

Functional Exercise #1

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How to Use This Document

This document provides exercise Facilitators with all information and materials needed to plan, conduct, and evaluate an exercise. Do the following:

1. Read through the entire exercise and supporting materials.
2. Decide how to localize the scenario in a way that reflects likely challenges in your community and tests your CERT members' skills and techniques.
3. Familiarize yourself with the flow of the exercise by thoroughly reviewing the Facilitator Guidelines. Use these guidelines to conduct the exercise.
4. Make copies of the supporting documents for participants. See the Appendix index for instructions.
5. Make copies of the *Participant Feedback Form* and ask participants to complete it after the exercise.
6. Complete the *Facilitator/Evaluator Feedback Form* after the exercise.

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CERT Drills and Exercises

The Community Emergency Response Team (CERT) Program educates ordinary people from all walks of life about disaster preparedness and weapons of mass destruction and trains them in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operation. Using the training, CERT members can assist others in their neighborhood or workplace following an event and can take a more active role in preparing their community.

The National CERT Program has developed a library of drills and exercises. These exercises have been designed in a ready-for-use format and include complete instructions, detailed lists of materials, and all supporting forms.

This document is used by the Facilitator(s) and supports the delivery of a functional exercise that can be customized to meet local needs.

What Is a Functional Exercise?

Functional exercises are typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. There is no actual field work in a functional exercise; all the activity is verbal.

The key focus of a functional exercise is on the operational decisions made by the Incident Command Post Team. Other members of the team may be involved in the exercise, but to a lesser degree. Once the Facilitator has presented the initial scenario, the Incident Commander (IC) and the Command Post Team verbally respond to the scenario and assign tasks to others on the team. The Facilitator then talks through a developing scenario and the Command Post Team verbally responds to the scenario developments. Participant learning is reinforced and feedback is provided through a hot wash at the conclusion of the exercise.

Functional exercises fall between a tabletop exercise and a full-scale exercise. More than a tabletop, where participants discuss what they might do, in a functional exercise the Command Post Team “takes action” – making decisions, simulating the deployment of resources, and responding to new developments. In comparison to a full-scale exercise, a functional exercise involves fewer participants and the movement of personnel and equipment is simulated. A functional exercise provides a more realistic simulation of an emergency compared to a tabletop and is typically conducted in “real-time” in a classroom setting or a designated site for a Command Post.

For descriptions and other types of exercises for CERTs, please visit www.citizencorps.gov/cert and click on CERT Exercises.

Exercise Overview

“Functional Exercise #1”

Hazard: Chemical leak and subsequent explosion

Location: Chemical plant and nearby neighborhood

Duration: 1-3 hours

Capabilities Exercised:

- Incident Command
- Communications
- Medical treatment area setup
- Documentation
- Sizeup

Exercise Objectives:

- Validate the decision-making process to prioritize incidents.
- Assess plans and protocols for communicating between the CERT and professional responders, between the CERT Command Post and the field, and between team members.
- Evaluate procedures for setting up a medical treatment area.
- Evaluate methods for documenting actions taken.
- Validate CERT sizeup procedures.

Scenario:

At 10:00 a.m. on a Saturday morning a major explosion rocks the town shortly after a magnitude 6.1 earthquake has hit. Severe damage has been reported at a factory on the edge of town. The factory is open and has a full shift working.

Nearby homes report damage and one is on fire.

The local team is activated and assembles at the previously agreed-upon meeting point. The team can hear the sirens of the emergency response crews racing to the scene.

For Exercise Staff

Exercise Synopsis:

This exercise allows a CERT Incident Command Post Team to simulate their response to an explosion at a factory.

Once the emergency scenario is presented, an Incident Commander (IC) is selected. Based on his or her assessment of the situation, the IC then assigns some or all of the roles of Operations, Planning/Accountability, Medical, and Logistics. The Command Post Team then develops a plan to respond to the situation. The Operations Section Chief and/or IC may select Team Leaders for the SAR groups.

Facilitators observe the planning process and the decisions made by the team, and they use a list of messages to provide information to exercise participants that prompts them to make decisions. For example, if the Command Post Team decides to send a Search and Rescue (SAR) group to a damaged building, Facilitators may provide a message about the results of the initial search. Facilitators may also choose to pause the exercise at any point to examine the process and factors that led to a particular decision.

Periodically throughout the exercise the Facilitators can call for replacements to the Command Post Team. Any or all of the Command Post Team can be replaced. In addition to giving more CERT members the opportunity to participate and practice leadership decision making, this also gives participants practice in the process of transitioning leadership teams.

The exercise ends either when all actions have been discussed or the time limit is reached. At the conclusion of the exercise, a hot wash helps participants review what they have learned and provides feedback on the exercise.

Exercise Materials and Staff:

- Facilitators (1, or more if desired)
- Evaluators (1, or more if desired)
- Volunteers and/or simulated victims
- Forms:
 - Local map, used during the exercise
 - *General Message Form* (from Fire Chief), used during the exercise
 - Photographs of factory and six houses, used during the exercise
 - *Damage Assessment Form*, used during the exercise
 - *Events and Evaluation Form for Facilitator(s) and Evaluator(s)*, used by the Facilitator(s) and Evaluator(s) during the exercise
 - *Facilitator/Evaluator Feedback Form*, completed after the exercise
 - *Participant Feedback Form*, completed after the exercise

Exercise Staff Roles:

1. *Facilitator*

The Facilitator will serve the traditional role of an exercise controller and will have several key responsibilities during the exercise.

First, the Facilitator will lead and guide the exercise by presenting information. This will keep the exercise moving forward and ensure that the key decision points in the exercise are reached.

Second, the Facilitator will observe and coach. In this role he or she will observe the group process and discussion. As the exercise unfolds, he or she may need to step in and help the team members clarify their decision making by asking questions about their thought process and the factors they considered in making choices. For example, if they placed a high priority on helping a victim who was probably dying, or if they decided to enter a building that was clearly too dangerous, work through their decision-making process so they realize the potential negative results of their decision.

While observing, the Facilitator should monitor the safety of the exercise activity. Typically, there is a low level of activity during functional exercises, but it is the Facilitator's responsibility to interrupt the exercise if something unsafe is occurring or is about to occur.

The Facilitator should take notes on decisions made and actions taken so he or she can refer to them later. Use the *Events and Evaluation Form for Facilitator(s) and Evaluator(s)* to record notes.

Third, the Facilitator will conduct a hot wash (debrief). The purpose of the hot wash is to reinforce learning by helping participants evaluate their own decision making. It is a balance between:

- Asking participants why they made the choices they did and what they learned.
- Providing additional information and coaching.

Bear in mind that, although the Facilitator may have more experience and knowledge, participants will likely learn more if coached through their decision-making process than if they are told what they should have done.

During the hot wash and after the exercise, the Facilitator has additional responsibilities including collecting feedback on the exercise and how beneficial it was for CERT participants, and providing input to improve future CERT exercises.

2. *Evaluator*

The primary responsibility of the Evaluator is to assess the exercise based on the events and expected actions listed on the *Events and Evaluation Form for Facilitator(s)*

and Evaluator(s). The Evaluator typically has a passive role and does not interfere with the exercise unless he or she is also playing the role of Facilitator.

Facilitator Guidelines

This exercise is highly interactive. The decisions made by the participants can alter the flow of the exercise. Suggested messages to be injected as the scenario unfolds, as well as potential responses, are provided in the Facilitator Guidelines. However, depending on the decisions made by the participants, you may need to improvise with your responses. The key to a successful functional exercise is to remain flexible and respond to decisions made by the participants in ways that reinforce the lessons of *CERT Basic Training*.

The exercise proceeds as follows:

- Present the step-by-step guidelines to the participants. What you say and do will prompt player actions. Some messages involve handing out a document. Those documents are included in the Appendix section following the Facilitator Guidelines. The forms and materials include:
 - A local map
 - A message from the Fire Department Officer
 - Photographs of the factory and the six damaged houses
 - A report on team injuries
- Give the team a chance to respond. Responses should be in the form of orders or instructions to other team members, or direct communication with other team members. These responses should simulate what would happen in a real-world scenario. For example, after the first message about what the team finds when it arrives on the scene, the IC might say something like “Okay, let’s get organized. Jim, I want you to head up the search and rescue operation. Mary, I want you to take over medical. Will, you’re the logistics officer. Miranda, you handle accountability.”
- Once the response is complete, provide feedback on the potential results of decisions made and discuss as appropriate.
- Move on to the next message.
- Continue until the exercise is concluded or until time is up.

Facilitator Guidelines (Continued)

Step	Action	What to Say/Do
1	Prepare for the exercise.	<ul style="list-style-type: none"> • Make copies of the handouts located in the Appendix. The Appendix index indicates how many copies are needed. • Make copies of the one-page Exercise Overview for each participant. • Brief exercise staff on their roles and responsibilities. • Orient the role-players (News reporter, Fire Department Officer). Describe the roles you want them to play and how you want them to play the role.
2	Introduce the exercise to all participants.	<p>Distribute the one-page Exercise Overview to all participants.</p> <p>Explain that the purpose of the exercise is:</p> <ul style="list-style-type: none"> • To provide an opportunity to role play the procedures the team would implement in response to a given scenario. • To improve CERT's operational performance by practicing and validating policies, plans, procedures, and training in the risk-free environment of an exercise. <p>Explain how the exercise is conducted.</p> <ul style="list-style-type: none"> • As opposed to a tabletop exercise, where the team discusses how it would respond, in this exercise the team members verbalize their decisions based on the information provided. • Responses should be in the form of orders or instructions to other team members, or direct communication with other team members.

CERT DRILLS AND EXERCISES: FUNCTIONAL EXERCISE #1

Step	Action	What to Say/Do
		<ul style="list-style-type: none"> • These responses should simulate what would happen in a real-world scenario. For example, when you get a message, you will role play how you would respond and what you would say.
3	Review the goals of the exercise with all participants.	<p>Explain the goals of the exercise.</p> <ul style="list-style-type: none"> • Validate the decision-making process to prioritize incidents. • Assess plans and protocols for communicating between the CERT and professional responders, between the CERT Command Post and the field, and between team members. • Evaluate procedures for setting up a medical treatment area. • Evaluate methods for documenting actions taken. • Validate CERT sizeup procedures.
4	Present the scenario to all participants.	<ul style="list-style-type: none"> • At 10:00 a.m. on a Saturday morning a major explosion rocks the town shortly after a magnitude 6.1 earthquake has hit. • Severe damage has been reported at a factory on the edge of town. The factory is open and has a full shift working. • Nearby homes report damage and one is on fire. • The local team is activated and assembles at the previously agreed-upon meeting point. The team can hear the sirens of the emergency response crews racing to the scene.

CERT DRILLS AND EXERCISES: FUNCTIONAL EXERCISE #1

Step	Action	What to Say/Do
<p align="center">5</p>	<p>Tell the team:</p> <p><i>You have just arrived on the scene. Smoke is pouring from the blown-out windows of the plant. Emergency responders are still arriving and setting up equipment. Ambulances are arriving and blocking the road to the plant.</i></p> <p>[insert name] is the first on scene.</p> <p>Hand out the local map.</p> <p>Ask the team how they will respond based on what they know about the situation.</p>	<p>Expected Response:</p> <ul style="list-style-type: none"> • A CERT Team Leader en route to the incident contacts 9-1-1 and gathers information about possible response hazards to determine a safe route and a good location to set up an Incident Command Post. • The first to arrive is the CERT IC and he or she establishes the CERT Command Post and assigns Command Team roles to other CERT members. • CERT Team Leaders and other roles are assigned appropriately and efficiently. • The CERT IC contacts the Fire Department and asks how the team can help. • The Fire Department Officer is identified and the IC introduces himself or herself and asks how CERT can help. • A medical treatment area and staging area is established and located in a safe and appropriate place. • CERT members will remain a safe distance from the factory and no CERT member will enter the building. <p>Provide coaching if these actions are not being taken.</p>

Step	Action	What to Say/Do
6	<p>Hand the IC the message from the Fire Department Officer (asking for a damage assessment of the nearby houses).</p>	<p>Expected Response:</p> <ul style="list-style-type: none"> • The CERT IC may contact the Fire Department Officer to get additional information if needed. <ul style="list-style-type: none"> ○ The Fire Department Officer tells him that he has a report of a strong smell of gas at House 6. • The CERT IC notifies the CERT's Operations Section Chief and provides the additional information on hazards. <p>Provide coaching if these actions are not being taken.</p>
7	<p>Tell the IC that the CERT's Operations Section Chief has assigned two Search and Rescue (SAR) groups to assess the neighborhood.</p> <p>SAR Group 1: Houses 1-3 SAR Group 2: Houses 3-6</p> <p>Explain that the Team Leaders for each team are responsible for reporting to the Operations Section Chief and he or she will report the IC.</p> <p>Distribute photographs of the houses.</p>	<p>Expected response:</p> <ul style="list-style-type: none"> • At this point, the exercise participants should at least include an IC, an Operations Section Chief, and two SAR Team Leaders. • If these roles are not assigned, then the Facilitator may coach the IC in assigning these roles.

Step	Action	What to Say/Do
<p align="center">8</p>	<p>Give the leader of SAR Group 2 the following report:</p> <p><i>While checking out House 6, a team member tripped over lawn equipment and sprained his or her ankle. The injury was immediately treated by team members and the member can't walk without severe pain. What should team members do? What should the Team Leader (TL) do?</i></p>	<p>Expected Response:</p> <ul style="list-style-type: none"> • Team members should report to the TL. The team member should be held to the medical treatment area where basic aid may be provided and EMTs may provide further care when they arrive. • The Team Leader should report the injuries per its protocol and determine if the SAR group needs a replacement. <p>Provide coaching if these actions are not being taken.</p>
<p align="center">9</p>	<p>Tell the participants <i>Damage Assessments</i> have been completed.</p> <p>Ask:</p> <p><i>What do Team Leaders do with the <i>Damage Assessments</i>?</i></p> <p>Have participants develop a rescue plan based on prioritizing the six houses and victims.</p>	<p>Expected response:</p> <p>A rescue plan is based on accurate damage reports and is designed to do the most good for the greatest number of victims while ensuring the safety of all team members.</p> <p>Provide coaching if these actions are not being taken.</p> <p>Expected response:</p> <ul style="list-style-type: none"> • Team Leaders turn in the <i>Damage Assessment Forms</i> to the Operations Section Chief. • The Operations Section Chief gives the rescue plan to the IC (or Planning Section Chief) and he IC shares the findings with the Fire Department. The team prioritizes incidents based on the team's capabilities and the severity of the damage in each home. <p>Provide coaching if these actions are not being taken.</p>

CERT DRILLS AND EXERCISES: FUNCTIONAL EXERCISE #1

Step	Action	What to Say/Do
10	<p>A local news reporter comes up to the CERT IC and says:</p> <p><i>“I’m Marty Davis from Channel 4 news. We tried to talk to the Fire Chief, but he wouldn’t talk with us. Can you tell us what’s going on? We need to get the word out if there is danger of another explosion or if residents need to evacuate.”</i></p> <p>NOTE: This may be done with a role-player filling the role of the reporter. This can be played up so that the reporter is very pushy.</p>	<p>Expected response:</p> <ul style="list-style-type: none">• The CERT IC responds to questions according to protocols.• If the team does not have protocols for this, then the IC should contact the Fire Department Officer for instructions about handling questions from the media.• If permitted to speak with the media, the IC may designate a Public Information Officer (PIO) or he or she may serve as the PIO. <p>Provide coaching if these actions are not being taken.</p>

Step	Action	What to Say/Do
<p align="center">11</p>	<p>A Fire Department Officer arrives at the CERT Command Post and tells the CERT IC:</p> <p><i>“We’ve got the fire under control now, but my guys are wrapped up getting the injured out of the north end of the factory. Can you send some of your folks to check out the south end of the factory? That doesn’t seem like it was too badly damaged and we’ve determined there are no toxic fumes in the building.”</i></p> <p>NOTE: This should be done with a role-player filling the role of the Fire Department Officer.</p> <p>Ask the CERT Command Post Team:</p> <p><i>How will you respond to the Officer’s request?</i></p>	<p>Expected response:</p> <ul style="list-style-type: none"> • The CERT Operations Section Chief communicates with Team Leaders to determine which SAR group is best able to respond to the Fire Department Officer’s request. • The IC communicates with the Fire Department Officer about the CERT’s ability to respond. • The IC and the Command Post Team adjust priorities as requested by the Fire Department. <p>Provide coaching if these actions are not being taken.</p>

Step	Action	What to Say/Do
<p align="center">12</p>	<p>Tell the Command Post Team the following:</p> <p>A large crowd has formed around the CERT Command Post and some people are shouting and insisting they get answers to these questions:</p> <p>NOTE: Facilitators or role-players can play the roles of these people.</p> <p><i>“My brother was working in the plant today. His name is Bill Wilson. Can you tell me if you’ve found him? PLEASE, I have to know if he’s alright.”</i></p> <p><i>“Hey, I need to get my car to my house. I have to get my kids out of there. You’ve got to move these people out of my way.”</i></p> <p><i>“Hello – hey, I know you’re kinda busy here, but I’ve got first-aid training. Can I do anything to help?”</i></p> <p><i>“I’m just visiting my grandparents, but I’m a member of my local CERT. How can I help?”</i></p> <p>Role-players keep shouting until their concern is addressed.</p>	<p>Expected response:</p> <ul style="list-style-type: none"> • Secure your Command Post by calling law enforcement and requesting they create a safe perimeter around the Command Post Team so they can continue to manage the incident. • The IC or other officers respond appropriately to the requests. • Sample responses might include: <ul style="list-style-type: none"> ○ Check with Medical to see if Bill Wilson is in the medical treatment area. ○ Ask the woman with the car to wait. ○ Have the person with first-aid training report to the medical treatment area Team Leader. ○ Assign the CERT volunteer to the team assessing the south end of the factory. <p>Provide coaching if these actions are not being taken.</p> <ul style="list-style-type: none"> • Discuss how to handle the situation if information on Bill Wilson either is or is not available. • Discuss what to do if the woman with the car refuses to wait. • Discuss what might happen if the volunteer is poorly trained.

Step	Action	What to Say/Do
<p align="center">13</p>	<p>The Fire Department Officer comes back and asks for an accounting of the team’s activities during the emergency. He wants to know:</p> <ul style="list-style-type: none"> • <i>Who did you assign to search the buildings?</i> • <i>When did they do this?</i> • <i>What conditions did they find?</i> • <i>What did you do next?</i> • <i>How did you track your teams?</i> • <i>How did you track victims?</i> • <i>How were citizens controlled or used?</i> • <i>How were priorities communicated to others on your team?</i> • <i>How did you interface with the Fire Department?</i> <p>NOTE: The Facilitator or a role-player can play the role of the Fire Department Officer.</p> <p>NOTE: Documentation may be done in a variety of ways – from structured forms, to notes on scrap cardboard, to writing on the back of a hand. The format isn’t important, but retaining the information is.</p>	<p>Expected response:</p> <p>The IC has adequate documentation and will answer the Fire Department Officer’s questions and discuss how the responses reflect the CERT program’s training and protocols.</p> <p>Provide coaching if these actions are not being taken.</p>

CERT DRILLS AND EXERCISES: FUNCTIONAL EXERCISE #1

Step	Action	What to Say/Do
14	End the exercise.	Invite all participants and staff members to the hot wash.
15	Conduct the hot wash with all participants and staff members.	<p>The purpose of the hot wash is to reinforce learning by helping participants evaluate their own decision making. It is a balance between asking participants why they made the choices they did and what they learned, and providing additional information and coaching. Bear in mind that, although you have more experience and knowledge, participants will likely learn more if you coach them through their decision-making process than if you tell them what they should have done.</p> <p>Questions you might want to ask include:</p> <ol style="list-style-type: none"> 1. What parts of the team’s response to this scenario did you think went well? What factors contributed to this success? 2. What parts of the team’s response could have been done better? What should be changed in the future to help the team perform more effectively? 3. What do you think you did well in this exercise? 4. What would you like to do differently next time? 5. What should we do differently the next time we conduct an exercise like this, in order to make the experience more valuable for team members?
16	Distribute the <i>Participant Feedback Form</i> to all participants.	Ask participants to complete the form.

CERT DRILLS AND EXERCISES: FUNCTIONAL EXERCISE #1

Step	Action	What to Say/Do
17	Distribute the <i>Facilitator/Evaluator Feedback Form</i> .	Ask all Facilitators/Evaluators to complete the form.

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Appendix

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Index of Forms and Materials

Local map (1 page): 1 copy per participant is distributed during the exercise

General Message Form (from Fire Department Officer) (1 page): 1 copy per Facilitator is distributed during the exercise

Photographs of factory and six houses (7 pages): 1 set per team is distributed during the exercise

Damage Assessment Form (1 page): 3 copies per team are distributed during the exercise

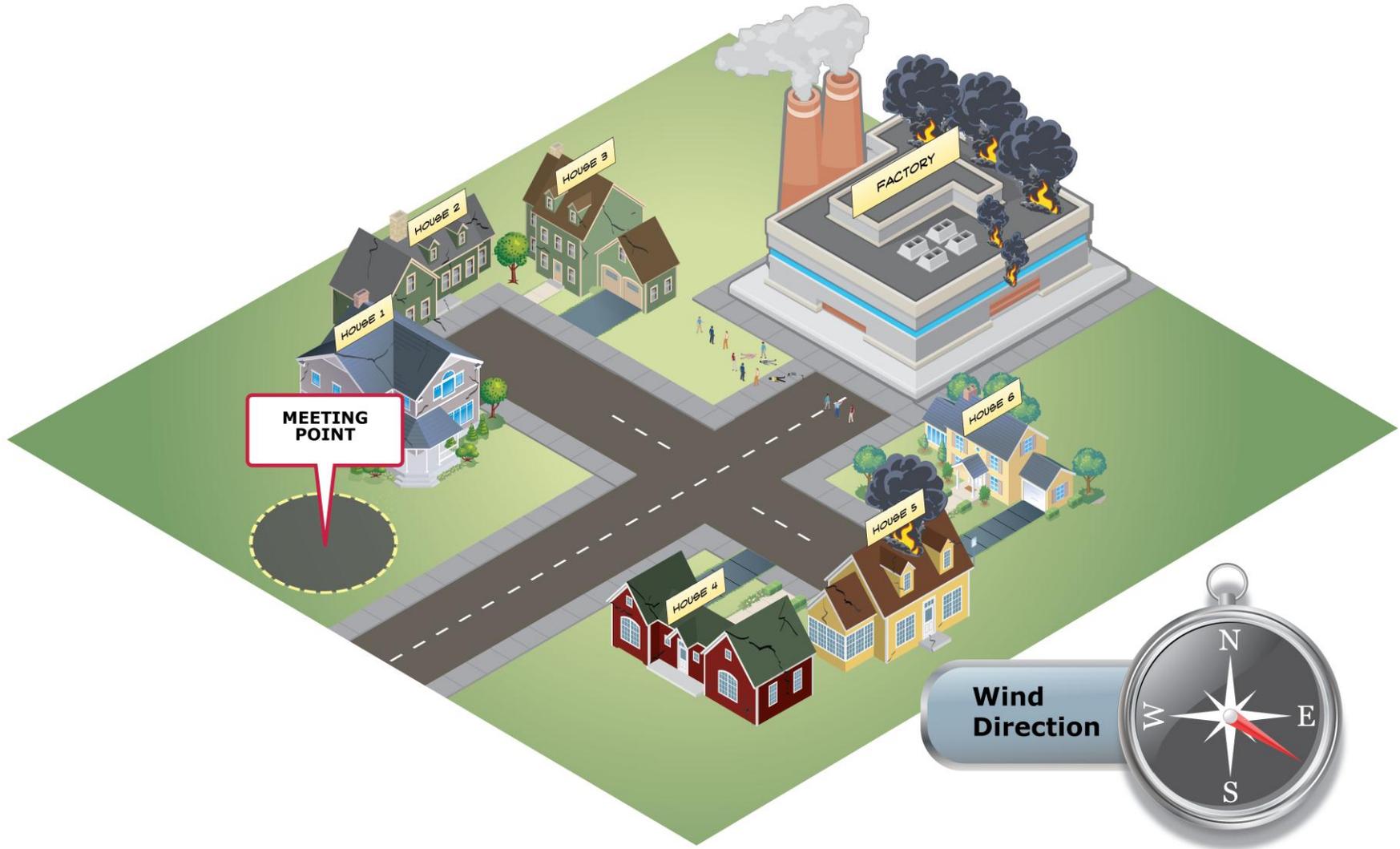
Events and Evaluation Form for Facilitator(s) and Evaluator(s) (6 pages): 1 copy per Facilitator and Evaluator is distributed before the exercise

Facilitator/Evaluator Feedback Form (1 page): 1 copy per Facilitator and Evaluator is distributed after the exercise

Participant Feedback Form (1 page): 1 copy per participant is distributed after the exercise

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Local Map



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General Message		
TO	POSITION <i>Incident Commander</i>	
FROM	POSITION <i>Fire Department Officer</i>	
SUBJECT <i>Damage Assessment</i>	DATE	TIME
MESSAGE		
<p><i>Our crews are currently fully engaged fighting the fire at the factory. I need you to get your teams out in the neighborhood to assess the damage to the nearby homes. I've gotten reports of hazards in the area, so be careful.</i></p>		
SIGNATURE <i>Chief Lawson</i>	POSITION	
REPLY		
DATE	TIME	SIGNATURE/POSITION

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Photographs of Factory and Six Houses

Factory



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House 1



Victims:

Elderly woman in living room:

- Bone projecting from right leg
- Breathing once every 4 seconds
- Knows name, date, and what happened
- Color returns to finger tips in 2 seconds

Elderly man in basement:

- Both legs deformed
- Breathing once every second
- Not responsive to questions
- Color returns to finger tips in 3 seconds

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House 2



Victims:

Young boy in front yard:

- Right arm is deformed
- Breathing once every 3 seconds
- Knows name, date, and what happened
- Color returns to finger tips in 4 seconds
- Screaming for someone to help his mother

Woman in kitchen:

- Chest pain with possible broken ribs
- Breathing once every second
- Knows name, date, and what happened
- Color returns to finger tips in 2 seconds

Man in living room:

- Bleeding from a scalp wound
- Knows name, date, and what happened
- Color returns to finger tips quickly
- Breathing once every 4 seconds

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House 3



Victims:

Woman on first floor:

- Large piece of wood in left thigh
- Breathing once every 3 seconds
- Color returns to finger tips quickly
- Alert

Man on stairway:

- No visible injury, blank stare
- Cannot feel air movement
- Color does not return to finger tips

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House 4



Victims:

Man in living room:

- Severe bleeding from head wound
- Breathing once every 2 seconds
- Not responsive to questions
- Color returns to finger tips in 4 seconds

Woman in upstairs bedroom:

- Impaled object in abdomen; breathing difficulties
- Breathing once every 3 seconds
- Can't remember what happened
- Color returns to finger tips in 5 seconds

Child in upstairs bedroom:

- Severe cut on right thigh, heavy bleeding
- Breathing once every 5 seconds
- Knows name, date, and what happened
- Color returns to finger tips in 3 seconds

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House 5



Victims:

Man on front lawn:

- Massive head injury
- Not breathing
- Unresponsive
- Color does not return to finger tips

Woman on front lawn:

- Both legs deformed
- Breathing once every 5 seconds
- Knows name, date, and what happened
- Color returns to finger tips in 1 second

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House 6



Victims:

Man on front lawn:

- Reports inside smells like gas
- Says tap water tastes funny

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Events and Evaluation Form for Facilitator(s) and Evaluator(s)

<p style="text-align: center;">Message/Event</p>	<p style="text-align: center;">Expected Action</p>	<p style="text-align: center;">Actual Observed (To be filled in by Evaluators during the exercise)</p>
<p>Local map distributed. Team responds and arrives at meeting point. Command Post is established. [ICS, Communications]</p>	<ul style="list-style-type: none"> • CERT Team Leader en route to incident contacts 9-1-1 and gathers information about possible response hazards to determine safe route and good location to set up Incident Command Post. • First to arrive becomes CERT IC and establishes CERT Command Post and assigns Command Team roles to other CERT members. • CERT Team Leaders and other roles are assigned appropriately and efficiently. • CERT IC contacts Fire Department and asks how team can help. • Fire Department Officer is identified and IC introduces himself or herself and asks how CERT can help. • Medical treatment area and staging area is established and located in safe and appropriate place. 	<p>Time action was completed: _____</p> <p>Completion: No ____ Yes ____ Partial ____</p> <p>Notes:</p>

<p align="center">Message/Event</p>	<p align="center">Expected Action</p>	<p align="center">Actual Observed (To be filled in by Evaluators during the exercise)</p>
<p>IC receives the message from the Fire Department Officer (asking for a damage assessment of the nearby houses).</p> <p>[Sizeup, Prioritizing]</p>	<ul style="list-style-type: none"> • CERT IC contacts Fire Department Officer to get additional information on hazards mentioned in message. <ul style="list-style-type: none"> ○ The Fire Department Officer tells him that he has report of strong smell of gas at House 6. • CERT IC notifies Operations Section Chief and provides additional information on hazards. 	<p>Time action was completed: _____</p> <p>Completion:</p> <p>No ____ Yes ____ Partial ____</p> <p>Notes:</p>
<p>Operations Section Chief has assigned two Search and Rescue (SAR) groups to assess the neighborhood.</p> <p>SAR Group 1: Houses 1-3 SAR Group 2: Houses 3-6</p> <p>Team Leaders for each team are responsible for reporting to the Operations Section Chief and he or she will report the IC.</p> <p>[ICS]</p>	<ul style="list-style-type: none"> • Exercise participants should at least include an IC, an Operations Section Chief, and two SAR Team Leaders. 	<p>Time action was completed: _____</p> <p>Completion:</p> <p>No ____ Yes ____ Partial ____</p> <p>Notes:</p>

Message/Event	Expected Action	Actual Observed (To be filled in by Evaluators during the exercise)
<p>Team completes <i>Damage Assessments</i>.</p> <p>[Sizeup]</p>	<ul style="list-style-type: none"> • <i>Damage Assessments</i> completed correctly. 	<p>Time action was completed: _____</p> <p>Completion:</p> <p>No ____ Yes ____ Partial ____</p> <p>Notes:</p>
<p>Team is asked if it should ever leave an “immediate” to continue the damage assessments if your medical care may help save him or her.</p> <p>[Triage]</p>	<ul style="list-style-type: none"> • No, you should not leave individuals who need immediate medical care. These individuals should be treated. • You can leave individuals who are deceased, delayed, or walking wounded when performing triage. 	<p>Time action was completed: _____</p> <p>Completion:</p> <p>No ____ Yes ____ Partial ____</p> <p>Notes:</p>
<p>Leader of SAR Group 2 receives team injury report.</p> <p>[Sizeup, Prioritizing]</p>	<ul style="list-style-type: none"> • The Team Leader reports injury to the Operations Section Chief. • Team Leader determines if the SAR group needs a replacement. 	<p>Time action was completed: _____</p> <p>Completion:</p> <p>No ____ Yes ____ Partial ____</p> <p>Notes:</p>

<p align="center">Message/Event</p>	<p align="center">Expected Action</p>	<p align="center">Actual Observed (To be filled in by Evaluators during the exercise)</p>
<p>Participants develop a rescue plan based on prioritizing the six houses and victims. [Prioritizing]</p>	<ul style="list-style-type: none"> • Rescue plan is based on accurate damage reports and is designed to do the most good for the greatest number of victims while ensuring the safety of all team members. • Operations Section Chief gives the rescue plan to IC (or Planning Section Chief) and IC shares findings with Fire Department. Team prioritizes incidents based on team's capabilities and severity of damage in each home. 	<p>Time action was completed: _____</p> <p>Completion: No ____ Yes ____ Partial ____</p> <p>Notes:</p>
<p>Local news reporter wants to talk to the CERT IC. [Communications]</p>	<ul style="list-style-type: none"> • CERT IC responds to questions according to protocols. • CERT IC briefs on pertinent issues, if permitted 	<p>Time action was completed: _____</p> <p>Completion: No ____ Yes ____ Partial ____</p> <p>Notes:</p>

<p align="center">Message/Event</p>	<p align="center">Expected Action</p>	<p align="center">Actual Observed (To be filled in by Evaluators during the exercise)</p>
<p>Fire Department Officer arrives and requests some help. There are no team SAR crews immediately available at the Command Post. [Communications, ICS, Sizeup, Prioritizing]</p>	<ul style="list-style-type: none"> • IC communicates with field staff to determine which team is best able to respond to Fire Department Officer's request. • IC communicates with Fire Department Officer about CERT's ability to respond. 	<p>Time action was completed: _____</p> <p>Completion: No ____ Yes ____ Partial ____</p> <p>Notes:</p>
<p>Large crowd forms and starts shouting concerns. [Communications, Scene Management]</p>	<ul style="list-style-type: none"> • IC informs police that officers are needed to secure Command Post (if needed). • IC or other officers respond appropriately to requests. • Sample responses might include: <ul style="list-style-type: none"> ○ Check with Medical to see if Bill Wilson is in medical treatment area. ○ Ask woman with car to wait. ○ Have person with first-aid training report to medical treatment area Team Leader. ○ Assign CERT volunteer to team assessing south end of factory. 	<p>Time action was completed: _____</p> <p>Completion: No ____ Yes ____ Partial ____</p> <p>Notes:</p>

Message/Event	Expected Action	Actual Observed (To be filled in by Evaluators during the exercise)
Fire Department Officer comes back and asks for accounting of CERT's activities during emergency. [Documentation]	<ul style="list-style-type: none"> IC has adequate documentation to answer the Fire Department Officer's questions. 	Time action was completed: _____ Completion: No ____ Yes ____ Partial ____ Notes:

Facilitator/Evaluator Feedback Form

Exercise Name:

Exercise Date:

Name (Optional):

Role (Optional):

CERT/Organization:

1. Please rate, on a scale of 1 to 5, your overall assessment of the exercise relative to the following statements, with 1 indicating strong disagreement with the statement and 5 indicating strong agreement.

Assessment Factor	Strongly Disagree			Strongly Agree	
The exercise was well structured and organized.	1	2	3	4	5
The exercise scenario(s) was plausible and realistic.	1	2	3	4	5
The Facilitator(s) was knowledgeable about the area of play and kept the exercise on target.	1	2	3	4	5
The exercise documentation provided to assist in preparing for and participating in the exercise was useful.	1	2	3	4	5
This exercise allowed the CERT to practice and improve priority capabilities.	1	2	3	4	5

2. Based on today's exercise, list observed key strengths and/or areas that need improvement.

Strengths: _____

Areas for improvement: _____

3. Please provide recommendations on how this exercise or future exercises could be improved or enhanced.

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Participant Feedback Form

Exercise Name:

Exercise Date:

Name (Optional):

CERT/Organization:

4. Please rate, on a scale of 1 to 5, your overall assessment of the exercise relative to the statements provided below, with 1 indicating strong disagreement with the statement and 5 indicating strong agreement.

Assessment Factor	Strongly Disagree			Strongly Agree	
The exercise was well structured and organized.	1	2	3	4	5
The exercise scenario(s) was plausible and realistic.	1	2	3	4	5
The exercise documentation provided to assist in preparing for and participating in the exercise was useful.	1	2	3	4	5
This exercise allowed me to practice and improve priority capabilities.	1	2	3	4	5
This exercise helped my CERT identify strengths and weaknesses in the execution of plans, protocols, and procedures.	1	2	3	4	5
After this exercise, I believe my CERT is better prepared to deal successfully with the scenario(s) that was exercised.	1	2	3	4	5

5. Based on today's exercise, list observed key strengths and/or areas that need improvement.

Strengths: _____

Areas for improvement: _____

6. Please provide recommendations on how this exercise or future exercises could be improved or enhanced.

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