

Full-Scale Exercise #3

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Table of Contents

CERT Drills and Exercises	1
What Is a Full-Scale Exercise?	1
Exercise Overview.....	2
For Exercise Staff.....	3
Facilitator Guidelines.....	14
Appendices 1 and 2.....	25

Appendix 1 (for exercise)

Sizeup Photos (also used for optional skill demonstration)

Exercise Overview

Sign-In Sheet for CERT Member

Damage Assessment Form

CERT Talking Points and Script

Incident/Assignment Tracking Log

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

Facilitator/Evaluator Feedback Form

Participant Feedback Form

After Action Report Form

Appendix 2 (for optional skill demonstration)

Sample Triage Victim Injury Cards

Sample Splint and Bandage Victim Injury Cards

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.

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 full-scale exercise that can be customized to meet local needs.

What is a Full-Scale Exercise?

Full-scale exercises are typically the most complex and resource-intensive type of exercise because they are staged in a realistic field environment and involve many participants. Full-scale exercises give the team an opportunity to practice and validate their plans, policies, and a wide variety of the skills covered in *CERT Basic Training*. Volunteers play the role of victims and moulage is used to add realism. These exercises may involve other agencies, although role-players representing other agencies can be used if desired.

Full-scale exercises begin with a description of the scenario. An Incident Commander (IC) and Incident Command Post Team serve at the Incident Command Post and other participants organize into functional teams to size up the situation and complete tasks as assigned. Personnel and resources may be mobilized and deployed to the scene where actions would be conducted, as if a real incident had occurred. The full-scale exercise simulates reality by presenting complex and realistic problems that require critical thinking, rapid problem solving, and effective responses by trained personnel.

The exercise site for a full-scale exercise may require a large indoor and/or outdoor space, and site logistics require planning. Safety issues, particularly regarding the use of props and special effects, must be monitored. Throughout the duration of the exercise, many activities occur simultaneously and numerous Facilitators and Evaluators are needed. Participant learning is reinforced and feedback is provided through a hot wash at the conclusion of the exercise.

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

Exercise Overview

“Full-Scale Exercise #3”

Hazard: Pandemic flu

Location: Local neighborhood

Duration: 3-6 hours

Capabilities Exercised:

- Incident Command
- Communications
- Documentation
- Search procedures – exterior
- Sizeup

Exercise Objectives:

- Validate the plan to establish an Incident Command structure.
- Assess plans and protocols for communicating between the team and professional responders, between the CERT Command Post and the field, and among team members.
- Assess the application of search procedures.
- Evaluate methods for documenting actions taken.
- Validate the decision-making process to prioritize incidents.

Scenario:

A dangerous strain of flu has affected residents across the city. The city’s Emergency Operations Center is operational and has determined that city residents must be alerted. The local CERT has been activated to go door-to-door to notify residents of the danger and distribute information on safety precautions.

NOTE: While the scenario for this exercise simulates distributing safety information about a pandemic flu, the team will actually distribute information on the CERT program, and any other safety-related information the sponsoring agency might like to have distributed. In addition, as the groups canvass the neighborhood they will encounter photos of simulated damage that will need to be assessed and documented.

This exercise also includes an optional skill demonstration for the community. This demonstration follows the neighborhood canvass.

For Exercise Staff

Exercise Synopsis:

This exercise differs from typical full-scale exercises. In typical full-scale exercises the focus is on responding to a disaster using search and rescue skills. However, this exercise gives the team the opportunity to practice canvassing a neighborhood to deliver safety information to help divert a disaster. Team members also have the opportunity to assess simulated damage and document that damage.

The exercise begins with a description of the emergency situation. Following this description, the team proceeds through a complete scenario that involves establishing an Incident Command Post and developing an action plan for canvassing the neighborhood and performing the canvas.

As the team members complete their assigned route, they will tally the number of households where they dropped off information. A draft script is provided for the groups. If the optional skill demonstration is planned, residents should be invited to the demonstration when CERT members are going door-to-door to pass out information.

In addition, team members may encounter signs with a photo of damage for which they should complete a *Damage Assessment Form*.

These activities are performed in a scenario where a pandemic flu threatens the neighborhood, but other scenarios, such as a potential flood or a large-scale power outage, could also be used.

In addition, should the local team choose, the neighborhood canvass may be followed by an optional series of skill demonstrations performed at a local park or other area. The skill demonstrations are not part of the full-scale exercise and are not evaluated. They are intended to raise community awareness of CERT.

NOTE: While this exercise presents specific details for facilitating the exercise, many of these can be modified to fit the local environment. Feel free to modify the exercise to meet your community's needs. The only constants should be ensuring participant safety and creating a good learning experience.

Planning Considerations for Neighborhood Canvass:

This table describes the factors that will need to be considered when planning the exercise.

Item	Factors to Consider
Time of year	<ul style="list-style-type: none"> • What will the temperature be? • What is the weather likely to be? • How many hours of daylight will you have?
Number of teams/people participating	<ul style="list-style-type: none"> • How many team members do you have? Are there enough for a good exercise? • How many groups do you want and how many people should be in each group? • Do you want to mix members of different CERT programs?
Exercise site	<ul style="list-style-type: none"> • Where will you start the exercise? <ul style="list-style-type: none"> ○ If you are also having a skill demonstration, it would be best to start the exercise in the same spot. • Is there a place for a Command Post? • Is there a place to set up food and water? • Is there a place to set up portable toilets? • How many other people will you have to work around at the site?
Parking	<ul style="list-style-type: none"> • Where will participants park? • Is there adequate capacity? • Do you need parking lot assistants?

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Item	Factors to Consider
Food and water	<p>You will need food and water for all players and exercise staff.</p> <ul style="list-style-type: none">• What will be provided?• Who will provide it?• Who will set it up, distribute it, and clean it up?
Exercise staff	<ul style="list-style-type: none">• You should have the following exercise staff:<ul style="list-style-type: none">○ Facilitator (1) at the Command Post○ CERT Public Information Officer to handle media, if invited. [NOTE: This exercise will give your CERT great public exposure. Consider appointing a Public Information Officer to handle media and public inquiries.]○ People to set up and clean up• Who is responsible for planning and coordinating what tasks?• Who will serve what roles during the exercise?• When will you schedule a pre-meeting with the exercise staff to brief them?
Exercise materials	<p>Arrange for:</p> <ul style="list-style-type: none">• Materials that will be handed out by the groups<ul style="list-style-type: none">○ Groups could hand out CERT flyers or other information that the sponsoring agency wants to distribute.○ Materials can also be ordered from the FEMA warehouse.• Portable toilets, if needed

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Item	Factors to Consider
	<ul style="list-style-type: none"> • Photos and yard signs <ul style="list-style-type: none"> ○ In order to give team members practice in doing damage assessments, obtain permission from homeowners to post 2-3 yard signs per canvass area with photos of building damage. ○ The same photos can be posted in multiple locations. ○ There are photos in Appendix 1.
Exercise documents	<p>Make copies of the following (all except the map are included in Appendix 1):</p> <ul style="list-style-type: none"> • Exercise Overview: 1 copy per participant • <i>CERT Member Sign-In Sheet</i> • <i>Damage Assessment Forms</i>: 2-3 copies per SAR group Local map • <i>CERT Talking Points and Script</i>: 1 copy per participant • <i>Incident/Assignment Tracking Log</i>: 3-4 copies, used at the Command Post • <i>Events and Evaluation Form for Facilitator(s) and Evaluator(s)</i> • <i>Facilitator/Evaluator Feedback Form</i>: 1 copy per Facilitator • <i>Participant Feedback Form</i>: 1 copy per participant • <i>After Action Report Form</i>: 1 copy per Facilitator
Event clean-up	<ul style="list-style-type: none"> • Who will do it? • Where will trash be taken?

Planning Considerations for Optional Skill Demonstration:

This table describes the additional factors that will need to be considered when planning the skill demonstration.

Item	Factors to Consider
Exercise site	If you are holding the skill demonstration at a different site from the exercise: <ul style="list-style-type: none">• Is there room for the four skill demonstrations and for the public to watch?<ul style="list-style-type: none">○ Triage○ Splinting and Bandaging○ Victim Transport○ Sizeup• Is there a place to set up a table with information and water for participants?• Is there a place to set up portable toilets?• How many other people will you have to work around at the site?
Parking	If you are holding the skill demonstration at a different site from the exercise: <ul style="list-style-type: none">• Where will participants park?• Is there adequate capacity?• Do you need parking lot assistants?
Food and water	You will need water for all players and exercise staff. <ul style="list-style-type: none">• Who will provide it?• Who will set it up, distribute it, and clean it up?

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Item	Factors to Consider
Victims and actors	<ul style="list-style-type: none"> • You will need three victim volunteers for the triage demonstration. • Volunteers for the splinting and bandaging demonstration will come from the public. • Who will do moulage for the volunteer victims?
Exercise staff	<p>You should have the following exercise staff:</p> <ul style="list-style-type: none"> ○ Lead Facilitator (1) at the Command Post ○ Facilitators (4), one for each of the four skill demonstrations ○ CERT Public Information Officer to handle media, if invited. [NOTE: This exercise will give your team great public exposure. Consider appointing a Public Information Officer to handle media and public inquiries]. ○ People to set up and clean up • Who is responsible for planning and coordinating what tasks? • Who will serve what roles during the exercise? • When will you schedule a pre-meeting with the exercise staff to brief them?
Exercise materials	<ul style="list-style-type: none"> • Clipboards: one for each Facilitator • <i>Sample Triage Victim Injury Cards</i>, used to set up the Triage Demonstration • <i>Sample Splint and Bandage Victim Injury Cards</i>, used for the Splinting and Bandaging demonstration • Materials to support triage and splinting and bandaging demonstrations • Materials to support victim transport demonstration

Item	Factors to Consider
	<ul style="list-style-type: none"> • Photographs for sizeup (included in Appendix 1) • Portable toilets
Event clean-up	<p>If you are holding the skill demonstration at a different site from the exercise:</p> <ul style="list-style-type: none"> • Who will do it? • Where will trash be taken?

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. The Facilitator will play five roles.

First, the Facilitator will assign roles to exercise staff and brief them on the details of the exercise. Additional Facilitators may be assigned at various locations if needed.

Second, the Facilitator will lead and guide the exercise by presenting information at the Command Post. He or she will follow the Facilitator Guidelines to keep the exercise moving forward. He or she will provide messages to the exercise participants to ensure key decision points in the exercise are reached.

Third, the Facilitator will observe and coach. In this role, he or she will observe the actions of exercise participants and be on the alert for potential safety issues. If the Facilitator observes a safety concern, he or she may need to intervene and stop the exercise.

The Facilitator may also intervene to help the team members at the Command Post clarify their decision making by asking questions about their thought process and the factors they considered in making choices.

Fourth, 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.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

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.

Fifth, the Facilitator will wrap up the exercise, overseeing clean-up and ensuring that all players and volunteers are accounted for.

2. Evaluator

Evaluators may not be needed for this exercise, but, like additional Facilitators, they may be asked to oversee different locations where exercise participants are canvassing and they may document the actions taken by exercise participants.

3. Safety Officer

No Safety Officers are needed for this exercise.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Suggested Exercise Schedule:

Time	Personnel	Activity
MM/DD/YYYY		
0730	Facilitator and setup volunteers	Arrive on site.
0800	Facilitator and setup volunteers	Exercise site setup
0830	Participants	Registration
0830	Facilitator	Communications check
0845	Participants	Player briefing
0900	All	Report to main location
0915	All	Start of exercise
1200	All	End of exercise
Immediately after the exercise	Participants and Facilitator	Hot wash
1330	All	Skill demonstrations (optional)
1530	End exercise	

Player Briefing:

The following information should be provided to participants prior to the start of the exercise. The goal of the briefing is to ensure that participants are comfortable and prepared for a safe, instructive, and enjoyable learning experience.

- **Welcome**
- **Review scenario**
 - A dangerous strain of flu has affected residents across the city.
 - The city's Emergency Operations Center is operational and has determined that city residents must be alerted.
 - The local CERT has been activated to go door-to-door to notify residents and distribute information on safety precautions.
 - While the scenario simulates distributing safety information about a pandemic flu, the team will actually distribute information on the CERT program, and any other safety-related information (*Insert what safety-related information will be distributed*).
 - As the groups canvass the neighborhood they will encounter photos of simulated damage that will need to be assessed and documented.
- **Review rules of play**
 - Safety is our paramount concern. Follow your CERT training and remember that this is just an exercise. Be safe at all times. If you have questions about the exercise or potential actions, ask the Facilitator. The exercise will take place (*Insert a description of the boundaries of the exercise area. Be very clear about what is in-bounds and what is out-of-bounds.*)
 - The exercise will begin shortly and will continue until either the whole neighborhood has been canvassed or time is up.
 - The exercise will be terminated by THREE LONG WHISTLE BLASTS.
 - The same signal will be used if we need to terminate the exercise early.
 - Return to the (*insert location*) at the end of the exercise.
- **Review communications protocols**
 - Use the procedures you learned during your training to communicate with each other during the exercise.
 - If you need to communicate with staff, contact the Facilitator.
 - Should you need to communicate something outside the scope of the exercise, preface your statement with "Real world . . ." So, for example, if you have twisted your ankle, say "Real world . . . I've twisted my ankle and need medical attention."
 - If the Facilitator needs to communicate with you outside the scope of the exercise, he or she will say "Real world: Facilitator says . . ."

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

- If the exercise needs to be called off, the signal will be THREE LONG BLASTS on a whistle. At this point, all players would return to the (*insert proper location*).

Facilitator Guidelines

Step	Action	What to Say/Do
<p align="center">1</p>	<p>Prepare for the exercise.</p>	<ul style="list-style-type: none"> • Identify the neighborhood you want to canvass. Make sure the number of homes included is reasonable for your team with consideration for the amount of time allocated for the canvass. • Create a map of the neighborhood you want to canvass and make copies for participants. • Acquire sufficient copies of the CERT brochure for your target neighborhood. • Acquire copies of any other safety-related brochures you would like to distribute. • Talk with local residents to get permission to place photos of damaged buildings on their properties. • Customize the <i>CERT Talking Points and Script</i> included in Appendix 1. • Make copies of the handouts and forms in the Appendix. The Appendix 1 index indicates how many copies are needed. • Arrange for food, water, and sanitation on site. • Place yard signs with photos of damaged buildings in the neighborhood. These must be placed with prior approval from the homeowner. They can be placed near the street and should be readily visible by the group. <p>If you choose to do the optional skill demonstrations:</p> <ul style="list-style-type: none"> • Have required rescue and first aid supplies in place. • Recruit victim volunteers for the triage demonstrations. • Arrange for victim volunteer moulage.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Step	Action	What to Say/Do
2	Brief exercise staff.	Brief all exercise staff on their roles and responsibilities.
3	Introduce the exercise to all participants.	Distribute the one-page Exercise Overview to all participants. Explain that the purpose of the exercise is: <ul style="list-style-type: none">• To provide an opportunity for the team to practice informing residents of a local neighborhood of a safety risk in a realistic environment.• To improve CERT's operational performance by practicing and validating policies, plans, procedures, and training in the risk-free environment of an exercise.
4	Review the goals of the exercise with all participants.	Explain the goals of the exercise. <ul style="list-style-type: none">• Validate the plan to establish an Incident Command structure.• Assess plans and protocols for communicating between the team and professional responders, between the CERT Command Post and the field, and among team members.• Assess the application of search procedures.• Evaluate methods for documenting actions taken.• Validate the decision-making process to prioritize incidents.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Step	Action	What to Say/Do
5	Review safety protocols with all participants. (See Player Briefing: rules of play and communications protocols)	<ul style="list-style-type: none"> • Ask the participants: <ul style="list-style-type: none"> ○ Does everyone have the appropriate equipment they need to participate in the canvass (e.g., vest, helmet, and CERT bag)? ○ Does everyone have the appropriate equipment they need to participate in the optional skill demonstrations (e.g., goggles, N95 dust mask, medical gloves, work gloves, boots, etc.)? • Explain the protocols to communicate safety issues during the exercise. <ul style="list-style-type: none"> ○ “REAL WORLD: FACILITATOR SAYS STOP” is how the Facilitator or other exercise staff may stop the exercise. ○ If the exercise needs to be called off due to an emergency, the signal will be THREE LONG WHISTLE BLASTS. • Say that everyone should report back to the Command Post by 00:00 (insert the appropriate time).
6	Facilitate the exercise.	<p>Your role in this exercise will be as both an observer and a coach.</p> <ul style="list-style-type: none"> • Observe to ensure safety for both victims and CERT members. • Coach when necessary. • Take notes on decisions made and actions taken so you can refer to them later. Use the <i>Events and Evaluation Form for Facilitator(s) and Evaluator(s)</i> to record your notes.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Step	Action	What to Say/Do
7	<p>Present the scenario and the exercise instructions to all participants.</p> <p>NOTE: Make sure that participants understand how this exercise is different from most full-scale exercises.</p>	<ul style="list-style-type: none"> • A dangerous strain of flu has affected residents across the city. • The city’s Emergency Operations Center is operational and has determined that city residents must be alerted. • The local CERT has been activated to go door-to-door to notify residents of the danger and distribute information on safety precautions. <p>Emphasize that, while the scenario simulates distributing safety information about a pandemic flu, the team will actually be distributing information on the CERT program, and any other safety-related information (<i>Insert what safety-related information will be distributed</i>).</p> <p>Explain that, in addition to distributing safety information, as the groups canvass the neighborhood they will encounter photos of simulated damage that will need to be assessed and documented.</p>
8	<p>Hand out a local map to participants.</p>	

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Step	Action	What to Say/Do
9	<p>Provide initial instructions and distribute the following forms:</p> <ul style="list-style-type: none"> • <i>CERT Talking Points and Script</i> • <i>Damage Assessment Forms</i> 	<ul style="list-style-type: none"> • Instruct the group to: <ul style="list-style-type: none"> ○ Establish a command structure. ○ Develop a plan to canvass the neighborhood. ○ Assign canvass locations to groups. • Review and explain the use of the talking points and script. • Emphasize that care should be exercised to document actions taken at each step of the operation. <p>NOTE: Participants will learn more if you coach them through their decision-making process rather than if you tell them what they should have done.</p>
10	Observe and evaluate the exercise.	Continue to observe and evaluate. Be alert for potential safety issues, and be prepared to step in if necessary.
11	Terminate the exercise.	<ul style="list-style-type: none"> • When the entire neighborhood has been canvassed, or the time has run out, terminate the exercise. • Collect the <i>Damage Assessment Forms</i> from all groups. • Thank all participants and invite them to the hot wash.
12	Conduct the hot wash with all participants and staff members.	<ul style="list-style-type: none"> • When the exercise has run its course, conduct the hot wash. The purpose of the hot wash is to reinforce learning by helping participants evaluate their own decision making. To do this, it is best to balance asking participants why they made the choices they did and what they learned, and providing additional information and coaching.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Step	Action	What to Say/Do
		<ul style="list-style-type: none"> • Questions you may want to bring up to the group include: <ul style="list-style-type: none"> ○ What challenges did the Command Post Team face at the beginning of the exercise? How were they addressed? ○ As the exercise progressed, did the Command Post Team face any additional challenges? ○ What challenges did the canvass groups face while in the field? • During the canvass, what worked well? What could have been done better? • Since documentation is a key part of every CERT response, ask specific questions during the hot wash that would likely require the IC to refer to documentation for answers. Questions might include: <ul style="list-style-type: none"> ○ How were team members divided into groups? ○ What actions were taken and by whom? ○ How many households did you visit and how many had people at home? ○ What conditions did the groups find? ○ How did the group members communicate with the team IC? • Discuss the damage assessments. • 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.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Step	Action	What to Say/Do
13	Distribute the <i>Participant Feedback Form</i> to all participants.	Ask participants to complete the form.
14	Distribute the <i>Facilitator/Evaluator Feedback Form</i> .	Complete the form.
15	Complete the <i>After Action Report</i> , located in Appendix 1.	

Optional Skill Demonstrations

The optional skill demonstrations can be used to raise community awareness of and interest in CERT activities. The following suggestions are intended to assist in the design and delivery of the demonstrations, but approaches can be modified to meet local needs and resources. If customizing the demonstrations, be sure that each demonstration follows the procedures outlined in the *CERT Basic Training* program.

Each skill demonstration is scheduled for 20 minutes. At the end of each 20-minute interval, positions are reset and the demonstration is repeated. If the audience is small, demonstrations could be performed sequentially without repeats.

Skill Area	Suggested Approach
Set up demonstration area.	<ul style="list-style-type: none"> • Consider inviting the media to attend the event. • Define locations for each skill demonstration. • Place required supplies in each location. • Assign team members to each location. <ul style="list-style-type: none"> ○ Each location should have one Facilitator and adequate team members to perform the demonstration. ○ The Facilitator will be the connection between the team and the public, introducing and explaining the demonstration as it happens. • Prepare three victim volunteers for the Triage demonstration. <ul style="list-style-type: none"> ○ See the <i>Sample Triage Victim Injury Cards</i> in Appendix 2 for suggested injuries. • Place victims in the Triage Demonstration Area.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Skill Area	Suggested Approach
Triage Demonstration (20 minutes)	<ul style="list-style-type: none">• Place victim volunteers in position.• Explain the concept of triage and lifesaving interventions to the audience.• Provide an overview of the injuries to the first victim.• Ask the team members to conduct triage and lifesaving interventions on the first victim.• Explain the team's actions to the audience.• Repeat the process with the other two victims.• When 5 minutes remain, ask for questions and thank the audience.
Splinting and Bandaging Demonstration (20 minutes)	<ul style="list-style-type: none">• Explain the concepts of splinting and bandaging to the audience.• Ask for 3 – 5 volunteers from the audience to participate as victims.• Provide each victim with a <i>Sample Splint and Bandage Victim Injury Card</i> found in Appendix 2.• Ask the team to splint and bandage as appropriate for the injuries described on the profile card. The team should work on one volunteer at a time.• The Facilitator should explain the procedures to the public as they are being applied.• When 5 minutes remain, ask for questions and thank the audience.

CERT DRILLS AND EXERCISES: FULL-SCALE EXERCISE #3

Skill Area	Suggested Approach
Victim Transport (20 minutes)	<ul style="list-style-type: none">• Explain the purpose of victim transport to the public.• Identify the transport techniques the team will demonstrate (i.e., one-person arm carry, pack-strap carry, two-person carry, chair carry, or blanket carry).• Demonstrate the techniques using team members as victims.• Demonstrate the use of a blanket and poles to create a stretcher using a team member as a victim.• When 5 minutes remain, ask for questions and thank the audience.
Sizeup (20 minutes)	<ul style="list-style-type: none">• Explain the concept of sizeup.• Display photos of disaster scenarios to the public.<ul style="list-style-type: none">○ Sample photos are included in Appendix 1.• Ask visitors to describe the hazards they see in each scene.• Then, ask the team members to size up the same scene, describing the hazards they see and how they might respond.• When 5 minutes remain, ask for questions and thank the audience.

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Appendix 1

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Index of Forms and Materials for Neighborhood Canvass

Sizeup Photos (6 pages): Photos of buildings with various levels of damage are placed in the neighborhood before the exercise

Exercise Overview (1 page): 1 copy per participant is distributed at the beginning of the exercise

CERT Member Sign-In Sheet (2 pages): 1 copy is distributed to the sign-in area before the exercise

Damage Assessment Form (1 page): 2-3 copies per SAR group are distributed to players during the exercise

CERT Talking Points and Script (1 page): 1 copy per SAR group is distributed to players during the exercise

Incident/Assignment Tracking Log (1 page): 3-4 copies are used at the Command Post and distributed during the exercise

Events and Evaluation Form for Facilitator(s) and Evaluator(s) (1 page): 1 copy per Command Post Facilitator distributed before the exercise

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

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

After Action Report Form (4 pages): 1 copy per Facilitator distributed after the exercise

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Sizeup Photo #1

#1



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Sizeup Photo #2

#2



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Sizeup Photo #3



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Sizeup Photo #4



#4

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Sizeup Photo #5



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Sizeup Photo #6



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Exercise Overview

“Full-Scale Exercise #3”

Hazard: Pandemic flu

Location: Local neighborhood

Duration: 3- 6 hours

Capabilities Exercised:

- Incident Command
- Communications
- Documentation
- Search procedures – exterior
- Sizeup

Exercise Objectives:

- Validate the plan to establish an Incident Command structure.
- Assess plans and protocols for communicating between the team and professional responders, between CERT Command Post and the field, and among team members.
- Assess the application of search procedures.
- Evaluate methods for documenting actions taken.
- Validate the decision-making process to prioritize incidents.

Scenario:

A dangerous strain of flu is sweeping through the city. The city’s Emergency Operations Center is operational and has determined that city residents must be alerted. The local CERT has been activated to go door-to-door to notify residents and distribute information on safety precautions.

NOTE: While the scenario for this exercise simulates distributing safety information about a pandemic flu, the team will actually distribute information on the CERT program, and any other safety-related information the sponsoring agency might like to have distributed. In addition, as the groups canvass the neighborhood they will encounter photos of simulated damage that will need to be assessed and documented.

This exercise also includes an optional skill demonstration for the community. This demonstration follows the neighborhood canvass.

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Sign-In Sheet for CERT Members

Name	Organization	Phone Numbers	Time In
		Cell: Emergency:	

Sign-In Sheet for CERT Members

Name	Organization	Phone Numbers	Time In
		Cell: Emergency:	

Damage Assessment Form	CERT	DATE
	CERT TRAINING EXERCISE	

LOCATION

SIZE UP
(check if applicable)

FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING

OBSERVATIONS

CERT MEMBER	PAGE <u> 1 </u> OF <u> 1 </u>
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CERT Talking Points and Script

Talking Points:

- Introduce yourselves.
- Identify your local CERT.
- Identify your sponsoring agency.
- Explain the role of CERT in responding to local emergencies.
- Explain that you are visiting the neighborhood today to inform community members about CERT.
- Optional: Explain that your team will be conducting skill demonstrations so community members can see the types of things you do, and provide a time and location.

Sample Script

Good morning. My name is ____ (insert name) _____, and this is my partner __ (insert name) _____. We are members of the ____ (insert name) ____ Community Emergency Response Team(s), or CERT(s).

We are going around the neighborhood today to introduce ourselves and our program. We are a community service, and this is NOT any kind of sales call. May we have a minute of your time to tell you about what we do?

The Community Emergency Response Team (or CERT) Program educates people about disaster preparedness and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. We take a course in basic disaster response skills so we can assist others in our neighborhood or workplace if there is an event when professional responders are not immediately available to help.

We'd like to give you this brochure describing our program, and these brochures which describe _____ (insert description of brochures) _____.

Optional:

To help people in the neighborhood better understand what we do, we will be performing a series of skill demonstrations later today at ____ (insert time) _____. These demonstrations will be held at _____ (insert neighborhood location) _____.

Are there any questions we can answer for you about our program?

Thanks for talking with us. We hope to see you at the demonstrations later today.

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INCIDENT/ASSIGNMENT TRACKING LOG		CERT		DATE			
INCIDENT		INCIDENT		INCIDENT		INCIDENT	
LOCATION		LOCATION		LOCATION		LOCATION	
TEAM		TEAM		TEAM		TEAM	
TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
OBJECTIVES		OBJECTIVES		OBJECTIVES		OBJECTIVES	
RESULTS		RESULTS		RESULTS		RESULTS	
CERT LEADER/ INCIDENT COMMANDER					PAGE ___ OF ___		
SCRIBE							

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

Facilitator: Your role in this exercise will be as facilitator, observer, and coach.

- Facilitate by providing messages that require the Command Post Team to take action. The messages are included in this form.
- Observe to ensure safety for both victims and CERT members.
- Coach when necessary.
- Take notes on decisions made and actions taken so you can refer to them later.

Message/Event	Expected Action	Actual Observed (To be filled in by Evaluators during the exercise)
An Incident Command structure is established. [ICS]	IC identified. Other command positions assigned. Teams established and assigned.	Time action completed: _____ Completion: No ____ Yes ____ Partial ____ Notes:
Communication protocols are followed. [Communications]	<ul style="list-style-type: none"> • Team to Command Post • Within team • Team to professional responders 	Time action completed: _____ Completion: No ____ Yes ____ Partial ____ Notes:

Message/Event	Expected Action	Actual Observed (To be filled in by Evaluators during the exercise)
Actions taken are documented. [Documentation]	Per <i>CERT Basic Training</i>	Time action completed: _____ Completion: No ____ Yes ____ Partial ____ Notes:

Facilitator/Evaluator Feedback Form

Exercise Name:

Exercise Date:

Name (Optional):

Role (Optional):

CERT/Organization:

- 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
This exercise helped the CERT identify strengths and weaknesses in the execution of plans, protocols, and procedures.	1	2	3	4	5

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

Strengths: _____

Areas for improvement: _____

- 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:

1. 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

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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After Action Report

Executive Summary:

(Provide a brief overview of the exercise, the major strengths demonstrated during the exercise, and the areas that require improvement.)

Exercise Name:

Duration:

Exercise Date:

Type of Exercise: Full-Scale

Scenario: *(Briefly describe the exercise scenario.)*

Location:

Participating Organizations:

Number of Participants:

Players: _____

Victim Role-Players: _____

Facilitators: _____

Evaluators: _____

Exercise Goals and Objectives:

(Briefly list the goals and objectives for the exercise.)

Exercise Events Synopsis

(The "Exercise Events Synopsis" section should be used to provide an overview of the scenario and the actions taken by the players to respond to the simulated event.)

Conclusions

(Summarize what needs to happen to improve performance and the steps that should be taken to ensure improvement.)

Appendix 2

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Index of Forms and Materials for Skill Demonstration

Sample Triage Victim Injury Cards (1 page): 1 card per victim volunteer is used to prepare victims prior to the demonstration

Sample Splint and Bandage Victim Injury Cards (1 page): 1 card per victim volunteer is used to prepare victims prior to the demonstration

Sample Sizeup Photos (6 pages): 1 copy of each photo is placed on a table during demonstration to show damaged buildings for sizeup demonstration. NOTE: Use the photos in Appendix 1.

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Sample Triage Victim Injury Cards

These cards are intended to simplify the process of creating volunteer victims. Use these descriptions to create roles for the volunteers. Brief them on the nature of their injuries, how they might behave, and any information you want them to share with SAR staff.

<p>VICTIM 1</p> <p>Large piece of wood in left thigh Breathing once every 3 seconds Color returns to finger tips in less than 2 seconds Alert</p>	<p>VICTIM 2</p> <p>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</p>
<p>VICTIM 3</p> <p>Back injury, unable to move Breathing once every 4 seconds Knows name, date, and what happened Color returns to finger tips in 2 seconds</p>	<p>VICTIM 4</p> <p>Severe bleeding from head wound Breathing once every 2 seconds Not responsive to questions Color returns to finger tips in 4 seconds</p>
<p>VICTIM 5</p> <p>Impaled object in abdomen; breathing difficulties Breathing once every 3 seconds Can't remember what happened Color returns to finger tips in 5 seconds</p>	

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Sample Splint and Bandage Victim Injury Cards

VICTIM 1

Broken left arm

VICTIM 2

Broken right thigh

VICTIM 3

Arterial bleed in right forearm

VICTIM 4

Neck injury

Victim 5

Broken left ankle

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