



# Community Emergency Response Teams on College Campuses



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[www.citizencorps.gov](http://www.citizencorps.gov)

# Agenda

- Introduction and Campus CERT Overview
- Penny Fischer and Joe Petroff, Michigan State University
- Steve Goldfarb, University of Southern California
- Chris Herring, North Carolina Central University
- Q&A Session



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# CERT Overview

- **Background on the Community Emergency Response Team (CERT) Concept**
- **CERT Training & Skills**
  - Fire Safety
  - Light Search & Rescue
  - Team Organization
  - Disaster Medical Operations



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# Campus CERT Overview

- **Background on the Campus CERT Concept**
- **Benefits of Campus CERT**
  - Better prepared
  - More resilient
- **Role of Campus CERT**
  - Trains faculty, staff, students, and others in basic disaster response skills
  - Helps prepare campuses for a wide variety of incidents
  - Can be tailored to each campus



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# Existing CERT Resources

- Training Materials

- FEMA IS-317: Introduction to CERT (Online)
- CERT Basic Training Course Materials
- CERT Train-the-Trainer Course Materials
- CERT Program Manager Course Materials
- Supplemental Training



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# Campus CERT Resources

- [Campus CERT Annex](#)
  - Chapter 14 in the Instructor Guide

Chapter / Section Title: Annex for Teen CERT  
Chapter / Section Number: 13  
Resource File: [View / Download / Print](#) (doc 152K)

Chapter / Section Title: Campus Annex  
Chapter / Section Number: 14  
Resource File: [View / Download / Print](#) (pdf 322K)



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# Campus CERT Resources (cont.)

- **Campus CERT Webpage**
- **Materials in Development**
  - Campus CERT Program Launch Kit
    - Campus CERT Implementation Guide
    - Campus CERT Program Templates
  - Campus CERT Promotion and Pitch Package



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# CERT Program Support

- [CERT Webpage](#)
- [Find a CERT by Zip Code](#)
- [State CERT/Citizen Corps Coordinator](#)
- **Technical Assistance: [CERT@fema.dhs.gov](mailto:CERT@fema.dhs.gov)**
- **Tell Us About Your Program!**



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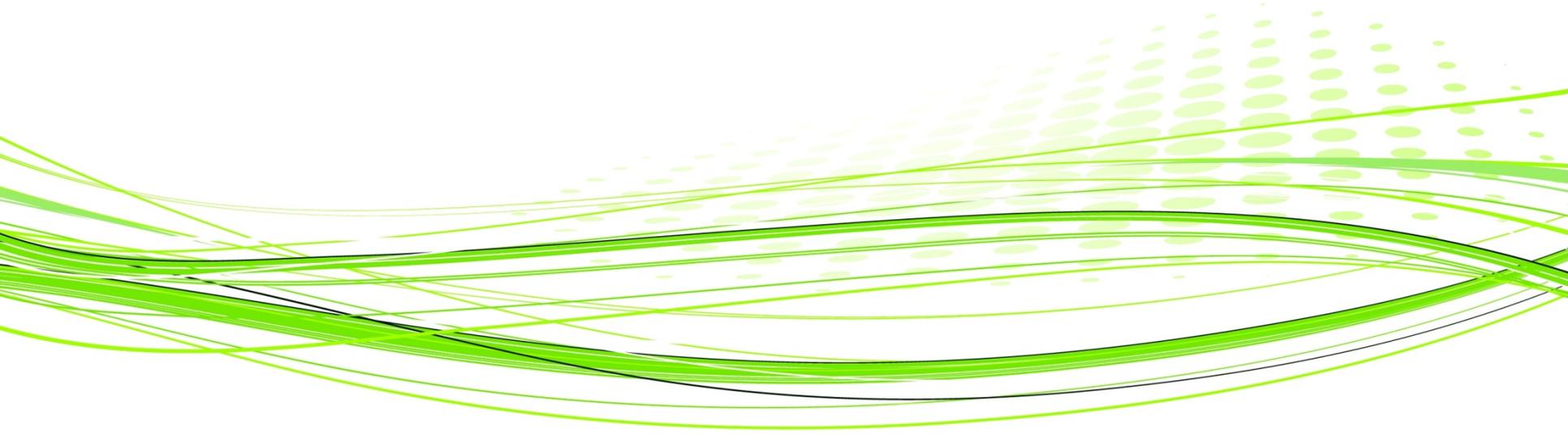
## Campus-Community Emergency Response Teams (C-CERT)

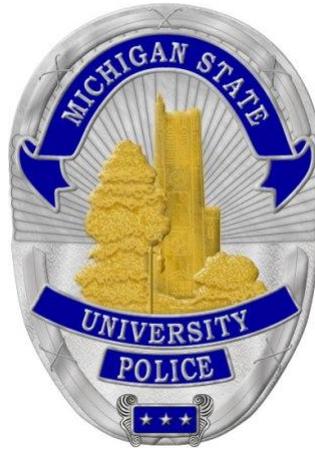
Captain Penny Fischer, MSU Police Department

Mr. Joe Petroff, C-CERT Leader, Residential and Hospitality Services

# Agenda

- Benefits of the Program
- Challenges to Implementation
- Lessons Learned
- Tips for Success





Part 1

# **BENEFITS OF THE C-CERT PROGRAM**

# Training Benefits

- Allows for on-site trained disaster responders
- Training directed at people familiar to the University setting/environment
- Part of training curriculum for Division of Residential and Hospitality Services including training for staff in residence halls



# Benefits of the C-Cert Program

- A pathway for involvement for interested community members
- Provides framework for asset accountability for planned events
- Emergency evacuation, Shelter-in-Place, or Secure-in-Place staff familiar with ICS
- Training also allows members of community to meet others interested in preparedness and emergency management within the University Community



**Training Plan and Curriculum**

To ensure that team members are able to competently function under the RHS emergency response plan when activated, initial and refresher training on key concepts and plan components is required based on roles within the Division. Each command staff and general staff position designated in the ERP should have a minimum of two designated team members able to perform the tasks associated with their assigned position. Team members operating as the group supervisor and unit leader role may not require position specific training, but must be NIMs compliant and be well versed in key FEMA incident management concepts as well as the protocols directed within the RHS Emergency Response Plan. Training requirements for RHS Team Members are as follows:

RHS Team Member Role	Incident Command Role	Required Courses
RHS Executive Leadership	Incident Commander Public Information Officer Safety Officer Liaison Officer Operations Section Chief Planning Section Chief Finance Section Chief Logistics Section Chief	FEMA Curriculum: ICS-100.b ICS-200.b ICS-700.a ICS-300 ICS-400
		MSU Emergency Action Team Organization and Disaster Psychology
		RHS Emergency Response Plan- Command
		RHS Emergency Response- Unit Specific Checklists and Procedures
		Annual Plan Review and Update
RHS Team Leaders	REHS Branch Director RHS Human Resources Director Situation Unit Leader Cost Unit Leader Service Branch Directors REHS Group Supervisors HR Group Supervisors Planning Section Unit Leaders Finance Section Unit Leaders Spartan Hospitality Unit Leaders Culinary Services Unit Leaders	FEMA Curriculum: ICS-100.b ICS-200.b ICS-700.a ICS-300
		MSU Emergency Action Team Organization and Disaster Psychology
		RHS Emergency Response -Unit Specific Checklists: Version 1
		Annual Plan Review and Update: Version 1
Unit Team Members	Essential Operational Functions	RHS Emergency Response -Unit Specific Checklists: Version 2 Annual Plan Review and Update: Version 2
Designated EA Team Members	Essential Operational Functions	Campus CERT 20 Hour Training
<b>Optional Courses Open to all RHS Team Members</b>		
		American Red Cross Adult and Child CPR/AED
		Campus CERT 20 Hour Training



# MSU CAMPUS



## FALL TRAINING 2012

### WHAT IS CAMPUS CERT?

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.

The Michigan State University Campus CERT program provides emergency response training and coordinates the activities of over 100 local campus volunteers.

### WHO SHOULD ATTEND TRAINING?

Any personnel who may be tasked with recruiting, training, or leading Campus CERT teams, including:

- Campus security, safety, community relations, or environmental health and safety officers
- Residence hall team leaders or other facility management, physical plant, maintenance or custodial personnel
- Campus risk managers, legal counsel or other administrative staff
- Faculty, including adjunct faculty and teaching assistants
- Emergency Action Team Leaders

### HOW CAN I SIGN UP FOR CLASS?

Contact: **Joe Petroff**  
**MSU Campus CERT Coordinator**  
Email: [petroff@msu.edu](mailto:petroff@msu.edu)

## DATES & TIMES:

### SESSION 1:

**GERT ORG &  
DISASTER PSYCHOLOGY**  
Thursday, October 4th  
10:00am – 12 noon

### SESSION 2:

**DISASTER PREPAREDNESS**  
Tuesday, October 9th  
10:00am – 12 noon

### SESSION 3:

**FIRE SAFETY**  
Tuesday, October 16th  
9:00am – 11:00AM

### SESSION 4:

**DISASTER MED OPS PT. 1**  
Thursday, October 18th  
10:00am – 12 noon

### SESSION 5:

**DISASTER MED OPS PT. 2**  
Monday, October 22nd  
1:00pm-3:00pm

### SESSION 6:

**LIGHT SEARCH & RESCUE**  
Wednesday, October 24th  
10:00am-12 noon

### SESSION 7:

**TERRORISM**  
Thursday, November 1st  
10:00am-12 noon

### SESSION 8:

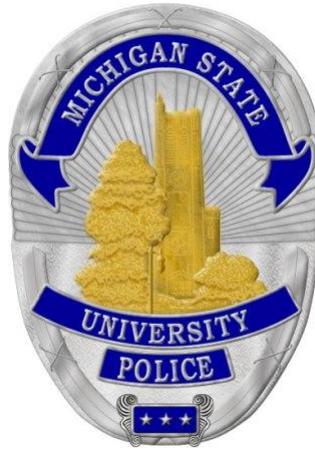
**COURSE REVIEW & EXERCISE**  
6 Hr Session TBD



# Sharing Resources

- All trained members of MSU Campus CERT are able to volunteer at other local affiliated CERT events, in the East Lansing and Lansing communities.



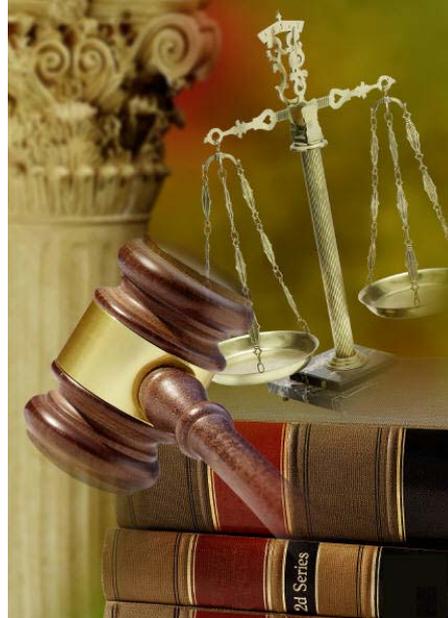


Part 2

# CHALLENGES TO IMPLEMENTATION

# Legal Concerns

- Liability concerns for civilian helpers
  - MSU is a self insured organization
  - Staff at events represent CERT and the University



# Employee Relations

- MSU is a Unionized Organization
  - Some work tasks are similar to those designated in Union Contracts
- Participation in CERT events can be dependent on a department's willingness to provide release time for training and event work



# Scheduling

- Some events coincide with work schedules limiting availability on-duty and off-duty volunteer candidates



# Maintaining Interest

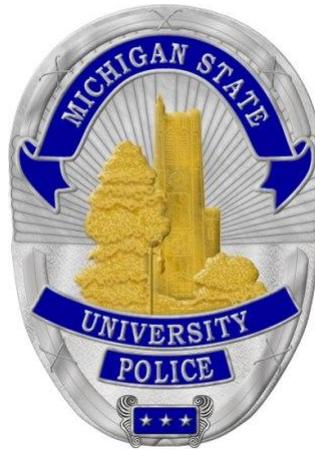
- Keeping Team Members active and engaged after training is a challenge
- Most CERT staffed events at MSU occur in the Fall during Football season
- Recruiting for involvement with other local CERT events and training does help



# Meeting Volunteer Expectations

- Varying levels of interest in tactical operations can lead to volunteer disappointment when they are unable to perform some tasks that they have been trained for and are interested in such as search and rescue, first aid, etc.





Part 3

# LESSONS LEARNED

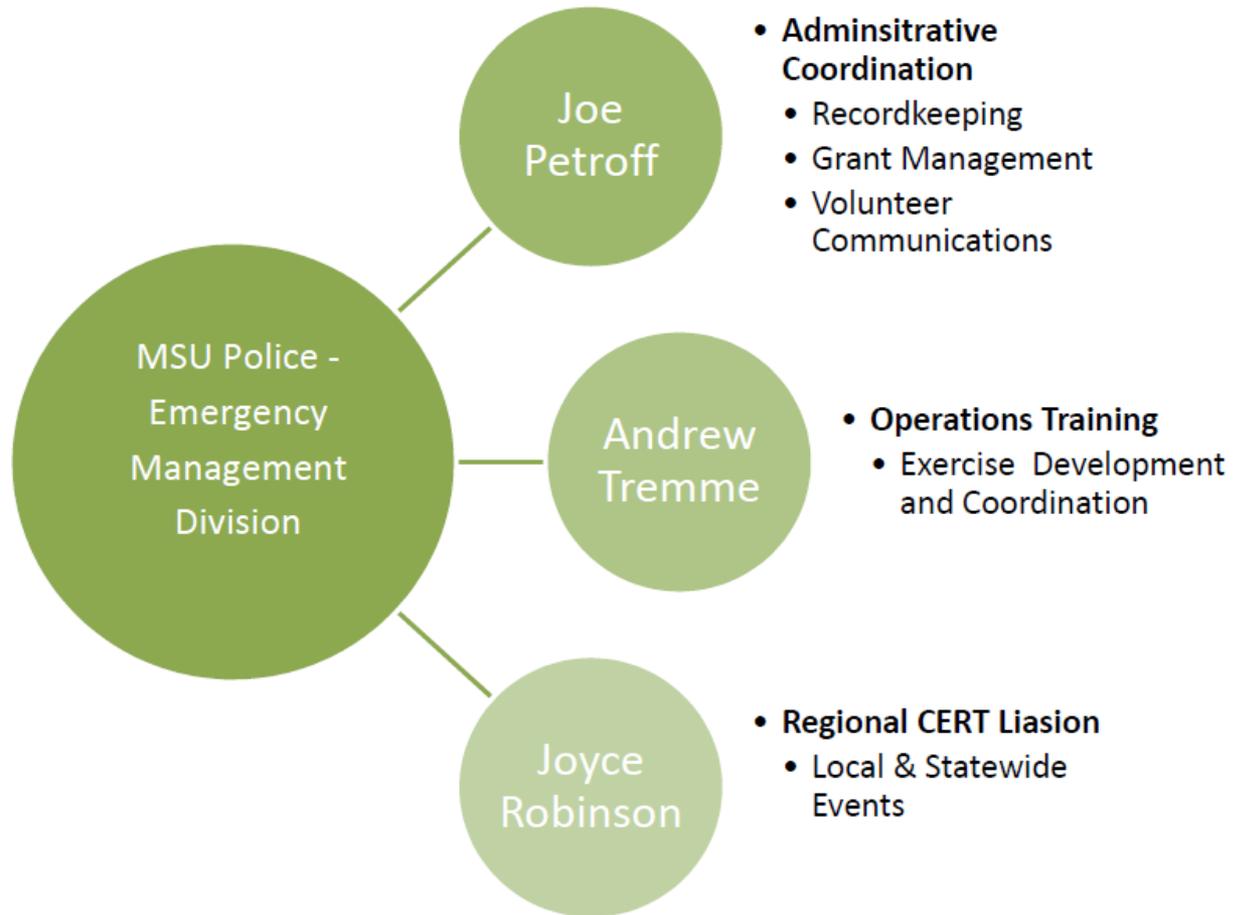
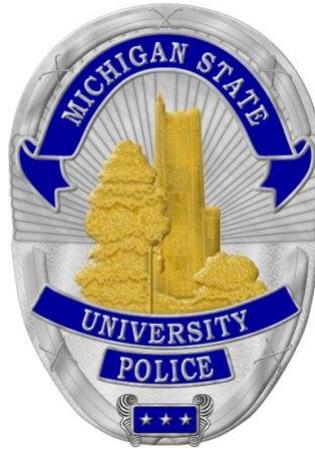


Figure 2 MSU CERT Team Leadership Organization

# Set a Policy for Deployment

- Clearly Identify “Where” and “How”
- Emphasize importance of following deployment protocols in training,
  - NO SELF DEPLOY
- Takes away the questions “where can they go” and “who can request them?”
- Develop standard for the team members
  - Not all that train are good to put into teams
  - What about those with criminal backgrounds, i.e., sex offenders, felons, etc.



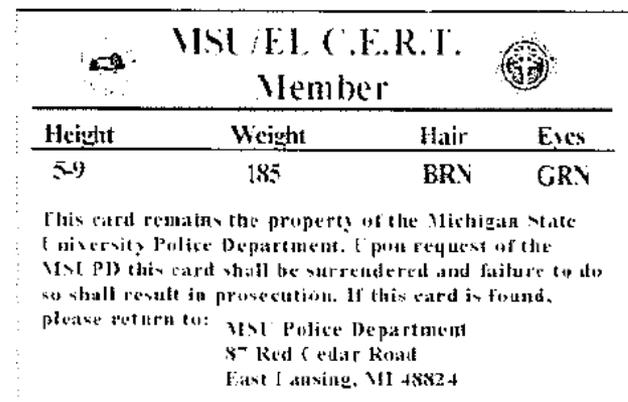


Part 4

# TIPS FOR SUCCESS

# Create Identification Cards

- Allows for pre-vetting of teams
  - When they arrive on scene they can be identified
  - Allows you to integrate them into Accountability Systems
  - Can pre-load background information on them



# Develop a Background Check Protocol

- Conduct early in training to allow time for appropriate vetting
- What kinds of personnel will you allow on team?
- How far will you go to uncover information if they are employees?



# Questions/ Discussion

**MICHIGAN STATE**  
UNIVERSITY

Residential and  
Hospitality Services



**Joe Petroff**

C-CERT Leader

Health and Safety Coordinator

MSU Residential and Hospitality Services

517-884-1798

[petroff@msu.edu](mailto:petroff@msu.edu)

**Captain Penny Fischer**

C-CERT Coordinator

MSU Police Department

Emergency Management

517-355-2221

[fischerp@police.msu.edu](mailto:fischerp@police.msu.edu)

# USC CERT: Behind the Scenes

## Steve Goldfarb, CEM

USC Fire Safety & Emergency Planning

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- **University Park Campus**
  - **Health Sciences Campus**
- 
- **Smaller campuses and facilities throughout the state, east coast and other countries**

- **Student Enrollment: 36,000+**
- **Faculty & Staff: 18,000+**
- **Residential Students: 9,000+**

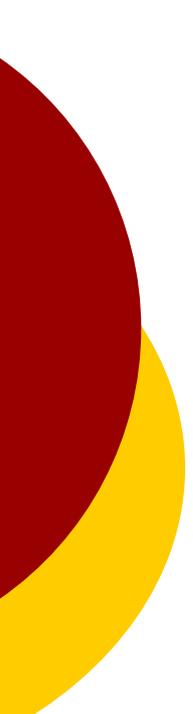
- **2 Hospitals + Clinics**
- **Major Focus on Research**
- **2 Sports Arenas & LA Memorial Coliseum**



# USC CERT History

- Began in 2006 (first class taught by LA City Fire)
- Went to in-house training in 2007 (wanted to customize)
- Staff & Faculty (Offered during business hours)
- Student Class (Pros & Cons)



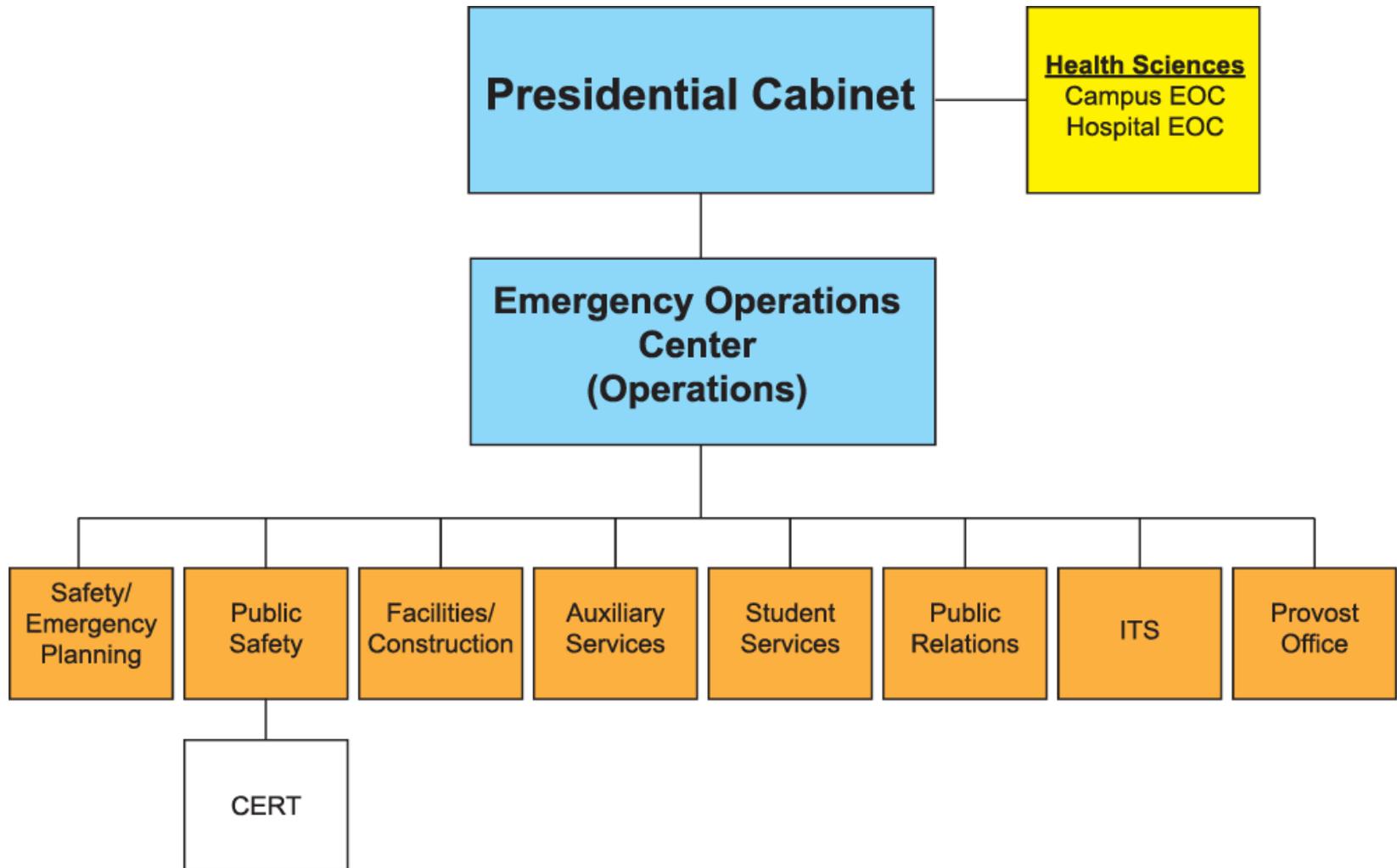


# In-House Training

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- **All instruction performed by staff (CERT Instructors, Fire Fighters, EMT's, Emergency Managers, Work & Family Life, Active CERT Members from past classes)**
- **Equipment (one time purchases)**
- **Supplies (Response Kit Per Student)**
- **Space to hold training (partnerships/relationships on campus)**
- **Review Training (requires very little resources)**
- **Allow staff to join if they have training within the past 2-years from another organization. We require that they attend select sessions of the USC CERT class.**

# EMERGENCY OPERATIONS



# Search & Rescue



# DISASTER MEDICAL RESPONSE PLAN



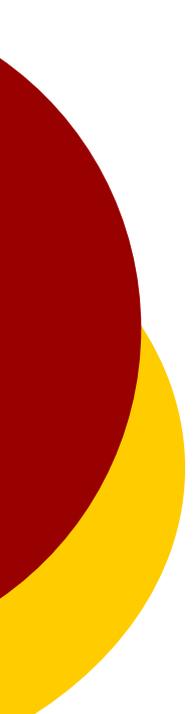
# Fire Suppression



# Sustaining Interest & Keeping Skills Fresh



- Quarterly Reviews (1-hour/1-skill/ 1-drill)
- Call-Out Drills
- Special Events
  - Commencement
  - Fountain Run
  - Football Games
  - Preparedness Fairs
  - Fire Works Shows/ Bon-Fire



# QUESTIONS

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**Thank You  
Steve Goldfarb**

**[sgoldfarb@caps.usc.edu](mailto:sgoldfarb@caps.usc.edu)**

**213-281-0961**

YouTube:

[Emergency Preparedness at USC Video](#)

[The Great California ShakeOut- Trojans Style](#)

# North Carolina Central University

**Department of Criminal Justice**

**Institute for Homeland Security & Workforce Development**



James E. Shepard, Founder

## Community Emergency Response Team

# NORTH CAROLINA CENTRAL UNIVERSITY

- Historically Black College and University (HBCU)
- Located in Durham, North Carolina
- CERT for Academic Credit
- University and Community CERT



# NCCU CERT Collaboration

- NC Citizen Corps-CERT
- Durham County and City First Responders
- NCCU Academic Community Service Learning Program
- NCCU University Police-Emergency Management
- Department of Criminal Justice
- Institute for Homeland Security and Workforce Development



# CERT – Academic Credit

- Spring 2011-Contemporary Problems Course (3 hrs)
- CERT Basic and Train the Trainer
- 15 Participants (1 faculty and 1 staff)
- Days, evenings and weekends
- Eligible for Community Service Credit
- Dr. McMurray Participated



# Recruitment Flyer

**Are you interested in becoming prepared for a Natural Disaster, providing assistance in underserved communities, and earning credit at the same time??**

**For Spring 2011 – ENROLL NOW !!!**

CRN 12880/CRJU 4210-01: Contemporary Problems I  
(Wednesday & Selected Saturdays)

As a part of the course, you will **CREATE** a CERT (Community Emergency Response Team) team on campus and **EARN** credit as you learn valuable skills for preparing NCCU and your community for a natural or manmade disaster and possibly assisting other communities in disaster recovery.

**The course will cover:**

*Emergency Preparedness*

*Fire Safety*

*Emergency Medical Operations*

*Light Search and Rescue Operations*

*Terrorism and CERT*

*Community Engagement for Emergency Planning,  
Response, Recovery, and Mitigation*

The course is open to all majors. Date and time are pending.

Please contact Buddy Harris at the Institute for Homeland Security & Workforce Development at [hharris@nccu.edu](mailto:hharris@nccu.edu) or 530-6928.

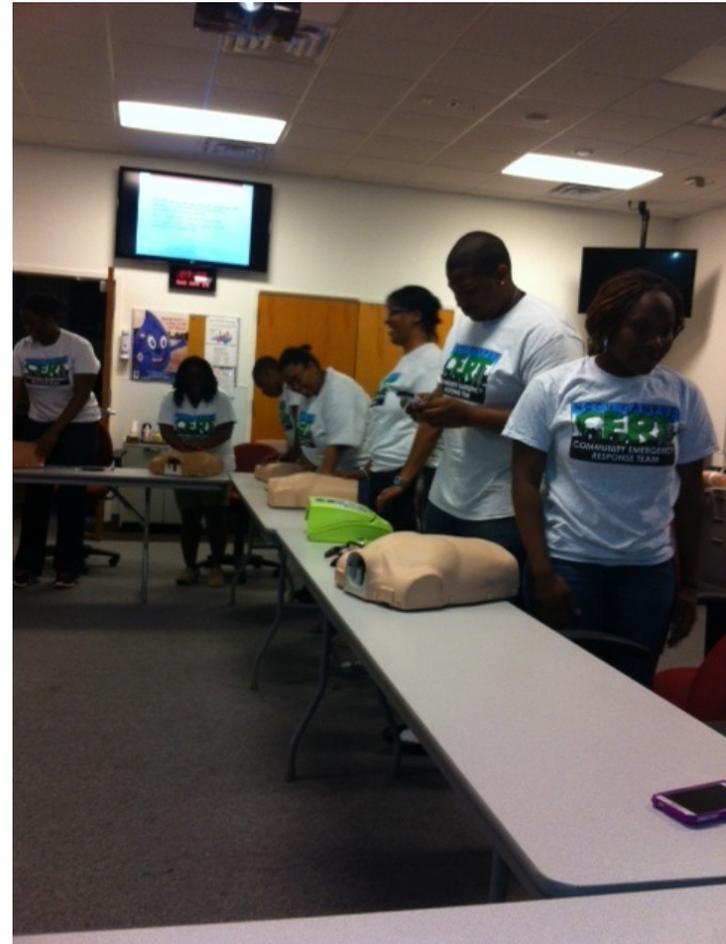
## Goal and Student Learning Outcomes:

Upon completion of the course the students will be better prepared to respond to and cope with the aftermath of a natural or manmade disaster. Students will learn the basic skills necessary to provide assistance, as a first responder, to persons after a disaster until emergency services arrive. In addition to disaster preparedness, students will examine ways to promote public safety in the community in non-emergency situations. Specifically, student learning outcomes of the course are as follow:

<b>Student Learning Outcome</b>	<b>Means of Evaluation</b>
1. Demonstrate an understanding of the organization of CERT and its role in both threat assessment and response to disaster situations.	Exam
2. Demonstrate the ability to provide basic emergency medical assessments and treatments, psychological and physical.	Observation during practice exercises.
3. Demonstrate an understanding of the Incident Command System (ICS) and its relationship with the National Incident Management System (NIMS).	End of module exam – ICS 100.
4. Demonstrate an understanding of the purpose and underlying concepts and principles of the National Incident Management System (NIMS).	End of module exam – ICS 700.
5. Demonstrate an understanding of the requisite knowledge and skills necessary to coordinate a CERT group.	End of module exam.

# NCCU Campus CERT Activities

- 9/9/12 & 9/16/12 - Trained 9 students in the Community Emergency Response Team – CERT (G317) Basic Training
- Members participated in the Strategic National Stockpile Table Top Exercise with Durham County Public Health/Medical Reserve Corps, assisting in packaging and disturbing medical supplies for a mass dispensing drill for a medical crisis
- Members assisted University Police with crowd control and traffic duties at the Hampton University vs. NCCU football game
- Members provided non-disaster volunteer services at the Voter Rally, sponsored by Obama4America Campaign
- Members assisted University Police with crowd control and traffic duties during the Homecoming Parade and two football games



# NCCU Campus CERT Activities



- February 2013, the total (student-combined) Volunteer Hours = 1,562
- Members committed to volunteering Fall Commencement
- Members volunteering for Operation Eagle Swoop Simulation
- Members participated in MLK Week
- \$400 grant awarded by NC Campus Compact
- 2/13 - NCCU Campus CERT had 42 trained volunteers, some as Train the Trainer
- 4/13 - Effort to involve surrounding neighborhoods
- Meetings started as bi-monthly and then were changed to monthly

# Key Collaborators



- Ms. Dana Hart-Raynor: NCCU CERT Volunteer Team Leader
- Robert McLaughlin: NCCU University Police Sergeant/Emergency Management-CERT Coordinator
- Faye Stone and Patty Moore: NC Citizen Corps and CERT
- Durham County and City CERT
- Dr. Deborah Bailey: NCCU Academic Community Service Learning Program
- Dr. Harvey McMurray: Chair, Dept. of Criminal Justice

# Contacts

Ms. Dana Hart-Raynor, Volunteer Team Leader

[धारtraynor@yahoo.com](mailto:धारtraynor@yahoo.com)

Sgt. Robert McLaughlin, Jr., University Emergency  
Management and CERT Coordinator

[rmclaug7@nccu.edu](mailto:rmclaug7@nccu.edu) 919- 530-5325

Dr. Deborah Bailey, Director-Academic Community  
Service

[dbailey@nccu.edu](mailto:dbailey@nccu.edu) 919-530-6143

Dr. Harvey McMurray, Department of Criminal Justice  
Chair [hmcmurray@nccu.edu](mailto:hmcmurray@nccu.edu) 919-530-5204

M. Chris Herring, Executive Director-NCCU Institute  
for Homeland Security & Workforce  
Development

[mherring@nccu.edu](mailto:mherring@nccu.edu) 919-530-5206

[NCCU Department of CJ Website](#)



# Q&A Session

- Questions
- Feedback: [CERT@fema.dhs.gov](mailto:CERT@fema.dhs.gov)



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