volunteers



City of Phoenix

Homeland Defense Bureau



Volunteer Reception Center

Involve volunteers in ...

- ❖ Monthly Meetings
- ❖ Support county-wide events
- ❖ Cross Training
- ❖ Outreach Calls to inactive members
- ❖ Publicity/Visibility



City of Phoenix

Homeland Defense Bureau



Logistics

- ❖ Supports All CERT Activities
- ❖ Supports Fire and Police Activities
- ❖ Maintains, deploys, and demobilizes equipment and supplies. Provides training in use and maintenance of equipment. Can support 100 bed mass care facilities from bare ground.

M³

- **Material**
- **Maintenance**
- **Movement**



CERT
COMMUNITY | EMERGENCY
RESPONSE TEAM
Phoenix, Arizona

City of Phoenix

Homeland Defense Bureau

Communications Unit

Ensures that all activities are supported with an appropriate communications plan. Prepares IS205. Maintains and controls communication equipment. Amateur Radio licensed through and dedicated to Phoenix CERT.

- ❖ Hand held VHF/UHF amateur band radios
- ❖ Fixed location and portable HF/VHF/UHF base stations
- ❖ Fixed location and portable VHF/UHF amateur band repeater stations
- ❖ 800 MHz trunked digital radios, hand held and mobile



City of Phoenix

Homeland Defense Bureau

Medical Unit

Comprised of EMTs, Paramedics, and other licensed medical practitioners within the organization.

Ensures that all activities are supported with an appropriate medical plan. Prepares IS206.

- ❖ Provides medical response and monitoring of CERT personnel during deployment
- ❖ Supports the Rehab Section during Search operations
- ❖ Works with City of Phoenix EMS to maintain standards and certification



City of Phoenix

Homeland Defense Bureau

CERT



Get to know each other!

City of Phoenix

Homeland Defense Bureau



Facilitated Q&A

