

# COMMUNITY EMERGENCY RESPONSE TEAM

## TABLE OF CONTENTS

---

	PAGE
<b>Course Overview</b>	
Course Purpose .....	1
Overall Course Objectives .....	1
Target Audience.....	2
Prerequisites .....	2
Course Agenda.....	3
<b>Unit 1: Introduction and Overview</b>	
Course Preview.....	1-1
What Is a CERT Program? .....	1-6
The Draft Program Plan .....	1-9
Unit Summary .....	1-32
<b>Unit 2: Setting a Program Vision</b>	
Unit Overview.....	2-1
The Importance of Setting Goals .....	2-1
What Are Program Goals and Objectives? .....	2-2
The Goal Setting Process .....	2-8
Unit Summary .....	2-16
<b>Unit 3: Promoting Your Program</b>	
Unit Overview.....	3-1
Why We Promote and to Whom We Promote .....	3-2
The Importance of Partnerships.....	3-3
Program Promotion and Goal Setting .....	3-6
How to Initiate and Foster Partnerships.....	3-7
The Promotional Message .....	3-16
Unit Summary .....	3-19
<b>Unit 4: Working with Volunteers</b>	
Unit Overview.....	4-1
The Program Manager and the CERT Volunteer.....	4-2
Recruit Volunteers .....	4-8
Orient Volunteers .....	4-10
Track Volunteers.....	4-14
Manage Volunteers.....	4-16
Retain Volunteers .....	4-19
Terminate a Volunteer .....	4-25
Unit Summary .....	4-26

# COMMUNITY EMERGENCY RESPONSE TEAM

## TABLE OF CONTENTS

---

### **Unit 5: Working with Instructors**

Unit Overview.....	5-1
The Program Manager and the CERT Instructor .....	5-2
Recruit Instructors.....	5-5
Orient Instructors .....	5-9
Track Instructors .....	5-14
Manage Instructors .....	5-14
Retain Instructors.....	5-17
Terminate an Instructor.....	5-17
Unit Summary .....	5-18

### **Unit 6: Procuring and Managing Resources**

Unit Overview.....	6-1
Identifying Physical Resource Needs .....	6-1
Managing Data.....	6-10
Budgeting and Funding.....	6-14
Unit Summary .....	6-23

### **Unit 7: Training and Exercises**

Unit Overview.....	7-1
CERT Training and Exercises.....	7-2
Tailoring CERT Basic Training.....	7-10
Managing Training and Exercises.....	7-14
The CERT Training and Exercise Plan .....	7-17
Unit Summary .....	7-24

### **Unit 8: Policies and Procedures**

Unit Overview.....	8-1
Importance of Policies and Procedures .....	8-2
Policies and Procedures for CERT .....	8-5
Resources for Developing Policies and Procedures .....	8-11
Unit Summary .....	8-13

### **Unit 9: Program Evaluation**

Unit Overview.....	9-1
What Program Evaluation Is .....	9-2
Why Do Program Evaluation.....	9-3
How to Do Program Evaluation.....	9-4
Program Report .....	9-10
Unit Summary .....	9-12

### **Unit 10: Keeping Your Program Going**

# COMMUNITY EMERGENCY RESPONSE TEAM

## TABLE OF CONTENTS

---

Unit Overview.....	10-1
Essential Skills and Abilities.....	10-2
Keeping a Program Alive .....	10-5
Unit Summary .....	10-9

### **Unit 11: Course Summary and Conclusion**

Review of Course Learning Objectives.....	11-1
Next Steps .....	11-4

[This page intentionally left blank]