

CERT Policies and Procedures

Development Resources	Elements to Include	Policy/Procedure
General Policies		
Local CERT program Sponsoring agency	Qualifications for entering the program Documentation: application, background check, releases Minimum activity requirements Leaving the program	Program Membership
Local CERT program Sponsoring agency	Organizational structure (paid and volunteer) Program activities (disaster response, public service, community awareness) Relationship with sponsor	Program Operation

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 8: POLICIES AND PROCEDURES

Policy/Procedure	Elements to Include	Development Resources
Training and Education	Documentation: registration, training and exercise plan, evaluation Data collected Training requirements (volunteers, instructors, Program Manager) Training offered Training activities (before, during, and after) Activities to ensure safety Credit for Basic Training completed in CERT program in another jurisdiction	National CERT Program Local CERT program Sponsoring agency
Uniforms	What is issued What should be worn when How it should be returned	Local CERT program Sponsoring agency
Communications	How communication is handled in emergency and non-emergency situations	Local CERT program Sponsoring agency

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 8: POLICIES AND PROCEDURES

Policy/Procedure	Elements to Include	Development Resources
Equipment	Requirements Who provides equipment Replacement requirements	Local CERT program Sponsoring agency
Insurance and Liability	Requirement to carry health insurance Liability protections provided and in what situations	CERT Web site Local and State government
Privacy Protection	Information collected What the program does and does not do with the information HIPAA requirements	Local CERT program Sponsoring agency State government HIPAA
Code of Conduct	Expected behavior Behaviors that are subject to termination Grievance process	Local CERT program Sponsoring agency

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 8: POLICIES AND PROCEDURES

Policy/Procedure	Elements to Include	Development Resources
Local and State policies that will apply to the CERT program	Workers' compensation Liability Local health regulations Good Samaritan law	Local and State government
Credentialing and Identification	Requirements (how to obtain, how to display) Process for acquiring	Local CERT program Local and State government Emergency Operations Plans
Team Activation	NIMS and CERT Self-activation process Directed activation process	National Incident Management System (NIMS) www.fema.gov/emergency/nims/FAQ.shtm Emergency Operations Plans Local CERT program Sponsoring agency

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 8: POLICIES AND PROCEDURES

Policy/Procedure	Elements to Include	Development Resources
Team Deployment	NIMS and CERT Appropriate behavior once deployed Team structure On-scene CERT management Safety concerns Restricted activities Documentation requirements	National Incident Management System (NIMS) www.fema.gov/emergency/nims/FAQ.shtm Emergency Operations Plans Local CERT program Sponsoring agency