2024 CERT Resource Guide
to Starting or Revitalizing a
Local Community Emergency Response Team
Program in Tennessee

Updated as of August 2024 - Most of the information in this CERT Guide was derived from FEMA materials, open sources, and links which apply to all CERT programs in the U.S.

(Photos courtesy of the Shelby County EMA - CERT program)

Please share these training opportunities widely with your CERT instructors and CERT volunteers.

For more information please contact:
Don Sowers - Volunteer Tennessee
Disaster Volunteer Services Manager
312 Rosa L. Parks Avenue, 18th Floor
Nashville, TN 37243
Phone: 615-742-6775
Email: Don.Sowers@tn.gov
Or email: Volunteer.Tennessee@tn.gov

Volunteer Tennessee is the Governor's Commission on Volunteerism and Community Service. We build capacity and sustainability in Tennessee's volunteer sector. Our Volunteer Tennessee Commission consists of a 25-member, bi-partisan volunteer citizen board appointed by the Governor and includes eleven State Government ex-officio representatives. Volunteer Tennessee is the State's lead agency for volunteers and donations in times of disaster under the Tennessee Emergency Management Plan (TEMP). Volunteer Tennessee also provides information, guidance, and acts as a liaison to FEMA for locally sponsored CERT programs in Tennessee.

Table of Contents

Sections with New Content Highlighted in Yellow

Volunteer Tennessee is a Tennessee State Agency and the Governor's Commission on Volunteerism and Community Service. In times of disaster, we are also the State's lead agency for volunteers and donations under the *Tennessee Emergency Management Plan (TEMP) ESF-14*. The Volunteer Tennessee - State CERT Coordinator is the liaison to Federal Emergency Management Agency (FEMA) for all local CERT programs and facilitates local CERT program formation, registration, communications, and collaboration. We also share information on emergency preparedness, community assistance, response activities, volunteer training, and exercise opportunities with local CERT programs. Please share this *2024 CERT Resource Guide to Starting or Revitalizing a Local CERT Program in Tennessee* with your CERT leadership, co-workers, and volunteers.

Within this document you will see CERT program guidelines and over four-hundred CERT preparedness related web links. It also has sections on **CERT Program Funding, Grants and HSGP, Liability Concerns, EMA and CERT Volunteer Insurance, CERT Training Videos, CERT Exercises, Upcoming Training, CERT Conferences, and FEMA Preparedness Webinars.** We hope it is helpful to you as you consider a CERT program for your jurisdiction, agency, workplace, or organization. If you wish, Volunteer Tennessee is here to help you get a CERT program started or to provide assistance along the way. If you have any questions, please do not hesitate to call us, or send an email to: *Don.Sowers@tn.gov*.

- FREE *Community Emergency Response Team (CERT)* preparedness training is important for Your Safety, and for the Safety of Your Family, Friends, and Neighbors.
- **CERT programs are sponsored by local government agencies, schools, community organizations, non-profits, faith-based organizations, or in the workplace.**
- CERT training empowers our community by teaching basic emergency & disaster response skills.
- CERT trained individuals are better prepared for hazards which threaten our community.
- Goal of CERT is to **"Do the greatest good for the greatest number in the shortest amount of time."**

CERT training is a locally sponsored and implemented emergency preparedness program which prepares Tennesseans to help our families and neighbors in the event of a disaster in our communities. The CERT course teaches and trains us in basic emergency and disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT offers a consistent, nationwide approach to individual preparedness, volunteer training, and team organization that professional responders can rely on during disaster situations, allowing them to focus on more complex tasks. When you conduct CERT training, people will have a better understanding of the potential threats to their home, school, or workplace and improve community resiliency.

CERT members can support other projects that improve the safety of the community. CERT programs can be flexible as a community volunteer resource and provide substantial benefits to their communities. CERTs have been used to assist EMAs, Fire, and EMS personnel with firefighter rehab, basecamp support, disaster damage assessments, debris removal after a disaster, help staff EOCs, Call Center support, Disaster Case Management support, management of spontaneous volunteers and donations, shelter operations, mass feeding, wellness checks, install smoke alarms, and distribute emergency preparedness education material at events such as National Night Out. Qualified CERTs could also support law enforcement by providing traffic or pedestrian control services at special events such as parades, sporting events, concerts, points of distribution (e.g., Vaccine PODs). **CERT emergency preparedness training accommodates and serves as an inclusive entity to all community members, including underserved populations, people who are deaf, hard of hearing, or may have other access or functional needs.**

❖ Types of CERT Programs

CERT is a worthwhile locally led program which **helps communities become more resilient** to disasters and makes a real difference in the lives of people affected by disasters. At its most basic level, the purpose of the CERT Program is to train and organize community members so they may prepare for and respond to emergencies. It is a terrific way for volunteers to learn valuable skills to help themselves and their neighbors, meet new people, and make a difference in their community. CERT has become a national program that communities may take part in to prepare for and respond to the hazards they face.

A community may identify their CERT Program or CERT Teams as a Community, Workplace, Campus, or Teen CERT. Though they all still share the same requirements, rules, regulations, and common goal of training individuals in their community to prepare for and respond to emergencies.

Community CERT Programs - Communities who elect to develop CERT may identify their program in a way that matches their location and audience. As you move forward, local agencies or organizations (such as EMAs, OEMs, Fire, Law Enforcement, EMS, High Schools, Colleges, Universities, Faith-based organizations, HOAs, Service Organizations, Workplaces, etc.) can choose to either simply train people about CERT and emergency preparedness, called "**TRAIN AND RELEASE**." This approach regularly trains community members in CERT skills but does not maintain dedicated response teams.

Alternatively, in coordination with Fire or an Emergency Management Agency, local organizations can "**TRAIN AND RETAIN**" CERT graduates as volunteers to be part of their CERT Teams for disaster response. CERT teams may then possibly assist the broader community in emergencies, after disasters or for community events. **This approach trains the CERT program's volunteers to participate in durable CERT teams** for disaster preparedness and response.

Workplace CERT Programs equip employees with skills that enable them to react and effectively respond to an emergency event. The program is expected to generally limit its activities to the workplace property. Programs may conduct activities off workplace property with appropriate coordination, supervision, and permission from local Fire or EMA.

Campus CERT Programs support and enhance existing emergency management capabilities by participating in efforts to increase the preparedness and resilience of the college or university campus community. The program is expected to generally limit its activities to the college or university campus property. Programs may conduct activities off the college or university campus with appropriate coordination, supervision, and permission from local Fire or EMA.

Teen CERT Programs aim to train students in emergency preparedness and basic response to ensure that they have the skills needed to protect themselves and assist others in the event of an emergency. This program can also offer students exposure to careers in emergency management or as first responders. The program is expected to generally limit its activities to the school property. Programs may conduct activities off school grounds with appropriate coordination, supervision, and permission from local Fire or EMA.

➢ **To learn more *About CERT Programs*, you should review FEMA policies and guidelines within the *FEMA 2023 CERT Program Guide*, and watch the CERT videos below.**

❖ Videos About CERT

Below are several introductory CERT videos which may be useful to inform our communities about CERT. Also, *Workplace CERT*, *Teen CERT*, or *Campus CERT* programs can aid in preparedness education and resilience of businesses, neighborhoods, schools, or campus communities.

Video: "*What is CERT?*" 2013 (10:14 min.)

This "*What is CERT?*" video provides a terrific overview of the benefits of a CERT program. First responders may be overwhelmed in the event of a disaster. And no community can afford enough staff for major disasters or even large emergencies. At such critical times, the CERT program boosts a community's ability to respond. Community Emergency Response Team members can help in those first few hours or even days following a major disaster. CERTs can be a force multiplier by taking steps to lessen the effects of hazards on themselves, their families, and their neighbors.

Video: "*History of the CERT Teams*" 2020 (7:56 min.)

The "*History of the Community Emergency Response Teams*" video, produced by the Los Angeles City Fire Department, is told by those who created CERT back in 1986. CERT later became a national program in 1993. There are now CERT programs in all 50 states, including many tribal nations and U.S. territories.

Video: "*CERT in Action*" 2013 version (19:14 min.)

In the 2013 version of "*CERT in Action*," a fierce storm has struck the local community. CERT members activate in their neighborhood, set up an Incident Command Post, and assess damage throughout the area. They use their CERT skills to respond to damage and injured victims in the local community center, managing the situation until professional responders can arrive.

Video: "*Community Emergency Response Teams in Action*" 2018 (6:28 min.)

A good FEMA video to educate people about Community Emergency Response Teams. Community Emergency Response Team members from California, Florida, and Texas explain how they come together to prepare their communities and assist their neighbors during emergencies.

And here is the companion *CERT Teams in Action - 30 second promo video clip* for showing to people at a Preparedness Fairs, Information booths, etc.

Video: "*Campus CERT*" *Pulaski College, IL (3:03 min.)*
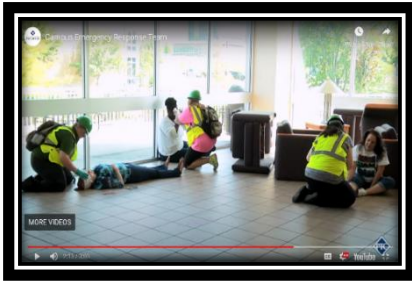
Campus CERT – This CERT preparedness training is led by a group of approved faculty and staff in colleges and universities. They have been professionally trained with CERT to assist victims in a disaster, an incident, or an emergency on campus. CERT members participate in drills and exercises and receive additional training. Faculty, Staff, Resident Advisors, and Students may participate in Campus CERT emergency preparedness training. *See Campus CERT*

Video: "*Teen CERT*" Sandy City Hall, UT - 2013 (11:15 min.)

High School, Scout, and *Teen CERT* programs play important roles in preparing youth and school staff in our communities for disasters that may affect our schools and homes. It is important to involve youth in disaster preparedness and recovery effor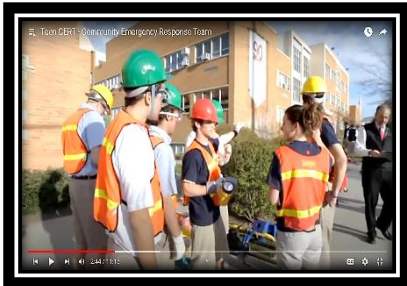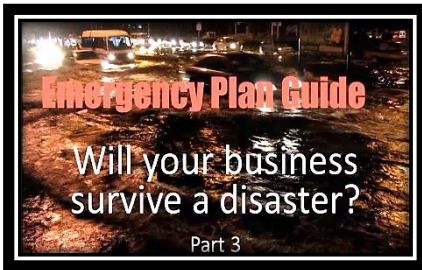ts to increase awareness of hazards, enhance the chance that they openly discuss how to protect their families, and seek help should their community be affected. Youth can play a range of roles in youth preparedness programs and play a role in recovery efforts. *See Teen CERT*

Video: "Workplace CERT" - Resilient Business … (4:04 min.) *

(* No commercial services endorsement should be implied). Business owners should encourage employees and their families to get CERT training.   Please contact your local emergency management agency to see if they offer CERT training, possibly right on your premises. You may want to build CERT training into the continuing education component or Continuity Planning for your business. Sponsoring a workplace CERT training teaches employees what to do in an emergency or disaster. See *Workplace CERT*

Video: "Workplace CERT" - Disaster Drill at the Port of Los Angeles (2:27 min.)

The Port of Los Angeles hosted a CERT disaster drill in cooperation with Los Angeles fire and police agencies along with Dignity Health St. Mary Medical Center at the Port's World Cruise Center. The drill allowed CERT volunteers to showcase their first responder skills. CERT trained employees utilized the training learned in the classroom and during exercises. CERT members can assist others in their workplace following an event when professional responders are not immediately available to help. Please contact your local emergency management agency to see if they offer CERT training, possibly right on your premises. See *Workplace CERT*

Teen, Campus, and Workplace CERTs are usually expected to work within their respective properties but with specific agreements that may be activated to work with neighboring communities.

❖ Steps to be a FEMA and Tennessee Recognized CERT Program

If you are considering starting or revitalizing a CERT program for your community, workplace, or organization in Tennessee, please contact *don.sowers@tn.gov* and review the steps below to apply for **CERT Program Registration**:

1. **Sponsoring Organization** - **FEMA policy requires an official "Sponsoring Organization."** Any Government Agency, Service Club/Organization, Faith-based Group, 501c3, HOA, Workplace, Campus/School, etc. wishing to be recognized as an official CERT program, and use the CERT logo, require sponsorship or approval by a government agency, such as a local Emergency Management Agency, Fire Department, EMS, Law Enforcement, etc. This policy is mandatory, especially when an independent disaster or recovery team refer to themselves as a "CERT team," who wish to deploy elsewhere. For example, deploying to a location other than to that individual CERT program's workplace, campus/school, Homeowners Association members, or faith-based group assisting their church members, etc. Sponsors handle the activation, staging, deployment, and operational activities of their teams. They must develop policies, procedures, and documentation practices to support these activities. Text of the sponsorship policy can be found at *FEMA - 2023 CERT Program Guide - Pages 9 and 10*. That policy is in place to make sure there is ongoing oversight and coordination by local government of all CERT response teams who may wish to deploy. **CERT teams shall not self-deploy, in their capacity as a "CERT team," unless approved or directed by local government to respond** to a disaster or other operations within that jurisdiction. Because FEMA manages the CERT program and the Department of Homeland Security holds a trademark on CERT marks, any group that wants to identify or respond as a "CERT team" must follow these requirements set by FEMA.

   A Sponsoring Organization helps support many CERT Program functions and adds to its credibility. The following organizations may provide sponsorship for a CERT Program:
   - State, regional, local, territorial, commonwealth, unincorporated or tribal government-operated public safety agencies, including those responsible for law enforcement, fire suppression, and emergency medical services.
   - State, regional, local, tribal, or territorial emergency management agencies.
   - Departments under the authority of local, municipal, or tribal governments, including health departments, fire protection districts, regional planning districts, and city councils. Nonemergency service agencies and offices may sponsor CERT Programs, but must enable coordination with emergency services for training, mobilization, and supervision as needed.
   - Elected officials or their offices and other government organizations, if they ensure the program can interface with emergency service organizations.

   The sponsor's role is to define the program's goals and expertise to align with community needs and resources. Sponsors train or supervise CERT members, and act as a liaison between the local CERT program and the community to conduct emergency preparedness training. In an emergency, local CERT members may be called upon to assist professional responders with operational activities under the command and control of an affiliated or sponsoring local government agency. The sponsor may also choose to fund, administer the program, conduct training, organizes teams, and set CERT program policies. Though for an independent organization's CERT program, such as a workplace, faith-based group, 501c3, etc., the independent organization usually does all those activities themselves. But the organization's CERT program would still need approval from the local government agency to deploy as a CERT team elsewhere in their county or state. **All CERT program costs are at the discretion of the host agency or sponsoring organization that directly supports these teams. We recommend all CERT programs develop in coordination with the local or county Emergency Management Agency.**

2. **Identify a Contact person**, usually the individual selected by your agency or organization to be your *CERT Program manager*.

3. **FEMA Registration** - The program must register online at the FEMA registration portal at *https://community.fema.gov/register*. A group or organization wishing to start a CERT program must complete the initial *FEMA - Preparedness Community - CERT Registry application* and be accepted by FEMA and the Tennessee State CERT Coordinator. When deciding whether to approve an application from a prospective CERT program, State CERT Coordinators consider whether the sponsoring agency can supply the personnel and resources to support the program. This includes the ability to support annual training and drills. Here are links for *Registering a CERT* program and the *CERT Team User Guide* describing the registration process. After you review that information and to begin your registration, go to FEMA's *Get involved with CERT page*. Then if you have not previously created a personal account to register a CERT program, click on "*Register*" and submit your personal information to create your personal access account. After that is done, submit the initial *FEMA - Preparedness Community - CERT Registry application* for your program in order to appear on the *Find a CERT website*. This site allows the public to easily search for a nearby CERT program by mileage and Zip code. And here you can log into an existing program's *CERT dashboard on FEMA's Preparedness Community website.* But, if you previously had an approved CERT program registration and no longer have the password, please send FEMA an email at *FEMA-Prepare@fema.dhs.gov* to obtain a new password. And please let me know if I can help you with that process. *don.sowers@tn.gov*

4. **Training** - **Conduct at least one *CERT Basic Training Course* per year**. This course can be presented in the usual 12-16-hour classroom in-person format or there is a new *TN approved hybrid online CERT Basic training* that allows community members to complete the classroom portion of the CERT course online. A 6-hour in-person **Skills Session** is also required, usually at the end of the training classes. An excellent 8-minute video about the *History of the Community Emergency Response Team (CERT) Training* by the Los Angeles City Fire Dept. which describes how community members can be trained in emergency preparedness. And here is more information about *CERT training resources* and a *Sample CERT Application and Waiver*. **In Tennessee, each CERT program Sponsoring Organization determines whether additional training is required for their volunteers beyond the CERT Basic course.**

5. **Exercises** – If your program **trains and retains** CERT team volunteers, for assistance in disasters or other response activities, you must **hold a *CERT exercise* at least once a year** with them.

6. **Program Updates** - Please complete your *Annual CERT Program Certification* by July 31st each year to ensure your program is kept active, accessible to potential volunteers, and officially recognized as a resource to your community! Good record keeping is an important part of a CERT program evaluation, risk management, goal setting, and funding. At least annually, the CERT program manager **must** login to their page on the *FEMA CERT Registry Dashboard* website to answer **survey questions** about your activities for the previous year. Questions will include your number of CERT volunteers, training classes, and exercises. While FEMA asks you verify your CERT profile in the Annual Certification, you can update your CERT profile at any time from your program dashboard. Also, a previous *2020 Community Emergency Response Team (CERT) Annual Certification results* provides a snapshot of CERT programs nationwide.

❖ Upcoming CERT Training Opportunities and Events

Please share these training opportunities widely with your CERT volunteers.

August 15-17, 2024 - Florida CERT Association Conference

CERT members from other states are welcome to attend the annual *2024 Florida CERT Association Conference* which will be held on **August 15-17, 2024** at the Westin Cape Coral Resort at Marina Village in Cape Coral, Florida.

The Florida CERT Association will be offering a wide variety of free *CERT related Trainings*. And you do not need to be *registered* for the Conference to attend just the *Preconference Training Sessions* from **August 12 through 14, 2024**. The *Florida CERT Association* is a 501(c)3 (not-for-profit) organization established in 2001, whose primary goal is the support of statewide training and education in disaster planning / emergency preparedness for CERT teams.

Please note, this year the 2024 Florida CERT Association Conference **will NOT include the CERT Program Manager** or **CERT Train-The-Trainer** courses.

TEMA 101 Class

TEMA 101 - The *TEMA 101 class* **will be on October 3rd, 2024**, from 8:00 am to 12:00 pm CST. Location TEMA HQ: Suiter Room 3041 Sidco Drive Nashville. This one-day course is designed to introduce participants to TEMA and emergency management in Tennessee. It covers various topics, including the history of emergency management, hazards in Tennessee, the legal framework surrounding emergency management, TEMA's administrative structure, and its role during disasters. Information for the course location and registration for many more courses can be found on the *TEMA Training Calendar.*

https://www.tn.gov/tema/emergency-community/training/training-calendar.html

❖ **Previously Recorded CERT Training Sessions** - **2024 webinars highlighted in YELLOW**

 LAFD CERT Continuing Education has over one-hundred CERT related videos posted online. They recently posted a lengthy (1:23:05) but informative training video entitled: **CERT Continuing Education: Sun vs the Earth - The Day Your Electronics Die**.

Tennessee is in FEMA Region 4. However, FEMA Region 2 conducted the following excellent webinars:

✓ **FEMA R2 Individual and Community Preparedness 2024 Mid-year Webinar Catalog PDF** Thanks to Debbie Costa and FEMA Region 2, for hosting many CERT related webinars with FEMA subject matter experts, state and local partners, other federal agencies, first responders, and CERT volunteers on a wide variety of topics. 2024 webinar links highlighted in YELLOW: https://content.govdelivery.com/attachments/USDHSFEMA/2024/07/10/file_attachments/2932641/2024_midyear_webinar_catalog_REV_2.pdf For previous webinars see FEMA Region 2 Preparedness, Resilience, and CERT Webinars

✓ **CERT Callout and Deployment Procedures** - Many CERT programs have deployed their CERT Volunteers for various emergency and disaster response activities. This presentation discusses the CERT Call out and Deployment procedures utilized by the Los Angeles City Fire Department and San Francisco City Fire Department. https://fema.connectsolutions.com/pm1pihky5zyo/

✓ **CERT Volunteers and the EOC** - Santa Barbara City and County (California) has utilized CERT volunteers to support EOC operations. This presentation will discuss the roles that CERT volunteers can play, and the types of training CERT volunteers should receive to help them succeed in the EOC environment. https://fema.cosocloud.com/ptp6hljne3x3/

✓ **CERT Code of Conduct and what if you need to dismiss a Volunteer?** - CERT Volunteers can be a blessing or a burden. This presentation will discuss the importance of a Code of Conduct for CERT Volunteers and how to properly manage, discipline, and dismiss a CERT volunteer if necessary. https://fema.connectsolutions.com/ppegbmppu4bk/

✓ **How to plan and execute a CERT Exercise Competition/Rodeo** The planning and execution of one of these events is not easy but can be tremendously rewarding for all CERT programs and their CERT Volunteers. Presenters discuss how to effectively plan and execute these events, including lessons learned and best practices. https://fema.cosocloud.com/p8451i7btaoh/

✓ **How to Keep CERT Training Fun & Engaging** - How to utilize various types of instructors to enhance the learning environment within a CERT program. Participants discuss how to create and deliver training presentations. https://fema.cosocloud.com/pvryt1u6cyfp/

- ✓ **_Animal Sheltering During Disasters_** - During a disaster, many survivors are separated from their animals. Animal shelters can be a major operation during a disaster response. In this presentation, participants will learn about Animal Shelter Operations and how to care for animals belonging to disaster evacuees. https://fema.cosocloud.com/pfo58a7sjfm8/

- ✓ **_Planning for Your Pets, Assistance, and Service Animals in an Emergency_** - FEMA Region 2 hosted a webinar about including your pets, assistance, and service animals in your preparedness plans and considering their needs when developing your emergency plan, building an emergency kit, and carrying out other preparedness actions. https://www.fema.gov/node/planning-your-pets-assistance-and-service-animals-emergency

- ✓ **_Resolve to be Ready: Ten Steps to Preparedness. Forming a local CERT program:_**
  Help your community be prepared for any disaster. This webinar discusses how to engage with your local community by starting a CERT program and help respond to nearby disasters and emergency needs. Topics include History of CERT - Campus CERT - Local CERT - Communications - Organization - Grant Sponsors - Hybrid CERT - Program Managers - Hazard Annexes - HR Perspective - Liability - and Funding. The FEMA CERT Lead discusses CERT across the U.S. https://www.youtube.com/watch?v=t0DFy4uj-Wk

- ✓ **_Maintaining and Revitalizing your CERT Program_**
  Teresa Greenhalgh, San Diego County OES, delivered a presentation to share best practices for maintaining and revitalizing your CERT program.
  https://fema.connectsolutions.com/pp9xyw4paz8s/

- ✓ **_Restart and Rejuvenate Your CERT Program After COVID-19_**
  This webinar provides some tips and best practices on returning to typical CERT activities and to help CERT programs re-engage their community and members. CERT program leaders from around the country participate in the conversation.
  https://fema.connectsolutions.com/p934tthlhsmb/

- ✓ **_Team Building for CERTs_**
  To maintain a productive and cohesive team, it is essential to identify strengths, challenges, and contributions of each team member. We will look at characteristics of high functioning teams and discuss team building exercises you can conduct in your own CERT environment.
  https://fema.connectsolutions.com/pn29d10pwyor/

- ✓ **_Amateur "HAM" Radio for Emergency Managers_**
  This webinar provided guidance to Emergency Managers on establishing a viable, AUXCOMM (Auxiliary Communications) program as part of your Emergency Operation Plan ESF-2.
  https://fema.connectsolutions.com/plqiby693o3d/?proto=true

- ✓ **_Bringing CERT Into The 21st Century_**
  It is more important than ever to be able to REPORT, RECORD and DOCUMENT information and share that information in a concise and effective way.
  https://fema.connectsolutions.com/pjq1izvcl6ez

- ✓ **_Communicating With People with Disabilities as First Responders or CERT Team Members_**
  This presentation will help CERT members understand how to communicate with a cross-section of disabilities, recruiting people with disabilities to your teams, and creating inclusive plans to help people with disabilities stay safely in their homes. https://bit.ly/DAFNComm

❖ CERT Program Manager Resources

Virtual K0427 - CERT Program Manager course - The audience for this course includes professionals and volunteers who plan to be a local CERT Program Manager in Tennessee, or for those already in a CERT Program Manager position. The K0427 classes fill up quickly, but FEMA offers the course several times per year. *CERT Program Manager - Participant Manual*. To sign up for a FEMA-EMI course, you will first need to obtain a FEMA Independent Study *Student Identification Number (SID)*. Or if you have forgotten your SID, please go to the *FEMA SID website*. Each CERT Program Manager course offering meets 4 days in 1 week for 4 hours per day. Students must attend all sessions of their delivery. All class times listed above are Eastern Time (ET). Class size is limited to 20 students. **And please note the important *FEMA - EMI Application* information in the "FEMA - EMI Training Applications" section later in this Guide.**
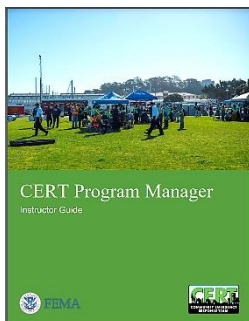
K0427 **CERT Program Manager Course** (Participant Manual pdf)
Here is the schedule of the upcoming virtual 14-hour CERT Program Manager Course deliveries offered by FEMA:
- **October 29 – November 1, 2024**
- **December 10 – 13, 2024**
- **April 1-4, 2025**
- **May 6-9, 2025**
- **August 12-15, 2025**

You can register to take this course at *https://training.fema.gov/emicourses*. Before submitting a FEMA-EMI CERT training course application for a virtual or in-person class, please contact don.sowers@tn.gov for assistance prior to completing your training application and to facilitate the necessary approvals.

CERT Program Best Practices - Before starting a CERT program, draft a program plan with goals and objectives, but be realistic. The new *CERT Additional Training Resources webpage* includes the CERT Basic Participant Manual, CERT Basic Instructor Guide, CERT Basic PowerPoint, CERT Hazard Annexes Instructor Guide, CERT Hazard Annexes Participant Manual, CERT Hazard Annexes PowerPoint, How to Start a CERT, and CERT Program Guide. *FEMA's Starting a Community Emergency Response Team (CERT): Guidelines and Recommendations*. And please feel free to contact us at Volunteer Tennessee for assistance. Also, consider reviewing *How to Form a Community Emergency Response Team*, *FEMA - CERT Fact Sheet*, *CERT Draft Program Plan.* Also, here are several recorded FEMA webinars: *Developing and Organizing Your CERT Team to the Max*, *Maintaining and Revitalizing your CERT Program*, *How to Launch a CERT Program in Your Community, by Galaxy Digital*, *Restart and Rejuvenate Your CERT Program After COVID-19. CERT Program Manager Plan (Sample). CERT Program Manager Plan (Blank Template)*. FEMA registered CERT programs also have access to *FEMA's Free CERT printed materials - online ordering tool*. Many more suggestions are presented in the *CERT Program Manager course*.

Volunteer Management - The CERT Program should ensure its structure meets the needs of a community and is appropriate for the resources available. The program may have an internal structure for its program leadership and a hierarchy of its components—CERT training and component CERTs. A CERT Program should build its leadership structure to accomplish all administrative tasks required to keep the program running efficiently and meet FEMA requirements, as well as state or local rules and regulations. Consider establishing a cadre or leadership group of your experienced CERT members to assist you in training, management, and administrative tasks. Communicate what you expect of them. Create written SOPs or guidelines. **And it is a local choice whether to conduct background checks of retained CERT volunteers.** But background checks are recommended for volunteers who respond to a disaster or an incident that may involve interaction with vulnerable populations, those

with Access and Functional Needs, or the handling of sensitive data. See: *IS-368: Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations*. And the U.S. Fire Administration just released a new *USFA Manual on Retention and Recruitment in the Volunteer Emergency Services (May 2023)*. While not directly addressing CERT, much of the content in the USFA manual is also applicable to EMA and CERT volunteers. And see: *10 Best Practices in Volunteer Management*, *Volunteer Management: Best Practices to Drive Success*, *Volunteer Surveys: The Best Questions to Ask (& Templates!)*, *Smart Social Media Campaigns for Your Volunteer Program*, *6 Ways to Better Support Volunteers*, *The Importance of Communicating Impact to Volunteers*, *Your Lapsed Volunteers: Here's How to Get Them Back*, *Get Connected Volunteer Mgmt. Software - Galaxy Digital*, and *DeployPro Team Management System*. Your program can post volunteer opportunities on our *Tennessee Serves portal*.

Celebrate Dedicated Volunteers - Recognize the great values of CERT volunteers. According to the Independent Sector, the value of a volunteer hour in Tennessee in 2023 was $28.12. The *President's Volunteer Service Award* helps you show your most outstanding volunteers their work with your organization and the community makes a real difference. Whether your volunteers qualify for a medallion or a Lifetime Achievement Award, earning special recognition helps them feel connected to your mission, plus they will keep coming back to volunteer with your organization, year after year. *Learn more.*

HAM Radio – CERT program managers should consider partnering their CERT volunteers with the local Radio Amateur Civil Emergency Service (RACES) which are government sponsored groups or Amateur Radio Emergency Service (ARES) private volunteer HAM radio groups for training and exercises. And you may want to recommend to your CERT volunteers also obtain a *ham radio license***.** This will enable them to *Keep Lines of Communication Open* even when the internet, cell phones, and critical infrastructure are down. The *Amateur Radio Emergency Service (ARES)* is a group of licensed and trained HAM radio operators who volunteer for various disasters and public service events. They can provide guidance for training, equipment, licensing, and anything else you may like to know about ham radio. CERT often trains with ARES.

Non-Discrimination - *Title VI of the Civil Rights Act of 1964* is a national law that protects persons from discrimination based on their race, color, or national origin in programs and activities that receive federal financial assistance. CERT programs in Tennessee shall comply with Title VI which states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." **Reminder, for CERT Basic emergency preparedness training opportunities, we should conduct outreach to all community members including underserved populations. We shall provide interpreters to accommodate people who are deaf or hard of hearing. And the** *ADA* **requires state/local governments make reasonable accommodations and present equal opportunities to those with disabilities so everyone can benefit from CERT training and activities.**

National CERT Association - The [NCA](#) is a non-profit organization, conceived and established to support communication and resource sharing across the CERT community. The NCA board includes Regional Representatives, At-Large Members, and FEMA Regional and HQ CERT Coordinators (*[NCA Leadership team)](#)*. The NCA has excellent resources and a *["CERT Program Manager Supplemental Training Webinar Series Archive](#)*." Each webinar is about an hour in length and provides insight into CERT program management. For example, their *[CERT PDR Program Manager Series - Strategic Planning 101 video](#)* covers planning, formation, or revitalization of a CERT program. Also, they have Post Tests listed in the last column. However, those tests are only for members of NCA wishing to obtain training certificates. NCA also has a resource library for members with links to training materials, webinars, and other CERT related resources. Learn more at **[https://nationalcert.org](#)**

Also, CERT Program Managers can apply for a FREE MEMBERSHIP in the NCA. Membership will grant access to the NCA resource library and NCA email communication. CERT Program Managers must register/update their CERT program for the current calendar year to maintain their **free** Program Manager Membership. Free Program Manager Membership is only granted to the CERT Program Manager on file for the FEMA CERT Registration website and is non-transferable. For more information, email ***[membership@nationalcert.org](#)*** or join at ***[https://nationalcert.org/join-nca/join-nca-now.](#)***

❖ CERT Program Funding

CERT basic emergency preparedness training is provided free to the public. However, all CERT program costs, such as training, exercise, and equipment expenses, are at the discretion of the local sponsoring organizations that directly support these teams. Many FEMA-EMI training courses related to CERT are free, except for meal tickets at EMI. **However, please note: The Tennessee Emergency Management Agency (TEMA) approval of FEMA training applications is only to enable the application to be processed by FEMA. It does not constitute approval by TEMA of any costs or reimbursements that may be associated with CERT training.** Currently, there are no means by which TEMA can support costs associated with local CERT training or expend funds via TEMA staff without an approved state-level program. **Before submitting a FEMA-EMI CERT training course application for a <u>virtual or in-person class</u>, please contact [don.sowers@tn.gov](#) for assistance prior to completing your training application and to gain the necessary approvals.**

Grants and HSGP - Some federal dollars were recently made available through regional HSGP councils, see the *[FY 2023 Homeland Security Grant Program (HSGP) Fact Sheet](#)* and *[FY 2022 - Homeland Security Grant Program (HSGP)](#)* Enhancing Community Preparedness and Resilience" projects, which includes local CERT programs. It is unknown how long HSGP funding opportunities for CERT will be available in the future. If so, any additional capacity regarding the CERT program may potentially be an eligible project under the HSGP that could be presented to local and state councils that provide available support for existing and future CERT programs. Such proposals would follow the established process for project selection by the regional and state councils to determine eligible roles and the means to fund these expenditures. Applying for an award under the HSGP is a multi-step process and requires time to complete. The proposals require coordination and approval through those councils that follow the process established for project implementation under HSGP. See *[FEMA Preparedness Grants Manual](#)*.

HSGP - Enhancing community preparedness and resilience is one of the National Priority Areas (NPA) for FY 2023 with a 3% minimum spend. CERT is one of the specific examples mentioned for this funding: "**Establish, train, and maintain Community Emergency Response Teams (CERT) and Teen CERT, with a focus on historically underserved communities, including procurement of appropriate tools, equipment and training aides,** including local delivery of CERT train-the-trainer and CERT

Program Manager to build local program training and maintenance capacity." Also, **FEMA Preparedness Connect** has a recent **article about HSGP grants**. These grants need to be coordinated with your local Homeland Security Regional Council. Those councils are comprised of representatives from state and local departments and agencies who are tasked with helping plan and direct the statewide homeland security activities.

HSGP project-based grants require work plans, tracking, and documentation identified and agreed upon by consensus to support priority objectives tasked to specific recipients and create a contractual relationship between the grantee and grantor to expend funds following these criteria. Notices of Grant Funding Opportunities (NOFOs) can be found at **GRANTS.GOV**. Also, see FEMA Region 2 webinar **Grant Funding for CERT**, **Volunteer Florida - Sample CERT Program Sub-Grantee Contract**. And click here to **Subscribe to the FEMA-ICPD Newsletter**.

Additional Funding Ideas - Though a bit dated, the **Massachusetts (CERT) 2015 Best Practices Guide** has suggestions for developing, funding, marketing, and enhancing CERT programs. If your local funding is limited, creating an IRS approved **501(C)3 (non-profit organization)** may be another way to raise funds for a CERT program. To be tax-exempt under section 501(c)(3) of the IRS Code, an organization must be organized and operated exclusively for exempt purposes. In some communities, CERT programs have filed for 501(C)3 status to allow them to do fund raising. Donations could be used to provide equipment, medical supplies, and training materials for the team. For some ballpark training and program numbers, here is a link to a **CERT Resource Library** with a "Quick Sheet" flyer about **Average CERT Program Costs**.

❖ Volunteer Liability Concerns
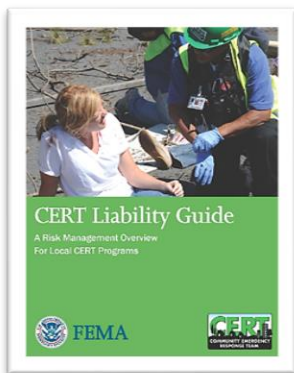
The **FEMA CERT Liability Guide - A Risk Management Overview for Local CERT Programs** is available for general informational purposes only, and is intended to educate CERT program managers, instructors, volunteers, sponsoring agencies, and legal advisors about liability and risk management. We must make every effort to ensure safety during activities, training, and exercises. A volunteer should not attempt to perform actions for which the person is not trained and prepared to perform. Prior to accepting a volunteer assignment, each volunteer must ask themselves, "What types of incidents am I trained for and willing to respond?" Currently, no provisions exist for compensating volunteers for time lost from work, mileage, meal costs, etc. A volunteer should neither drive unfamiliar vehicles (licenses and insurance should be confirmed), operate unfamiliar equipment, nor attempt to provide services without prior experience or training. In a disaster situation, the immediate and positive desire to help may impede the response and turn a volunteer from a helper into an additional victim.

Some people fear being sued because of incorrectly performing first aid in an emergency. However, in almost every case, this fear is unwarranted. All states have passed Good Samaritan laws to encourage assisting those in need. These laws protect anyone who:

- Voluntarily provided assistance, without expecting or receiving compensation
- Was reasonable and prudent in their actions
- Did not provide care beyond their training, and
- Was not grossly negligent in delivering emergency care.

Fortunately, the **Volunteer Protection Act of 1997** grants those who perform volunteer work for nonprofit organizations or a governmental entity immunity from civil liability for injuries they cause by their acts of negligence while volunteering. **See 42 U.S.C. 14503 - Limitation on liability for volunteers, Tennessee Good Samaritan Law - TN Code Annotated 63-6-218 and Governmental Immunity, and TN Code Ann. § 29-20-201. Also, please consider viewing: CERT**

Disaster Response Best Practices, *Sample TENNESSEE STATE PARKS – Release of Liability pdf*, *Sample – Dickson County Help Centers Volunteer Waiver of Liability form*, *Cal OES - Sample - Disaster Service Worker   Guidelines*, *California Disaster Service Worker Volunteer Program website*.

Q: Can Teenagers under the age of 18 participate in CERT training and exercises?

A: Yes, but this is a local decision. CERT programs should consider requiring teenagers (ages 13-17) who wish to participate in CERT training do so only with a parent's or guardian's prior written permission. *Sample Parental Consent and Risk Waiver Form for Teen CERT Volunteers*

Self-deploying CERTs - Occasionally, individual CERT trained volunteers in your community may choose to respond on their own ("self-deploy") to local incidents, such as assisting at a traffic collision scene or through a Volunteer Reception Center (VRC) as individuals. It is recommended you **notify all your CERT volunteers ahead of time when they may "self-deploy" wearing CERT logo clothing** (e.g., CERT vests or CERT helmets). Usually, **CERTs should NOT self-deploy unless they have been pre-authorized to do so by their sponsoring organization**. However, in the **aftermath of a** **disaster,** it is common practice for sponsoring organizations to allow CERT trained individuals to self-deploy in CERT gear **to assist their local neighbors.** During CERT training each local CERT program should clearly **communicate their specific self-deployment policy to all individuals taking their CERT training.**

Only Sponsoring Organizations shall deploy CERTs. CERT volunteers may be the first to arrive on scene, in such cases as friends and neighbors, and conduct basic disaster response operations until professional first responders arrive. CERT volunteers can and should act within the scope of their training as Good Samaritans when situations arise but are prohibited from self-deploying to emergencies and disasters. **CERT volunteers should only deploy as a "CERT Team" when approved to do so by their sponsoring organization, such as the Fire Department or the local Emergency Management Agency. CERT Teams should NOT self-deploy to disaster scenes.**

❖ Volunteer Insurance for TN EMA and Fire Volunteer CERT Programs

CERT organizations should not rely solely on a signed "Waiver of Liability" for CERT programs with "Retained" volunteers. Consider obtaining liability and injury coverage for your volunteers. And check if you have any existing policies that can be expanded to cover your volunteers. Consider viewing this lengthy but excellent *Better Impact* liability overview video by William Henry: *"What could possibly go wrong? Managing the risks of Volunteer Engagement (52:45 min.)."*

Volunteer liability insurance may be available through private insurers to protect volunteers, including excess accident medical, excess liability, and excess auto liability insurance. For example, **Brian Frost, of *Volunteer Firemen's Insurance Services, Inc. (VFIS),*** **has recently indicated they could provide insurance coverage for both EMA volunteers and CERT volunteers.** He stated VFIS is the #1 insurer of Emergency Services in Tennessee. And *Volunteers Insurance Service Association, Inc. (VIS®)* provides insurance and risk management services for volunteer-based organizations since 1972. Contact William.Henry@visvolunteers.com 703-778-7310. Also, *CIMA Volunteers Insurance* is another provider option. Always consider insuring your volunteers separately from your agency or organization general liability insurance coverage.

Tennessee Worker's Compensation or health care coverage may possibly apply to injured emergency management volunteers, especially if the CERT program is sponsored by a government agency. CERT volunteers could also potentially be covered under a Worker's Compensation policy for medical expenses. But those policies do not provide coverage for Line-of-Duty-Death or Disability. Typically, groups bridge the gap in the Worker's Compensation coverage with the VFIS

Accident & Sickness policy which provides the volunteers with Death, Disability, and Medical benefits that covers whatever Worker's Compensation denies. **Please note: Any insurance coverage must be paid for by the CERT program's local sponsoring organization.**

According to VFIS, they insure over 60% of all Emergency Services in TN. Their main groups are Fire Departments, Rescue Squads, EMS, EMAs, and 911s. VFIS says they could provide insurance coverage to County EMA offices and all their volunteer programs, including CERT programs. VFIS provides insurance for liability, property, portable equipment, crime (bonds), auto, accident & sickness, and/or Workers Compensation. They indicated there may be multiple ways of classifying CERT volunteers for Worker's Compensation. But typically, VFIS uses either volunteer firefighter or clerical classifications. VFIS has two offices in Tennessee. VFIS/The Steve Frost Agency, covers Middle and West TN and is in Hendersonville, TN. The other office, VFIS/J. Mark Bowery Insurance, is in Kingsport, TN and they also cover East TN and southern Virginia. They can email you detailed brochures about what they offer, and their website is VFIS.com. Below is their contact information. Volunteer Tennessee is a State Agency and is not endorsing any specific insurance carrier. If you have any questions, please contact the insurance providers directly.

VFIS/The Steve Frost Agency*	VFIS/J. Mark Bowery Insurance*
Main Contact: Brian Frost	**Main Contact: Mark Bowery**
PO Box 2499	**1225 N. Eastman Rd. Suite 120**
Hendersonville, TN 37077	**Kingsport, TN 37664**
615-824-6541	**423-288-8347**

* No endorsements implied for any commercial products or services in this CERT Resource Guide.

❖ Developing Trainers to Teach CERT Courses

FEMA-EMI Offers 2024-25 CERT Train-the-Trainer Courses

The CERT Train-the-Trainer prepares students to deliver CERT Basic Training. In addition to learning how to communicate the core values of CERT, students learn how to create a comfortable yet managed learning environment. The FEMA Emergency Management Institute (EMI) announced they will host two in-person CERT training sessions at the National Emergency Training Center (NETC) in 2025. During each week-long training session, the Agency will offer both the CERT Program Manager (E0427) and CERT Train-The-Trainer (E0428) courses back-to-back. All participants must take both in-person classes when attending the NETC at EMI in Maryland.

[*CERT Train-the-Trainer Participant Manual*](#).

In-person CERT Train the Trainer and Program Manager courses offered on:

- **March - April 4, 2025.**
- **Aug. 4 - 8, 2025.**

Virtual delivery of K0428 CERT Train the Trainer (T-T-T) 18.5-hour Courses:

- **September 10 – 19, 2024 (T, W, R 1:00pm -5:00 pm)**
- **November 5-14, 2024 (T, W, R 1:00pm -5:00 pm)**
- **January 7-16, 2025 (T, W, R 1:00pm -5:00 pm)**
- **February 11-20, 2025 (T, W, R 1:00pm -5:00 pm)**
- **March 4-14, 2025 (T, W, R 1:00pm -5:00 pm)**
- **May 13-22, 2025 (T, W, R 1:00pm -5:00 pm)**
- **July 8-17, 2025 (T, W, R 1:00pm -5:00 pm)**
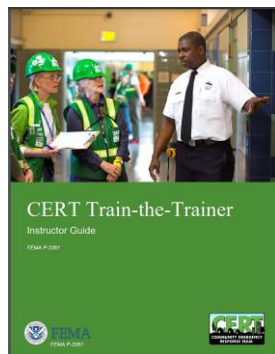
You can register to take this course at https://training.fema.gov/emicourses.

To take the in-person CERT Program Manager and CERT Train-The-Trainer courses, a CERT volunteer must complete the CERT Basic Training course prior to EMI course enrollment. In addition, to enroll in both courses, a CERT volunteer must have a referral from a CERT Sponsoring Organization and the State Training Officer. These courses are taught at NETC with the opportunity for CERT volunteers to stay on campus during the courses. Students who travel to NETC and arrive at Baltimore/Washington International Thurgood Marshall Airport (BWI) will have the option to use shuttle transportation to get to NETC and return to BWI, at no charge. While students pay for their meals, lodging and transportation is provided by EMI. Interested participants can register on the *NETC Admissions Application website*.

Each FEMA-EMI CERT T-T-T course offering meets 3 days per week for 4 hours each day for 2 consecutive weeks. Students must attend all sessions of their delivery. All class times are Eastern Time (ET). Class size is limited to 20 students. Prospective students should apply at the Emergency Management Institute's *DHS-FEMA General Admissions Application* Before submitting a FEMA-EMI CERT training course application for a virtual or in-person class, please contact don.sowers@tn.gov for assistance prior to completing your training application and to facilitate the necessary approvals.

For more information see: *CERT Train-the-Trainer Course - PowerPoint slide deck*, *National CERT Association – NCA CERT Train-the -Trainer - Supplemental Training Webinars*. The FEMA classes fill up quickly. But FEMA offers them several times per year. Those who teach only one or two of the units of the CERT Basic Training Course may do so without taking the CERT T-T-T course. However, the CERT T-T-T course would give them a needed overview as well as improve their teaching skills.

First Responder Instructors (e.g., fire, police, EMS, RNs, etc.) do not have to take the full CERT Basic training civilian course to become CERT instructors. Instead, a first responder can simply take the *IS-317 FEMA / EMI Independent Study introductory course about CERT and general disaster preparedness* as well as the *Train-The-Trainer course* to be full CERT instructors and teach all units in the CERT course for civilians. **However, CERT programs may use any first responders, or other subject matter experts, to help teach a portion or individual units in the CERT basic training course without them needing to need to take IS-317.** But IS-317 is strongly recommended for all first-responder CERT instructors in Tennessee. For a copy of your IS-317 completion certificate, see the *EMI Self-service portal* to download or print a copy of EMI certificates or transcripts.

Civilian CERT Instructors – CERT programs are responsible for ensuring that all instructors are adequately trained and have appropriate experience to deliver CERT training. Qualified trainers may come from many backgrounds and have different relevant skillsets. Civilians who are subject matter experts may help teach any of the individual units in the CERT Basic course without taking the CERT Train-the-Trainer course if they are paired with a qualified T-T-T trained instructor. And if they take the *CERT Basic Training course* and the *Train-the-Trainer course*, then they may teach the full CERT course or manage the presentation of an in-person CERT course. **But please note,** the IS-317 course mentioned previously is only an overview of CERT training activities for first responders. It does not take the place of the CERT Basic course training required for civilians to be full course CERT instructors. *Sample CERT Basic Training Instructor Expectations and Responsibilities.* **Also, local jurisdictions, schools, and faith-based organizations may wish to subcontract with a Tennessee based 501(c)3 CERT program such as *2Serve* to perform CERT training for them.**

❖ FEMA - EMI Training Applications

Please note: To sign-up for FEMA's CERT Program Manager or Train-the-Trainer courses, you will first need to obtain a FEMA Independent Study Student Identification Number (SID). And you should first be part of or forming a recognized CERT program in Tennessee. You must be pre-approved to attend by your local sponsoring organization. The Tennessee Emergency Management Agency (TEMA) must also process your training application. **However, TEMA's approval of the application is only to enable the application to be processed by FEMA. It does not constitute approval of any costs or reimbursements that may be associated with the training.**

The **FEMA - EMI Application** online form will ask you for your "Head of Organization." However, the answer is NOT your local EMA director or organization head. Instead, it is the **Tennessee State Training Officer: Adam Stewart at TEMA who should be listed as your "Head of Organization**." You will see within the language on the **Application Instructions Page** it states: …applicants for the above EMI courses must use the appropriate State Training Officer (STO) as "Head of Organization." When you apply, after completing the "Student Acknowledgement Statement" section on your **Online EMI Admissions Application** press "Continue." Then complete the pop-up window asking for the "Head of Organization Information" information. **THE FOLLOWING CONTACT INFORMATION ONLY APPLIES TO TENNESSEE CERT PROGRAMS:**

* Head of Organization Name: Adam Stewart
* Head of Organization Title: State Training Officer
* Head of Organization Email: adam.stewart@tn.gov
* Confirm Head of Organization Email: adam.stewart@tn.gov

After completing your application, FEMA forwards it to Adam Stewart at TEMA for approval. Volunteer Tennessee can help you with the application. **But PRIOR to applying for the Program Manager or Train-the-Trainer courses,** please contact **Don.Sowers@tn.gov m**anager of Disaster Volunteer Services at Volunteer Tennessee to facilitate the necessary application approvals.

❖ Teaching CERT Basic Courses

First, review the **FEMA Preparedness Community Additional Community Emergency Response Team (CERT) Training Resources webpage.** Then before a CERT Basic course begins, students should be sent the most recent **CERT Basic Training Participant (Student) Manual (available in multiple languages) FEMA - Free Publications** You can order **printed copies of up to 50 CERT manuals** and materials related to individual and community preparedness with the FEMA warehouse **online ordering tool**, and see **Ready.gov Citizen Responder - CERT Basic Manuals PDFs**. If you plan to teach any of the optional CERT Hazard Annexes, send your participants the **CERT Hazard Annexes Participant (Student) Manual**. You may also want to share the **About CERT** page. **CERT Basic, Campus CERT, and Teen CERT all use the CERT Basic Manuals and PowerPoints. The CERT Basic Training Course requires a Minimum of 18 hours of training, including 12-hours of classroom education (or the Hybrid CERT course) and a 6-hour in-person Skills Session.**

❖ CERT Basic Course Modules - Overview

The Community Emergency Response Team training helps people to be better prepared to respond to emergency situations in their homes, workplaces, and communities. The **in-person CERT course** is usually delivered locally with a 20-hour curriculum, with 12-14 hours in class and 6-8 hours of in-person drills and exercise. It was developed by the Los Angeles Fire Department, FEMA, and DHS and is designed to provide individuals with basic emergency response skills, particularly those that would be of value in the initial hours, or days, after a disaster when first responder resources may be overwhelmed and unavailable. CERT Basic Course Modules are typically taught in the following order, though you may vary the schedule.

- **Disaster Preparedness:** This module describes the types of hazards most likely to affect our community and region, introduces the functions of CERT, defines CERT roles in immediate disaster response, and encourages steps to prepare for disasters. Topics include Community Preparedness - Roles and Responsibilities - Hazards and their Potential Impact - Home and Workplace Preparedness - Reducing the Impact of Hazards through Mitigation.
- **CERT Team Organization:** Learn ways to protect rescuers; and to create and execute a safe and effective response plan. Topics include CERT Organization - CERT Mobilization – Documentation.
- **Disaster Medical Operations I -Treatment:** Participants learn how to select and set up a victim treatment area; apply techniques for opening airways, controlling bleeding, and treating for shock. Topics include Treating Life-Threating Conditions - Basic First Aid Care.
- **Disaster Medical Operations II - Triage:** Conduct rapid triage under simulated conditions. Topics include Mass Casualty Incidents - Functions of Disaster Medical Operations - Establishing Medical Treatment Areas - Head-to-Toe Assessments - Public Health Considerations.
- **Disaster Psychology:** We learn to recognize and prepare for the psychological effects of trauma in an emergency. Topics include Disaster Reactions - Self-Care - Team Well-Being - Working with Survivors' Emotional Responses.
- **Fire Safety and Small Fire Suppression:** This module outlines how to identify and reduce potential fire hazards in homes and workplaces; work as a two-person team to apply basic fire suppression strategies and use an extinguisher on a small fire. Topics include Fire Size-up Considerations - Firefighting Resources - Fire Suppression Safety - Fire and Utility Hazards - Hazardous Materials.
- **Light Search and Rescue:** Students identify planning and size-up requirements for potential search and rescue situations; learn when it is safe to enter a structure, describe the most common techniques for searching a structure; use safe techniques for debris removal and victim extrication. Topics include Safety During Search and Rescue Operations - Conducting Interior and Exterior Search Operations - Conducting Rescue Operations.
- **Terrorism:** Teaches awareness of potential dangers and describes the types of terrorist groups and threats we face.
- **Optional Hazard Annexes:** The following are optional topics for the CERT Basic Course or later training sessions: Avalanches, Earthquakes, Extreme Heat, Hurricanes, Fires, Floods, Nuclear Emergencies, Thunderstorms, Tornados, Volcanos, and Winter Storms.
- **Course Review and Skills Session:** At the end of the course, conduct comprehensive drills or a simulated disaster exercise that ties together all CERT training modules with a practical application. Emphasize effective response, team organization, and the Incident Command System (ICS). Students will find instructions for the disaster simulation in the CERT Basic Course Participant Manual. Segments include Course Review - Final Exam - Disaster Simulation Exercise - Critique and Summary - Graduation and presentation of CERT Basic Course certificates. The disaster exercise skills include Scene Size-Up, Extinguishing Fires, Treating Survivors, and Leveraging & Cribbing, etc.

❖ CERT Basic Course - Materials

- *FEMA - Free Publications* You can order **up to 50** printed copies of **CERT manuals** and materials related to individual and community preparedness with the FEMA warehouse *online ordering tool*, and see *Ready.gov Citizen Responder - CERT Basic Manuals PDFs*
- *FEMA - CERT Basic Training Overview & Materials (In multiple languages)*
- *FEMA - Videos about the CERT Basic 9 core basic training units*.
- *FEMA - CERT Basic Training - Instructor Guide*
- *CERT Basic - PowerPoint Slides English | Spanish* You may want to customize the CERT PPT slides by adding your organization's logo, relevant local information, and photos.
- *LAFD - CERT Manuals and Training Materials*
- *Lamorinda, CA - Sample CERT Basic Training PPTs and Training Materials*
- *FEMA - Additional CERT Resources - Links to CERT Guides, Manuals, and PowerPoints*

➤ **CERT Basic Course – Optional Instruction - Hazard Annexes**

- *FEMA - CERT Hazard Annexes - Instructor Guide* **The annexes for your specific region of the country are optional for the CERT Basic training course, but they are highly recommended.**
- *FEMA - CERT Hazard Annexes - PowerPoint Slides English | Spanish*

➤ **CAMPUS CERT Course Info (Higher Ed. Institutions)**

- *FEMA - Community Emergency Response Teams (CERTs) on Campus*
- *FEMA - CERT Train-The-Trainer Annex for Campus CERT Instructor Guide pdf*
- *Campus CERT Starter Guide* Campus CERT programs are for college or university campuses.
- *NCA - CERT T-T-T Campus and Workplace Programs webinar*
- *University of California San Francisco Emergency Response Mgmt. Plan Annex CERT*
- *California University Emergency Response Teams in Training*

➤ **TEEN CERT Course Info (High Schools, Civil Air Patrols, Scouts, Young Marines, etc.)**

- *CERT Train-The-Trainer Annex for Teen CERT - Instructor Guide* Teenagers (13-17 yrs./old).
- *Teen CERT Resources Campus and Teen CERT also use the CERT Basic Manuals and PPTs.*
- *FEMA Article - Partnership with Scouts Promotes Preparedness - April 4, 2023* This Scout Council is also using FEMA's *Student Tools for Emergency Planning (STEP)* curriculum and Teen CERT to teach preparedness to younger Scouts and to students in schools.
- *NCA - CERT TTT - Bringing Teen CERT to Your Community - Webinar* (01:28:22)
- *New Jersey - Teen CERT - Frequently Asked Questions*
- *New Jersey - Sample Teen CERT Brochure pdf*
- *New Jersey - Sample Teen CERT Poster pdf*
- *Ready.Gov – Teen CERT*
- *Scout Preparedness Program Using Teen CERT*
- *Teen CERT- Pasadena, TX (3:40 min.)*
- *Teen CERT Sandy City Hall - 2013 (11:15 min.)*
- *U.S. Dept. of Education - Readiness and Emer. Mgmt. for Schools - Teen & Campus CERT*
- *REMS - Teen CERT: Enhancing School Emergency Management - Webinar* (1 hour)
- *Youth.gov – Disaster Preparedness and Response* "By involving youth in disaster preparedness and recovery efforts, (schools, agencies and organizations) can help to not only increase youths' awareness of particular hazards but can also enhance the chance that they openly discuss how to adequately protect their families and loved ones and understand how to seek help should their community be affected."

❖ **Optional Hybrid Virtual CERT Basic Training & In-Person Skills Sessions**

Hybrid CERT Basic - Courtesy University of Utah - School of Medicine
This online CERT Basic course educates our neighbors 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. Questions? For more info please see: *www.OnlineCERT.org*

There is now an alternative available to presenting the traditional in-person CERT Basic training classes for Tennessee CERT programs. Tennessee is now on the list of *Hybrid CERT Approved States*. This new hybrid CERT course makes the usual 12-hour classroom portion of the CERT course available as an alternate online course delivery method so community members can complete the classroom portion online at their own pace. **And it is suggested you give participants a date certain to have the modules completed and sent to you prior to the Skills Session**. For more info please see the following links to *Hybrid CERT Training Webinar - How to implement the Hybrid CERT Training and General Overview, Program Manager Sign-up Instructions and Samples pdf*, and the *CERT Program Manager and Instructor Toolkit* which tracks student progress and forwards course invites within the Hybrid CERT learning management system, and a *Hybrid CERT Task book Checklist*.

The new online hybrid CERT course should be a tremendous cost and time saver for CERT programs. To sign up for Hybrid CERT access make sure you have first added your approved CERT program to the *FEMA CERT Registry*. Then go to *New Organization Request to Become a Hybrid CERT Provider*. After being approved, here is *login* information. Then after students complete the online portion of the course, the CERT program must also hold an in-person *CERT Skills Sessions* for students to graduate and receive a completion certificate from your program. **(***Note: Volunteer Tennessee has a *sample* CERT course graduation certificate available for local CERT programs***).** Here are a *Checklist for the Practical Skills Portion*, *CERT Hands on/skills demo video (1:44)*, *Hybrid CERT Basic - Skills Training session videos*, and their Hybrid CERT Management page for CERT program managers tracks student progress, forwards course invites within the Hybrid CERT learning management system. See *Hybrid CERT Toolkit. Instructor Guidance - CERT Skills Checklist   Participant CERT Skills Checklist*

Program Managers and Instructors - Videos & Checklist on administering the CERT Skills Session:
- *Hybrid CERT Training Webinar 1 - How to implement the Hybrid CERT Training and General Overview - Suu-Va Tai (1:57:23)*
- *Hybrid CERT Training Webinar 2 - In-person skills training and disaster simulation guidance.*
- *Suu-Va Tai (1:57:16)*
- *Hybrid CERT Training Webinar 3 - Suu-Va Tai (1:46:57)*
- *Printable Skills Checklist pdf*

For a backup link to the CERT Basic Training Participant Manual, visit
https://drive.google.com/file/d/1KMZkAQTgKwoPO8fejfZjXrsE4qenZA7K/view?usp=sharing

You can take this Hybrid CERT course on desktop PC/Mac, mobile, and tablet devices at your own pace and convenience. This online course satisfies the lecture portion of CERT Basic Training. To receive a certificate of full course completion, students must also complete the hands-on, practical skills portion of the training. Please contact onlinecert@utah.edu with additional questions or if you are experiencing technical issues with the course.

During CERT courses, always conduct the Skills Sessions in safe setting. Have sufficient safety officers present. Verify all students wear their protective equipment and PPE as required by the skill. And use the buddy system as appropriate. Make accommodations only if the activity can still be done safely.

Sometimes, there will be CERT students who wish to take in-person CERT training from another agency or organization. This usually happens when a student may have missed a particular CERT course module, or the CERT Basic course is not currently offered where they live, or work and they wish to train at another location. It also occurs when another CERT program is offering a training topic or exercise not offered at their home CERT program location. **Upon approval of both CERT program managers, CERT programs may allow participants from other programs to participate in these activities. Also, we encourage all EMAs, CERT programs, ARES, VOADS, and others who may work together in a future disaster to regularly train and exercise together.**

❖ Hybrid CERT Basic Training - Sample Skills Sessions Videos

Below are several links to videos that demonstrate suggested activities for conducting the in-person Skills training and a list of several CERT Skills Session YouTube Videos

- *CERT Basic Training Disaster Simulation Suggestions (Facebook Posts)*
- *Sample Agenda for Practical Skills Portion of a CERT Course – Google docx*
- *Hybrid CERT Training Webinar 1 - Implementing Hybrid CERT Training Overview* (1:57:23)
- *A brief video by ReadyOC of a CERT Skills Session*.
- *Montana HOSA - Five CERT Skills Videos on YouTube*
- *How to Approach a patient* (2:31)
- *Evaluate Circulation* (3:24)
- *Maintain an Airway* (3:21)
- *Open an Airway Jaw Thrust* (5:06)
- *Apply direct pressure to control excessive bleeding* (4:31)
- *Apply a tourniquet to control excessive bleeding* (5:47)
- *Perform a mental status evaluation* (2:19)
- *Apply a sling and swath for the arm* (3:30)
- *Perform splinting* (12:47)
- *Dress and Bandage a Wound* (10:28)
- *How to Assist When Administering an Epi Pen* (0:56)
- *Evaluate breathing* (2:05)
- *Head-to-toe assessment* (6:55)
- *Inline stabilization demonstration* (4:37)
- *Proper body position for lifting and the one-person arm carry* (1:37)
- *Pack strap carry* (2:45)
- *Two-person carry* (3:13)

- *Chair carry* (2:44)
- *Log roll and blanket carry and blanket drag* (6:07)
- *ABCD quadrant method* (5:07)
- *Debris removal* (2:47)

❖ **Additional CERT Related Training Videos and Webinars**

After CERT Basic classes, consider holding additional training sessions for your CERT volunteers. CERTs can also be trained on disaster mitigation, response, and recovery techniques.

- *Adventist Learning Community - ACS Disaster Response Training*
- *FEMA - Additional CERT Resources - Links to CERT Guides, Manuals, and PowerPoints*
- *FEMA - Emergency Management Institute (EMI)* - CERTs in leadership positions are encouraged to take the CERT Train-the-Trainer and Program Manager courses through EMI.
- *YouTube – List of 107 CERT Related Videos*
- *LAFD - CERT-LA - List of Training Videos*
- *LAFD - CERT Continuing Education*
- *LAFD - CERT Coordinators YouTube Channel*
  - *CERT Forms and the Role of the Scribe*
  - *CERT Staging Areas and Initial Response to a Disaster*
  - *Disaster Medical Triage*
  - *Disaster Gas Shutoff*
  - *Leading Medical Response Teams*
  - *Neighborhood Resilience and Security AFTER the Disaster*
  - *Neighborhood Team Program - Los Angeles*
  - *Organizing and Leading Successful Teams*
  - *Organizing Your Neighborhood and Advanced Personal Preparedness*
- *LAFD - CERT Bandaging and Splinting* (6:31)
- *CERT Hands-on Search and Rescue - Part 1* (9:06)
- *CERT Hands-on Search and Rescue - Part 2* (5:44)
- *CERT Tools for Leadership Success pdf*
- *CERT Tools for Leadership Success - Martinez CERT PPTX slides*
- *Cribbing Rescue Training for CERT/Search & Rescue Team* (5:58)
- *Demonstration of CERT T-T-T Cribbing Training* (4:27)
- *Disasterville - 2021 NCA CERT Conference*
- *Fire Drill - The Office TV Show - Comedy* (4:56)
- *Fire Extinguisher Training Video - SCCFD* (2:48)
- *Fire Safety: The CERT Team Member's Role - Alameda CERT* (18:25)
- *Glove Removal & Disposal* (0:41)
- *Hazmat Training Courses – Free Online TRANSCAER training*
- *Head-to-toe Assessments CERT T-T-T Course* (5:45)
- *Head-to-toe Assessments LAFD - CERT* (14:26)
- *Head-to-toe Assessments Montana HOSA - CERT* (7:44)
- *How To Turn Off Electricity at the Circuit Box* (0:48)
- *Map Your Neighborhood: The Plan in Action* (10:24)
- *OSHA - Chainsaw Training*

- ***OSHA - Forklift Training***
- ***Previous FEMA Webinars***
- ***Psychological First Aid*** *(11:07)*
- ***Red Cross – First Aid, CPR, and AED Training***
- ***San Diego Co. CA - OES First Responder Access & Functional Needs Training Videos***
  - ***Alzheimer's Disease & Memory Loss***
  - ***Autism***
  - ***Blind & Low Vision***
  - ***Chronic Illness***
  - ***Cognitive Disabilities***
  - ***Deaf & Hard of Hearing***
  - ***Mental Illness***
  - ***Physical Disabilities***
- ***Safe and Ready - CERT Refresher Training - 7 videos***
- ***Safety in the After Disaster Environment*** *(31:47)*
- ***Search and Damage Assessment Training*** *(52:29)*
- ***Search & Rescue Training*** ***CERT Mutual Aid - City of Irving, TX - CERT*** *(4:28)*
- ***Tennessee Emergency Management Plan (TEMP) - 2018***
- ***TDOT Launches Yellow DOT Program*** *(2:06)*
- ***Traffic Control - Anaheim, CA CERT*** *(8:27)*
- ***Triage - Handling Mass Casualty Situations*** *(22:22)*
- ***Triage - CERT Triage & Mass Casualty Incidents pdf***
- ***Triage - START - RPM - Part 1*** *(6:30)*
- ***Triage - START - RPM - Part 2*** *(9:26)*
- ***Vimeo - Several Online CERT Training Videos***
- ***Ways to Stay Calm in an Emergency*** *(6:26)*

❖ CERT Exercises

Reminder, CERT programs must hold an exercise at least once a year for retained volunteers. CERT Annual Exercises are the best way to prepare CERT teams to respond effectively to an emergency. Exercises and drills should be designed to engage team members and have them work together in response to a hypothetical incident. ***Exercises*** enhance knowledge of plans, assess skills, allow CERTs to improve their own performance, and address local training priorities.

- ***CERT Tabletop Exercise - Earthquake - pdf***
- ***CERT Jeopardy Game***
- ***Dallas CERT Training Drill (6:18)***
- ***Disasterville for CERT***
- ***Disasterville PowerPoint Slides***   ***Disasterville Toolkit***
- ***Developing and Facilitating CERT Tabletop Exercises***
- ***East Lake, FL - CERT - Lost child exercise (9:58)***
- ***FEMA-EMI IS-120.C: An Introduction to Exercises***
- ***FEMA - Exercise Best Practice Guides***

- *FEMA - Tabletop Exercise Design and Design and Delivery*
- *How Do You Keep CERT Volunteers Engaged?*
- *HRCC - Thoughts on the CERT Training*
- *Kansas City, MO - CERT Rodeo - How to do MOULAGE*
- *Long Beach, CA - CERT Drill video (8:39)*
- *Moulage - Several photos of Volunteer "Survivors" in make-up*
- *REMS - Triage Tabletop Activity (Word doc)*
- *San Bernardino Co. CA Fire OES - Exercise Overview (2:50)*
- *Training and Exercise Development - pdf*

❖ CERT - Sample FOGs, SOGs, SOPs, MOUs, and Bylaws

- *California Volunteers - CERT Field Operations Guide - FOG (2010)* This downloadable PDF is designed to provide quick access to critical information. This FOG will assist CERT volunteers helping communities respond to emergency situations.
- *QUICK SERIES - New CERT Companion Guide for Advanced Operations* This durable laminated spiral pocket guide provides a general overview of disaster response, including what happens behind the scenes, what CERT volunteers should expect, and how to have a successful disaster deployment. *For ordering info contact Quick Series Publishing*.
- *QUICK SERIES - CERT Field Operations Guide - FOG* This 3 in. x 5 in. pocket guide provides CERT members with easy-to-follow and accessible instructions to help local disaster recovery efforts (Color coded tabs, Durable, and Weatherproof).
- *Rite in the Rain - CERT Field Operating Guide - FOG*
- This All-Weather CERT Guide is a comprehensive companion filled with practical reference material to help refresh core skills CERT Yellow cover with White All-Weather paper.
- *CERT Program Manager Course UNIT 8: POLICIES AND PROCEDURES*
- *FEMA – Disaster Specific Memorandum of Understanding Guidelines*
- *Laramie County, WY EMA-CERT Standard Operating Guidelines (SOGS)*
- *Lebanon - Wilson County, TN – Sample CERT Application*
- *Massachusetts EMA - Best Practices Guide - City of Gloucester Sample CERT SOGs*
- *NCA - CERT PDR Program Manager Series: Policies and Procedures (1:07:44)*
- *Millersville.edu - CERT Policies & Procedures*
- *City of Novi, MI - CERT Standard Operating Guidelines - pdf*
  City of Novi, MI - CERT Guidebook and Policies - pdf
- *Sample - Memorandum of Understanding (MOU) between the Volunteer West Virginia (State Service Commission) and local CERT programs*
- *Sample MOU between Volunteer Florida and Florida CERT Association*
- *Sample MOU for Volunteer Participation in James Co. Virginia CERT program*
- *San Diego Fire & Rescue - CERT Procedures and Resources*
- *Santa Cruz Co., CA - Sample CERT Activation SOPs*
- *Sevier County, TN cert_operating_guidelines_sogs.pdf*
- *Sevier County, TN cert_application_sevier_county___2_.docx*
- *Union City, CA CERT - Sample Bylaws*
- *West Metro, Minnesota CERT - Sample Volunteer Application pdf*
- *Yamhill County, OR - Policies & Procedures Manual pdf*

❖ **Sample ICS Forms and CERT Position Checklists (From Olathe, KS - CERT Program)**

- *Assignment Status*
- *Communications Checklist*
- *Damage Assessment Survey*
- *FEMA-EMI ICS Forms*
- *Fillable CERT Forms* - Includes the standard forms plus several custom PDFs.
- *Fire Group Leader Checklist*
- *Incident Commander Checklist*
- *Logistics Section Chief Checklist*
- *Logistics Supplies and Equipment*
- *Medical Area Treatment List*
- *Medical Director Checklist*
- *Medical Treatment Form*
- *Medical Triage Form*
- *Message Form*
- *Operations Section Chief Checklist*
- *Organizational Chart*
- *Safety Officer Checklist*
- *Search and Rescue Director Checklist*
- *Search and Rescue Map Grid*
- *Staging Manager Checklist*
- *Staging Volunteer Information Sign-In Sheet*
- *Supply Manager Checklist*
- *Trailer Packet Content List*

❖ CERT Course Training/Response Trailer & Equipment Options

* No endorsement should be implied for any commercial products or services listed in this CERT Resource Guide by the State of Tennessee or Volunteer Tennessee.

Potential CERT Cargo Trailer Specs:

Typical CERT enclosed cargo trailers have a white exterior color with a flat nose, width 6' or 7', length of 12' or 14', interior height 7' ,with no more than a 10,000 lb. GVWR load capacity, 2 5/16" adjustable coupler, tandem axel, hand crank jack, stabilizer jacks for trailer corners, 15" radial tires, spare tire, 4-wheel brakes, 8' folding beaver tail rear ramp instead of swing doors is preferable for loading, tandem wheels, heavy duty drop leg jack (with large foot pad), safety chains, breakaway kit with battery and in-line charger, 36", 42", or 48" x 78" side door with a flush, latch. or dead bolt lock, adjacent grab bar handle, spare tire, lug wrench, wheel chocks, 2-levels of E-track mounting system to secure loads recessed on all three walls (at 12"-16" and 44"-48" above the floor), 4-D-rings 6,000# rated recessed swivels in 4-corners of floor, minimum of 3/4" exterior/water resistant plywood flooring and ramp, rubber vinyl anti-skid coin or treat Plate floor surface covering for ramp and floor, (optional trailer floor undercoating), side wall and two RV style roof vents (14" x 14"), a section of opaque skylight in roof (like the UPS delivery trucks), melamine on the interior of the doors (can be used as dry-erase boards), a dedicated fire extinguisher (stays with trailer), and large commercial first-aid kit (both mounted just inside the side door), trailer graphics - large CERT graphics - logos and CERT program sponsor's name on the sides, and smaller CERT logos on the front and rear of the trailer.

CERT Trailer Electrical Package (12-volt system):

LED road lights on all corners, two RV type ceiling vents may require 12-volt wiring with optional fans, L.E.D. exterior marker, tail lights, and dome lights, solar panels, inverter, 12-volt batteries, 12-volt exterior scene lights (flush mounted L.E.D.s with 2 on each side and one on the front wall, 30 amp electrical package, and on my personal wish-list: roof mounted solar panel with a battery charging charge system.

Potential Enclosed Cargo Trailer Suppliers *

- *ProPac*
- *Deployed Logix*
- *Homesteader*

- *Tenn Trailers*
- *USA*
- *Wells Cargo*

Trailer Towing - Important!

Before allowing anyone to tow a trailer, please consider if they are properly trained and qualified to tow a trailer, have a valid driver license, and insurance specifically naming the sponsoring organization as an additional insured. And be sure to check with your organization's insurance carrier to determine if volunteers would be covered if they tow your trailer. See the Liability and Volunteer Insurance sections elsewhere in this CERT Guide.

Trailer Equipment & Supplies Inventory:

Consider taking pictures and marking all equipment before training sessions and any CERT activations. Always maintain a current CERT trailer equipment and supplies inventory. You may want to mount a copy on an interior wall of the trailer. Ask other CERT programs or teams who may plan to use the trailer to please replace any depleted or broken equipment.

Miscellaneous CERT Trailer Equipment & Supplies:

Three portable wire shelving units 4-foot wide with casters, tough plastic bins with lids for shelves, ratcheting tie-down straps with hooks, assorted bungee cords, small generator, Empty gas can, funnel **(NEVER store gasoline in the trailer)**, extension cords, free standing work lights, light-tower, push broom, dust pan, trash bins, construction garbage bags, shovels, pry bars, tool kit (wrench, pliers, hammer, hacksaw, hatchet, leather gloves, tape, rope, paracord, folding knife), batteries, flashlights, inflatable light towers, orange traffic cones, easels, dry erase markers, lumber crayons, canopies, tables (six-foot folding), folding chairs, tarps, plastic sheeting, CERT feather flag kits with base, banners, green CERT table cover, porta-potty, pop-up tent, folding ladder, hand cart, empty 5-gallon water jugs, paper towels, cups, plates, utensils, manual can opener, napkins (DO NOT store perishable food items in the trailer).heavy duty staple gun, extra staples, and plenty of duct tape.

Optional CERT Response Equipment:

In a disaster, this CERT training trailer could be used by trained volunteers in a response role. Therefore, CERT programs should decide whether to stock a cache of additional PPE and personal response gear such as: CERT backpacks, CERT helmets, CERT caps, Kelly green reflective CERT vests, leather gloves, safety googles, N-95 masks, chemical A-B-C fire extinguishers, tools, etc.) located in an area separate area from the training supplies. Consider adding white melamine on the interior of the trailer doors for use as dry-erase boards.

CERT Course Training Supplies

Disaster Medical Operations - Moulage to simulate injuries, 4x4 gauze pads, bandages, abdominal pads, triangular bandages, tourniquets, slings, SAM splints or cardboard splinting material, nitrile gloves, shaving cream, medical tape, scissors/EMT shears, PPE, triage tags, triage tape, backboards, mannequin, folding cloth stretchers, neck collars, emergency cloth or mylar blankets, tarps.

Fire Safety and Utility Controls - Use a fire pan (preferably a propane system with trained fire safety officers present), several fire extinguishers (usually 2-3 trainees per 5# extinguisher), remote ignition or road flares and a long pole, and duct tape. See Lion Community Fire Safety Training *

Light Search and Rescue Operations - Gas Meter, Electrical Panel, and Cribbing materials, have a mannequin/dummy, two pry bars (or some very long 2"x4"s), numerous pre-cut pieces of wood for box cribbing e.g., twenty 2"x4"x24," and twenty 4"x4"x24," as well as cribbing wedges (you could cut several 4"x4"x24" pieces of wood in half on a diagonal). And consider purchasing milk crates to store the wood blocking and shims, and a large flat object to leverage (e.g., heavy table). Also, consider using an electrical circuit breaker training panel, gas meter mock-up, wrench, 4-in-one tools, and a megaphone/bullhorn.

PPE SHOULD BE REQUIRED FOR EACH PARTICIPANT including a helmet, work gloves, safety googles, and a mask. Additional equipment and supplies such as CERT reflective safety vests, fire extinguishers, etc., will be needed for teaching other CERT training course units.

CERT Training Completion Certificates, Vests, & Additional Gear:

After the completion of the CERT Basic training course, **sponsoring CERT programs must provide a training certificate to their graduates. Volunteer Tennessee can provide you with a certificate template.** CERT programs may also choose to provide some CERT equipment such as a CERT vest and CERT helmet to graduates. Though, most CERT programs only provide the vest and helmet to their "train & retain" volunteers. Alternatively, volunteers can choose whether to purchase any additional personal CERT clothing and gear.

❖ CERT Links to Equipment, Supplies, Forms, Logos, and Patches *

 * *No endorsements implied for any commercial products or services listed in this CERT Resource Guide.*

Consider taking pictures and marking all equipment before CERT activations. Remember, personal safety is paramount. Always conduct a Size-up before any action. CERTs should never attempt any actions unless they were previously trained to perform those activities or if it puts them at risk. At a minimum, CERTs should always work with a buddy and wear the necessary equipment and PPE (e.g., N-95 mask, leather work gloves or medical gloves, protective eyewear, hard hat, long pants, long-sleeved shirt, sturdy shoes/boots, CERT reflective vest, bag or backpack, tools, forms, first aid supplies, and water/snacks).

Logos/Patches: FEMA registered CERT programs do NOT need to request permission under the *Department of Homeland Security Trademark Use Agreement for CERT Marks/Logos*. CERTs may customize the CERT logo to meet local needs. The use of the logo will strengthen the CERT brand and increase public awareness. You may also add a program sponsor's name or local landmarks to the skyline area of the official CERT logo design for your patches, stationary, etc. *CERT Logo Usage Guidelines.* Registered CERT Programs do not need to request permission under the Department of Homeland Security Trademark Use Agreement for CERT Marks. However, businesses who wish to use the CERT logo should review *https://www.ready.gov/faq/cert-logo.* The CERT logo is not to be used in any manner which implies the endorsement of any person, product, program, service, or on any commercial products.

- *CDC - Sequence for Putting on Personal Protective Equipment (PPE).*
- *CERT IDs – Merit Issues the National CERT Association - NCA Digital Credentials*
- *CERT IDs - Salamander Live – CERT Credentials*
- *CERT Vehicle License Plate Frame | ProPac USA*

- *CERT and Custom License Plate Toppers email: Chris Greenwood at chris@fireplatesnmore.com*
- *Community Disaster Preparedness Foundation Radio Recommendations (2022) Includes Equipment Lists, Communications Plans, FRS/GMRS/HAM Radio, and Zello Information*
- *Combat Swag – Custom CERT Patches*
- *Conterra Four Color TRIAGE Tape - Black, Yellow, Green, RED - (Amazon link)*
- *EmergencyKits.com – CERT Equipment & Supplies*
- *FEMA's Free CERT Printed Materials Online Ordering Tool*
- *First Class Responder - CERT Logo Shirts and Decals*
- *Earthquake Management Products – CERT Equipment*
- *EmergencyKits.com - CERT Supplies*
- *Fire Supply Depot - CERT Supplies*
- *First Class Responder - CERT Equipment & Supplies*
- *Google – Samples Customized CERT Logo Graphics*.
- *LAFD - CERT Sample Forms and the Role of the Scribe - Video (45:40)*
- *LAFD - What Should Be in Your Emergency "Go Bag"*
- *Midland FRS & GMRS, and NOAA Weather Radios at Discount* Contact Bruce Jones, Meteorologist/National Spokesperson for Midland *bjones@midlandusa.com* 816-462-0497 for pricing that is about 40% off retail price for EMA's, CERT programs, VOADS, schools, & churches.
- *Prepare Smart*
- *ProPac - CERT and MRC Supplies*
- *Sample CERT Bag - YouTube* and *Bay CERT deployment bag contents* - *CERT backpacks videos.*
- *Santa Cruz Co, CERT - Backpack Checklist (pdf)*
- *Santa Cruz Co, CERT - Car Emergency Checklist (pdf)*
- *Santa Cruz Co, CERT - Household-Neighborhood Emergency Checklist (pdf)*
- *Santa Cruz Co, CERT - Winter Preparedness Checklist (pdf)*
- *SOS Survival Products – CERT Equipment and Supplies*
- *Sunset Survival & First Aid - CERT Team Gear*
- *TEMA - Emergency Kit Recommendations*
- *The Vest Guy - CERT GEAR*

❖ CERT Resource Typing

Resource typing enables communities to have confidence that the resources they receive have requested capabilities. Currently, Tennessee does NOT have mutual aid agreements for CERT volunteers and Resource Typing is optional for local CERT programs. However, the *National Qualification System (NQS) Job Titles/Position Qualifications* and *Position Task Books (PTBs)* have position descriptions which may be useful for volunteers who help with local CERT program management, administrative tasks, deployment, and training. Resource typing can guide EMAs when staffing unfilled volunteer positions in a disaster response or recovery, or as a benchmark for volunteers wishing to pursue advanced CERT training. *Click here to download the Job Titles and Position Qualifications* (type CERT in the search box). *FEMA Resource Typing for CERT Overview and Q&A Part 1* - *Part 2* and see the *FEMA Prep Tool Kit CERT PTBs* for the full list of CERT PTBs.

o *CERT "Volunteer" Resource Typing Definition* - *Draft Volunteer PTB* Qualifications for CERT Volunteers: Trained in CERT Basic in disaster response fire safety, light search & rescue, team organization, disaster medical operations. Type 2: 18-hour CERT Basic and IS-100, IS-200, IS-700, IS-800. Type 1: **Plus** IS-288 and IS-505 and completion of the NQS Position Task Book for the NIMS Type 1 CERT Volunteer.

o *CERT "Team Leader" Resource Typing Definition* - *Draft CERT Team Leader PTB* - A CERT Volunteer who directs CERT team activities. Qualifications: Same as "CERT Type 1 Volunteer" **Plus** - Type 2: IS-244, IS-317, IS-703. Type 1: **Plus** G427: CERT Program Manager course.

o *CERT "Section Chief" Resource Typing Definition* – *Draft of CERT Section Chief PTB* – An experienced CERT Volunteer Team Leader who is responsible for a specific functional area within the local CERT program. Qualifications: Same as "CERT Type 1 Team Leader" **Plus** the Knowledge, Skills, and Abilities: 1. Understanding of the functions of a Section Chief. 2. Understanding of the functions of the assigned functional area. Experience: Successful completion of the NQS Position Task Book (PTB) for the National Incident Management System (NIMS) CERT Section Chief.

❖ Promoting and Recruiting for your CERT Program

As we teach our neighbors about preparedness, CERT programs will also need the support of the key stakeholders in the community. Get your message out! Have a CERT booth at a Preparedness Fair or National Night Out.

The following link is to a fabulous video of a CERT information booth: *Paso Robles, CA Preparedness Fest - Facebook post*. And your CERT program partners could include local administrators, elected officials, first responders, community groups, faith-based organizations, schools, HOAs, businesses, and all members of the community. Suggestions for organizing and promoting your CERT program are presented in the *CERT Program Manager course*. And we must always remember to conduct outreach in other languages. English may not be the first language of many of our residents. For a terrific family oriented Spanish speaking community preparedness program see the *Listos (Ready) website*.

- *CalOES - CERT Program Promo - 2014 (9:00 min.)*
- *CERT Discussion Board (Public Facebook Group)* A great discussion thread about setting up a CERT information booth at public events, flyers to hand out, table displays, etc.
- *Community Emergency Response Teams in Action (6:27)*
  A good video to educate people about Community Emergency Response Teams. CERT members from California, Florida, and Texas explain how they come together to prepare their communities and assist their neighbors during emergencies.
- *"CNN" - Humorous disaster preparedness campaign – YouTube (2:40)*

- *Download the LAFD CERT Flyer - English*   *Download the LAFD CERT Flyer - Spanish*
- *FEMA - Free Publications* You can order **printed copies of CERT manuals** and materials related to individual and community preparedness with the FEMA warehouse *online ordering tool*.
- *Find a CERT website* allows the public to search for a nearby CERT program by Zip code.
- *Get Involved: Join CERT Today*
- *Univ. of Utah - School of Medicine - Sample Hybrid CERT flyer*   *Sample CERT Flyer*
- *FEMA - Outreach Initiatives and Training Activities for CERT pdf*
- *FEMA Podcast Episode 12: CERT (CERT) Jul 22, 2020 Download Audio* *Download Transcript*
- *FEMA-ICPD – Preparedness Community*
- *Community Emergency Response Team (CERT) Training "How it all began." (7:56)*
- *Alameda CERT In Action 2012 - Responding to a Windstorm (19:13)*
- *Campbell - CERT Basic practical training sessions (2:24)*
- *Campbell - CERT Training Disaster Simulation Exercise (3:54)*
- *Campus CERT - Pulaski College, IL (3:03 min.)*
- *CERT Pandemic Roles (4:56)*
- *CERTs Help with Vaccination Rollout - 2021 FEMA Article*
- *CERT in Action" 2013 version (19:14 min.)*
- *CERTs Take Action: Financial Readiness - FEMA Article*
- *CERT Teams in Action - 30 second promo video clip* A good clip for showing to people at a Preparedness Fairs, Information Booths, etc.
- *City of Cape Girardeau, MO - CERT Cartoon (1:10)*
- *Citizen's Corps. - CERT Recruitment video (4:59)*
- *Community Emergency Response Teams in Action 2018 (6:28 min.)*
- *Douglas County, KS - CERT webpage*
- *FEMA - CERT Fact Sheet useful for informing others about CERT*
- *FEMA - Preparedness Community Newsletters with Articles about CERT*
- *"The Office" Fire Drill - YouTube (4:57)*
- *Greenville Co., SC - CERT Training Course | What to Expect (2:20)*
- *History of the CERT Teams* 2020 (7:56 min.)
- *Lake Forest, CA - CERT Training Announcement Video (2:16)*
- *Michigan Preparedness Fair Plan and Layout*
- *Nashua, NH CERT Program Manager Discusses a CERT Final Exercise (2:49)*
- *New York City EM Prep Talk - Podcast Episode 19: 15 Years of CERT (27:06)*
- *Santa Barbara CERT Program Overview and Recruiting Video (6:06)*
- *Spanish Speaking CERT Teams - en Español (10:53)*
- *"The Big Bang Theory" - Emergency Preparedness Drill -YouTube (1:52)*
- *"The Simpsons" Safety Drill – YouTube (2:10)*
- *Ventura Co. CERT - "People like You" video (3:02)*
- *Williamson County, TN EMA Director Todd Horton "What is Emergency Management?" and the Potential Benefits of a CERT Team - YouTube Video (42:02)*
- *What is CERT? (10:14)*
- *When Disaster Strikes - Intro to the CERT Program (3:59)*

❖ CERT News - Social Media Sites, Groups, Articles, and Posts
Facebook "Private Groups" require you request to be a member before you can view their posts.

Please note, once your CERT program has been established, consider stressing to volunteers that the taking or sharing of photos or videos on social media of any disaster scene, emergency response, or other locations where CERT volunteers are present may involve privacy issues and could result in erroneous messages to the public. **Early on, please consider establishing a social media policy for your CERT program well before hosting a drill or exercise.** To the left is a **Sample CERT Basic Course flyer**, courtesy of Sevier County EMA - CERT program.

- *CERT (Community Emergency Response Team) - Facebook Private Group*
- *CERT Community Emergency Response Team of Knoxville – Facebook Private Group*
- *CERT Discussion Board - Facebook Private Group*
- *CERT Instructors (Facebook)*
- *CERT Radio Operators (Facebook)*
- *East Tennessee CERT - Facebook Page*
- *Galaxy Digital Article - A Beginner's Guide to Starting a CERT Program (A. Ferry)*
- *Galaxy Digital Article - Everything You Need to Know About CERT Teams (A. Ferry)*
- *LAFD CERT Central Bureau (Facebook)*
- *Mid America- Official TEEN CERT*
- *Nashville Office of Emergency Management - CERT - Facebook page*
- *National CERT Council - Facebook Group*
- *National CERT Program Management - Facebook Group (Sample CERT Posts and Flyers)*
- *National Community Emergency Response Team Organizations – Facebook Private Group*
- *News Channel 3 - Memphis, TN News – Germantown, TN CERT Training Article*
- *Oakland, TN – CERT - Facebook page*
- *Official TEEN CERT (Facebook)*
- *Paso Robles, CA Preparedness Fest - Facebook post (Fabulous video of a CERT booth)*
- *Sevier County Emergency Management Agency's Facebook Post - "We Want You"*
- *Tennessee Disaster Response Team | Monterey TN*
- *WBBJ – 7 – Eyewitness News - Jackson-Madison Co. EM?A "Drill for Union Univ. nursing students*
- *White County TN C.E.R.T. (Community Emergency Response Team)*

❖ CERT Webpages

Please let us know if we omitted a link to your EMA, Fire, or CERT Program website and social-media pages.

State of Tennessee - Volunteer Tennessee - CERT Training - Local CERT Programs Listings

**Please let us know if your local Tennessee CERT program listing or upcoming training sessions were omitted from this list.
Thanks, *donsowers@tn.gov***

- *2Serve* This Tennessee based 501c3 provides CERT training for academy and college age young people throughout the southeast by involving them in the mission of the Seventh-day Adventist Church. However, they teach CERT without proselytizing. **2Serve may also be available to teach older adults CERT for other non-affiliated organizations and schools.** They charge for their CERT classes on a per-person basis to recover their course costs.
- *Carter County, TN EMA - CERT*
- *City of Bartlett, TN Emergency Preparedness - Official Website*
- *City of Germantown, TN CERT Training*
- *Fayette County, TN - CERT*
- *Kentucky-Tennessee Conference of SDA CERT Training Article*
- *Knoxville-Knox Co. Emergency Management Agency*
- *Lebanon, TN - CERT*
- *Montgomery County, TN - CERT*
- *Munford, TN - Community Emergency Response Team (CERT)*
- *Nashville - Davidson Co., TN OEM – CERT*
- *Sevier County, TN - CERT*
- *Stay Safe Shelby - Shelby County, TN - Office of Preparedness - CERT*
- *Tennessee State University – Campus Emergency Response Team*
- *Town of Oakland – Fayette County, TN EMA - CERT*
- *Washington County - Johnson City, TN EMA - CERT*
- *Williamson County, TN Office of Public Safety - CERT*
- *BeReady - Utah - CERT*
- *Douglas County, Kansas - CERT*
- *Irvine, CA - CERT*
- *LAFD, CA - CERT*
- *Nashua, NH - CERT*
- *Olathe, KS - Fire Department - CERT*
- *Ready Long Beach, CA*
- *Sacramento, CA - CERT* An excellent CERT website!
- *Santa Clara County, CA - Teen CERT*

❖ FEMA Preparedness and CERT Related Webinar Recordings

FEMA hosts many excellent preparedness and CERT webinars throughout the year. Please share these links with members of your CERT programs. Consider showing one of these webinars or videos at a regular training meeting for your CERT members. And see *FEMA Region 2 Preparedness, Resilience, and CERT Webinars* previous webinar recordings.

- *10 Ready-Made Tips You Can Use to Prepare for Disasters*
- *Amateur "HAM" Radio for Emergency Managers*
- *American Sign Language 101 for CERT*
- *CERT Disaster Response Best Practices*
- *CERT Virtual Disaster Workshop 1*
- *CERT Virtual Disaster Workshop 2*
- *CERT Virtual Disaster Workshop 3*
- *CERT Virtual Disaster Workshop 4*
- *Community Asset Mapping: Who Are the People in Your Neighborhood?*
- *Developing and Organizing your CERT Team to the Max - 2021 NCA CERT Conference*
- *Disaster Response and Disability - Approaches for Emergency Managers & CERT programs*
- *DHS - Active Shooter Preparedness Webinar*
- *Effective Interpersonal Communications for CERT*
- *Effective Use of Amateur Radio Volunteers in County Emergency Operations*
- *Emergency Financial First Aid Kit*
- *Exploring - Qualified Sign Language Interpreters in Emergency Management*
- *FEMA Nebraska Flooding - Drones as a Tool for Damage Assessment & Flood Mitigation*
- *FEMA and the National CERT Association: Search and Rescue, Lost Person Behavior*
- *FEMA Resource Typing for CERT Overview and Q&A Part 1*
- *FEMA Resource Typing for CERT Overview and Q&A Part 1*
- *FEMA's Role in Response*
- *First Responder Access and Functional Needs Training Series*
- *Guides for Alerts and Warnings Webinar*
- *Helping Helpers – How to Support First Responders*
- *How to Avoid Disaster Fraud After an Emergency*
- *Human Trafficking: Recognize, Report, Respond pt1*
- *Human Trafficking: Recognize, Report, Respond pt2*
- *Lifelines to Communities: Food Distribution Best Practices*
- *Maintaining and Revitalizing your CERT Program*
- *Organizations Preparing for Emergency Needs (OPEN) - Part one*
- *Organizations Preparing for Emergency Needs (OPEN) - Part two*
- *Psychological First Aid for Children*
- *Psychological First Aid*
- *Psychological Resilience*
- *Ready Youth Toolkit in a Box*
- *Residential Fire Life Saving Strategies*
- *Resilience in Philadelphia: A Case Study*
- *Restart and Rejuvenate your CERT Program After COVID-19*
- *Selfcare for Disaster Responders and Healthcare Workers*
- *Team Building for CERTs*
- *The Past, Present and Future of CERT*
- *Trauma Informed Care*
- *Trauma-Informed Management of People in Crisis for CERT Teams*
- *You are the Help, Until Help Arrives*

❖ FEMA-EMI - Online Independent Study Training Opportunities

Looking for more CERT related training opportunities? CERT Instructors and CERT Volunteers can take free FEMA-EMI Independent Study Courses (IS) and they may apply to take an in-person EMI course through FEMA. The *FEMA Emergency Management Institute (EMI)* offers many online and in-person training courses. **But before submitting a training course application for a FEMA Instructor led class (e.g., K-0427 or K-0428), please contact don.sowers@tn.gov to learn about the necessary approvals.** However, these approvals are not required for simply taking the FEMA-EMI Independent Study (IS) online courses below.

Though not currently required in Tennessee, you may wish to recommend to your CERT volunteers the following free EMI online courses. Those highlighted in Red are part of the recent optional CERT Resource Typing requirements:

- *IS-10.A: Animals in Disasters: Awareness and Preparedness* this course describes how typical hazards affect animals. It increases awareness and preparedness for animal owners, care providers, and responders.

- *FEMA-EMI IS-100.C: Introduction to the Incident Command System, ICS 100* introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System.

- *IS-120.C: An Introduction to Exercises* This course introduces the basics of emergency management exercises.

- *FEMA-EMI IS-200.C: Basic Incident Command System for Initial Response* reviews the Incident Command System (ICS) and provides the context for ICS within initial response and supports higher level ICS training. This course provides training and resources for CERT personnel who may assume a supervisory position within ICS.

- *FEMA-EMI IS-700.B: An Introduction to the National Incident Management System* course provides an overview of the National Incident Management System (NIMS) which defines the comprehensive approach guiding the whole community - all levels of government, nongovernmental organizations (NGO), and the private sector - to work together seamlessly to prevent, protect against, mitigate, respond to, and recover from the effects of incidents.

- *IS-240.C: Leadership and Influence* The goal of this course is to improve your leadership and influence skills. It addresses: Leadership from within, how to facilitate change, how to build and rebuild trust, using personal influence and political savvy, and fostering an environment for leadership development.

- *IS-241.C: Decision Making and Problem Solving* The goal of this course is to enable participants to improve their decision-making skills.

- *IS-242.C: Effective Communication* This course is designed to improve your communication skills. It addresses: Basic communication skills; How to communicate in an emergency: How to identify community-specific communication issues, using technology as a communication tool, Effective oral communication, and how to prepare an oral presentation.

- *FEMA-EMI IS-244.B: Developing and Managing Volunteers* The goal of this course is to strengthen abilities to prepare for and manage volunteers before, during, and after a severe emergency or major disaster. To provide strategies for identifying, recruiting, assigning, training, supervising, and motivating volunteers. Include discussion of spontaneous volunteers, community based, faith-based, and non-governmental organizations (NGOs).

- *FEMA-EMI IS-288.A: The Role of Voluntary Organizations in Emergency Management* This independent study course provides a basic understanding of the history, roles, and services of disaster relief voluntary agencies in providing disaster assistance. It is appropriate for both the public and those involved in emergency management operations.

- *FEMA-EMI IS-315.A: CERT and the Incident Command System (ICS) course* educates CERT program managers, trainers, emergency responders, and CERT volunteers about CERT's relationship to ICS and potential roles CERTs play while assisting agencies in a disaster or emergency situations.

- *FEMA-IS-317.A: Introduction to Community Emergency Response Teams (CERT)* This Independent Study (IS) course is an introduction to the Community Emergency Response Team (CERT) program for those interested in learning about the CERT program for their own knowledge or as a pre-requisite for first responders to later teach the CERT Basic classroom training that may be available in your community.

- *IS-368: Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations* This course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments.

- *IS-405: Overview of Mass Care/Emergency Assistance* This course introduces Mass Care and Emergency Assistance support, focusing on Whole Community, by outlining the importance of collaboration and coordination between government, non-profit, public, and private sectors.

- *FEMA-EMI IS-505: Concepts of Religious Literacy for Emergency Management* Religious and cultural communities are key partners in building a culture of preparedness. Faith-based and community organizations also offer a wide variety of human and material resources that can prove invaluable during and after an incident. Collaborating with these vital community members will allow emergency managers to access a multitude of local resources and ensure members of the whole community can contribute to disaster resilience efforts.

- *IS-632.A: Introduction to Debris Operations* The goal for this course is to familiarize the student with general debris removal operations and identify critical debris operations issues.

- *IS-660: Introduction to Public-Private Partnerships* The goal of this training is to establish a common vocabulary for public sector agencies and private sector organizations to improve response, recovery, and resilience.

- ***IS-700.b An Introduction to the National Incident Management System*** This course provides an overview of the National Incident Management System (NIMS) which defines the comprehensive approach guiding the whole community - all levels of government, nongovernmental organizations (NGO), and the private sector - to work together seamlessly to prevent, protect against, mitigate, respond to, and recover from the effects of incidents. The course provides learners with a basic understanding of NIMS concepts, principles, and components.

- ***IS-703.B: National Incident Management System Resource Management*** The is to introduce NIMS Resource Management. This includes private industry and volunteer agency personnel responsible for coordination activities during a disaster.

- ***IS-800.D: National Response Framework, An Introduction*** The goal of this course is to provide guidance for the whole community and focuses especially on those who are involved in delivering and applying the response core capabilities.

- ***IS-909: Community Preparedness-Implementing Simple Activities for Everyone*** The purpose of this course is to present a model program for community preparedness with resource materials to help organizations conduct simple preparedness activities.

- ***IS-1151: Blue Campaign Disaster Responder Training*** In this 6-minute video for disaster response personnel, we will learn how to recognize, and report suspected human trafficking. As someone trained in disaster response, we are in a unique position to spot potential instances of human trafficking. Human traffickers have their guard down during these times and suspicious activity may become more apparent.

- ***IS-1152: Blue Campaign First Responder Training*** This one-hour course will help you understand human trafficking, who can become a victim, and how you can play a role in identifying suspected victims. As a first responder, you are often first on the scene in an emergency. This gives you the unique opportunity to notice signs of human trafficking.

- ***IS-1300: Introduction to Continuity of Operations*** This course is intended to lay the foundation of knowledge for students who wish to increase their understanding of continuity and building a comprehensive continuity program in their organization or jurisdiction.

- ***IS-2200: Basic Emergency Operations Center Functions*** The Basic Emergency Operations Center Functions course is designed to introduce the role, design, and function of the Emergency Operations Center (EOC) and the supportive relationship as a NIMS Command and Coordination component of the Multiagency Coordination System.

❖ Updates to this CERT Resource Guide - We would like to hear from you

Please share our Tennessee CERT Resource Guide widely with your CERT Program Managers, Instructors, Volunteers, and other organizations. And most information in this CERT Guide applies to CERT programs across the U.S. Consider encouraging your CERT volunteers to click on the links in this regularly updated CERT guide to take advantage of these additional training opportunities.

We would appreciate your feedback. Please let us know if you have any suggestions, find any 404-broken links, or identify some additional websites through Google, YouTube, etc. for us to include in our next revision to this CERT Guide. And if you are considering a local CERT program for your community, workplace, or organization and would like additional information about CERT emergency preparedness training, contact *don.sowers@tn.gov* at Volunteer Tennessee so we can offer our assistance. Thanks.

❖ About the Author

For fifty-years, Don Sowers has been a professional first responder, emergency manager, and volunteer leader for several government agencies and volunteer organizations. Currently, he is the manager of Disaster Volunteer Services for Volunteer Tennessee (the TN Governor's commission for volunteerism and community service). He is also an ESF-14 Emergency Services Liaison to the Tennessee Emergency Management Agency (TEMA). And he provides administrative support for local Tennessee Community Emergency Response Team (CERT) programs acting as the Tennessee State CERT Coordinator to the Federal Emergency Management Agency (FEMA).

Don brings considerable experience in the fields of law, emergency management, and public safety. He is a retired attorney with a Juris Doctor degree. And he is currently an Adjunct Instructor at Tennessee TECH University, where he teaches emergency management graduate courses.

Before moving to Tennessee, Don practiced law in California for thirty-years and was an instructor at the Los Angeles County Sheriff's Academy for twenty-eight years. Previously, he was a City of Santa Monica police detective, Los Angeles County deputy district attorney, managing partner of a California law firm, County CERT program manager, and County deputy director of emergency management.

While a City of Santa Monica police detective, he proudly served on President Ronald Reagan's protection detail. And while the SMPD 911-Communications Center Manager he worked the 1984 Olympics as a communications liaison. His volunteering included being the former: chairman of the board for Make-A-Wish of Los Angeles, member of the National Board of Directors of Make-A-Wish of America, vice-chairman of Make-A-Wish Foundation International, member of the Board of Trustees and president of Alumni Association at Southwestern University School of Law, chairman of the Los Angeles County Bar Association - Criminal Justice Section, and chairman of the City of San Juan Capistrano Community Emergency Response Team (CERT) in Orange County, California.

In 2000, Don was recognized as Southwestern University's Alumnus of the Year. And in 2010, he received the President's Volunteer Service Award from the United States Council on Service and Civic Participation.

Don is currently a member of the International Association of Emergency Managers (IAEM), Emergency Management Association of Tennessee (EMAT), Tennessee Volunteers Active in Disaster (TNVOAD), Putnam County TN Amateur Radio Emergency Services (ARES), and Volunteer Tennessee - TN.gov. Recently, he was one of the Volunteer Reception Center managers for both the Putnam County, TN - Emergency Management Agency (EMA) 2020 Cookeville, TN tornado response and the 2021 Waverly, TN flooding and TN VOAD and he helps coordinate annual severe weather volunteer responses in Tennessee.

*** Disclaimer:** This CERT Guide is offered for general informational purposes only, and without warranty of any kind. It does not provide legal or other professional advice. Most of the information in this CERT Guide was derived from open sources and applies to all CERT programs in the U.S. Volunteer Tennessee is providing this information on various CERT emergency preparedness and disaster related resources, links, and events to "Increase community resilience and public safety through community emergency preparedness education and facilitation of volunteer disaster response and recovery efforts in Tennessee." However, neither the State of Tennessee nor Volunteer Tennessee are endorsing any commercial products, services, or any non-governmental events, entities, and organizations mentioned in this CERT Guide.*