



TEMPLE CITY CERT

STANDARD OPERATING
PROCEDURES (SOPs)

AND

CODE OF CONDUCT

**TEMPLE CITY
ADMINISTRATIVE POLICY**

CITY OF TEMPLE CITY
Community Emergency Response Team (CERT)

Policy Number: 5.06

Subject:

**Temple City CERT Standard Operating Procedures (SOPs)
and Code of Conduct**

Effective Date: Jan 1, 2014
Last Modified: Sep. 1, 2017

Approving Authority:
City Manager

Page 1 of 8

I. MISSION STATEMENT

The Temple City Community Emergency Response Team (Temple City CERT) program will train and educate Temple City residents, students, business members, and visitors in emergency preparedness and basic disaster response techniques, thereby enabling them to prepare and take an active role in providing critical support to emergency services personnel during emergencies/disasters, while increasing Temple City's overall level of disaster readiness.

II. OBJECTIVES

Temple City CERT members participate as a volunteer emergency response team. CERT members supplement the City of Temple City's Emergency Response Team and other emergency services agencies in times of emergency and/or disaster situations.

Temple City CERT members also provide a service and assistance during non-emergency situations. CERT members assist Temple City staff and other partner agencies during pre-planned events and activities.

III. MANGEMENT AND SUPERVISION

Temple City CERT is managed under the City of Temple City's Public Safety Division and is directed by the Public Safety Supervisor/CERT Program Manager.

IV. ROLES AND EXPECTATIONS

Temple City CERT members:

- A. Agree to be available on a 24-hour call-out list;
- B. Agree to respond to a pre-established Emergency Response Area/Command Post when activated;
- C. Assist the City of Temple City's Emergency Response Team and other emergency services agencies as directed;

- D. Participate in other city, county, and state emergency activations as representatives of the City of Temple City CERT Team; and
- E. Assist the City of Temple City and their partner agencies, as directed, during pre-planned events and activities.

V. MEMBERSHIP

Temple City residents, community members and business members may apply to be a member of the Temple City CERT Team. Temple City CERT members must meet the following requirements to be eligible:

- A. Successfully completed a Basic CERT training class;
- B. Submit a Temple City CERT Volunteer Application (including a copy of your Basic CERT Training Certificate);
- C. Successfully pass a background check;
- D. Be sworn in as a Disaster Service Worker Volunteer; and
- E. Within six months of appointment, obtain SEMS Introductory, ICS-100 and IS-700 certification.

VI. MEETINGS, TRAINING AND PRE-PLANNED EVENTS

- A. **Meetings.** Temple City CERT members will meet on a quarterly basis. Meetings will usually be held on the first or second Thursday in the months of January, April, July, and October. CERT members must attend a minimum of three meetings per year to remain an active member.
- B. **Training and Exercises.** Temple City CERT members will receive ongoing training in areas related to their roles and responsibilities as a Temple City CERT member. Training also includes participation in drills and exercises coordinated by the City.
- C. **Specialized Training.** Specialized training is designed to educate CERT members who are dedicated and committed to extending their current knowledge and experience through hard work and dedication. This training will allow CERT members the opportunity to gain valuable experience working with professional first responders. Specialized training will allow CERT members to meet basic requirements to be eligible for additional duties and assignments.

Specialized training includes, but is not limited to, the following:

- EOC Functions
- ICS Training
- Field Tactics Operations
- Traffic/Crowd Control
- Radio Communications
- Amateur Radio Operations
- Dispatch Operations
- Shelter Operations
- First Aid/CPR/AED

- D. **Pre-Planned Events.** Temple City CERT members assist the City of Temple City and its partner agencies during pre-planned events by providing traffic/crowd control or staffing a first-aid or information booth. Temple city CERT members may also provide additional assistance as directed by the City or its partner agencies. CERT members must work at least two pre-planned events in the City.

VII. IDENTIFICATION BADGE

All Temple City CERT members are issued a photo ID badge for identification and accountability purposes. When representing Temple City CERT during a response, pre-planned event, meeting, etc., CERT members must visibly display their Temple City CERT ID badge. ID badges are to be worn face forward, on or over the outermost garment, above the waist and below the shoulders. ID badges are not to be worn on the waistband or belt

CERT Volunteer ID badges are the property of the City of Temple City and must be surrendered to the City upon demand or separation from the Temple City CERT program. Members will be required to immediately report lost or stolen identification cards to the Public Safety Supervisor/CERT Program Manager.

VIII. UNIFORMS

The appearance CERT member's project to the public and others they come in contact with, directly reflects on the City of Temple City and the Temple City CERT Program. In order to easily identify CERT members as official representatives of the City and to present a professional image to the public, Temple City CERT members will be issued basic uniforms.

- A. **Uniforms.** The Temple City CERT basic uniform includes a green short sleeve polo shirt, a green long sleeve shirt, khaki pants, a green windbreaker and a green baseball cap. All items are stenciled or embroidered with the Temple City CERT name or logo.

Temple City CERT members must wear their issued uniform during all responses, pre-planned events, trainings, meetings, etc., unless otherwise authorized by the Public Safety Supervisor/CERT Program Manager. Uniforms must be maintained in a clean and wholesome condition, free of rips, stains, snags, etc. Uniform shirts must be tucked in at all times.

Long sleeve under shirts may be worn under a uniform shirt. Undershirts must be plain and solid black, dark green or white in color.

Temple City CERT members may not wear any other apparel under, on or over their uniform, unless authorized and approved by the Public Safety Supervisor/CERT Program Manager.

Uniforms issued by the City of Temple City must be returned to the Public Safety Supervisor/CERT Program Manager upon termination or separation from the Temple City CERT Program.

- B. **Boots/Shoes.** While in uniform, Temple City CERT members must wear solid black or brown uniform style boots or shoes. Hiking style boots, if approved by the Public Safety Supervisor/CERT Program Manager, may be worn in lieu of uniform boots. Tennis shoes are not allowed.

IX. EQUIPMENT

Temple City CERT members are issued a basic CERT backpack, which includes basic equipment.

- A. **Personal Protective Equipment (PPE).** Temple City CERT members are issued a CERT backpack containing basic PPE's, which include a green helmet, gloves, goggles and mask. CERT members are responsible to keep and maintain their CERT bag and may choose to upgrade or add additional PPE's, such as a High Visibility Class 2 CERT Traffic Safety Vest (compliant with ANSI/ISEA 207 Class 2, Level 2 public safety standard).
- B. **Equipment.** CERT members must bring their PPE's and basic personal equipment needed to all responses, pre-planned events, trainings, meetings, etc. Basic equipment includes a CERT backpack, flashlight (head lamp and/or hand-held), a whistle and knee pads (optional). Time of day, weather conditions and other factors should be taken into consideration and CERT volunteers may want to include additional items such as rain gear, sunscreen, water bottle/hydration pack, first aid kit, etc. Make sure you have the equipment necessary to complete the job or function that you may be requested to perform.

Temple City CERT members are responsible for keeping and maintaining your equipment. Equipment issued by the City of Temple City must be returned to the Public Safety Supervisor/CERT Program Manager upon termination or separation from the Temple City CERT Program.

X. CODE OF CONDUCT

As a member of the Temple City CERT Team, you represent the City and the program to new members, the public, and those whom we render our services.

As a volunteer with the City of Temple City, you are expected to comply with the following:

- A. Dial 9-1-1 for ALL emergencies;
- B. Know you are not a City employee, Law Enforcement Officer or Firefighter. You are trained to function as an extension of the City's emergency response team;
- C. Do not self-activate or self-deploy to an incident or event;
- D. Stay within the scope of your training. Confine your actions to the guidelines of the CERT curriculum and certification;

- E. Bring your personal protection equipment and safety attire: helmet, goggles, gloves (rubber/latex and leather), flashlight (with extra batteries), CERT vest, dust mask, sturdy shoes, long pants, bottled water, non-perishable food, and a set of CERT forms to all activations. NO shorts, sandals or opened-toed shoes are allowed;
- F. Confine your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, available equipment, physical abilities, knowledge, authority, and hazards;
- G. Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times;
- H. Treat the public, fellow team members, visitors, other volunteer program participants, guests, and property with courtesy and respect;
- I. Be sensitive to the diversity of CERT team members and those we assist;
- J. Respect the privacy of persons served by Temple City CERT and hold, in confidence, all sensitive, private, and personal information;
- K. CERT members shall not be intoxicated or impaired while undertaking activities as a CERT member, nor shall they report for duty while under the influence of alcohol or drugs;
- L. CERT members shall not carry or possess any weapons while on-duty;
- M. CERT members shall not authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the Temple City CERT program, without the approval of the Public Safety Supervisor/CERT Program Manager;
- N. CERT members shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with the Temple City CERT program;
- O. CERT members shall not use your participation in CERT to promote any partisan politics, religious matters or positions on any issues;
- P. CERT members shall avoid inappropriate conduct, both on – and off-duty, that would jeopardize the program’s effectiveness. Such behavior includes, but is not limited to, the following:
 - 1. Offensive or profane language or gestures.
 - 2. Inappropriate comments or jokes;
 - 3. Public criticism of a CERT team member, its leaders, or the CERT program.
 - 4. Jeopardizing another team member’s safety.

- Q. No member shall discriminate against or harass an individual or team member on the basis of race, religious creed, color, national origin, ancestry, sex, age, physical or mental disability, medical condition, sexual orientation, marital status, gender identity, gender expression, genetic characteristics or information, and/or any other category protected by federal and/or state law.


XI. PERSONAL HYGIENE:

All Temple City CERT members must observe good habits of dress, grooming, and personal hygiene. CERT members must always maintain a professional image. As part of the professional image presented to the public by the City, CERT members should appear in a clean, well-groomed manner.

XII. ACTIVATION:

- A. **Community and Emergency Notification System.** All CERT members must register with the Temple City Employee Notification System. In the event of an emergency or disaster, CERT members will receive notifications and updates regarding the incident/event and your work/response status. CERT members must register a phone number (landline or cell phone) to receive phone calls and text messages and an email address with the system.
- B. **Emergency Activation.** CERT members will not self-dispatch to any incident or event. When activated, CERT members will:
1. Respond to a pre-established Emergency Response Area/Command Post;
 2. Drive safely and obey all traffic and/or parking laws;
 3. Bring your personal protection equipment and safety attire: helmet, goggles, gloves (rubber/latex and leather), flashlight (with extra batteries), CERT vest, dust mask, sturdy shoes, long pants, bottled water, non-perishable food, and a set of CERT forms; and
 4. Use the Incident Command System and CERT forms at the incident or event.
- C. **Non-Emergency Activation.** CERT members may also be used to assist City staff during pre-planned events. Duties may include, but are not limited to, the following:
1. Traffic and/or crowd control;
 2. Manning a first aid booth; and
 3. Promoting and recruiting for the Temple City CERT program.

Revision History

Revision No.	Date Approved	Approved By:	Comments
0	01/27/14	Tracey Hause	Original Policy
1	09/29/17		First Amendment

ACKNOWLEDGEMENT OF TEMPLE CITY CERT STANDARD OPERATING PROCEDURES AND CODE OF CONDUCT

The undersigned hereby agrees:

Volunteering does not entitle the volunteer to any monetary compensation, any employee benefits, or any tenure;

To hold harmless the City of Temple City, its officers, officials, employees, and agents from and against all claims, damages, losses and expenses, including attorney fees arising out of completion of volunteer service, caused in whole or in part by any negligent act or omission of the City, anyone directly or indirectly employed by the City or anyone for whose acts may be liable except where caused by the active negligence, sole negligence or willful misconduct of the volunteer; and

I read and understand the Temple City Community Emergency Response Team (Temple City CERT) Standard Operating Procedures and Code of Conduct. I agree to abide by these policies and standards while participating in the Temple City CERT program. I understand that not following these Standard Operating Procedures and Code of Conduct may result in my removal from the program.

Print Name (CERT Member)

Signature / Date

Public Safety Supervisor / Date

City Manager / Date