

CERT Building Partnerships with Professional Responders



June 14, 2016

**Individual and Community Preparedness
Division**

Agenda

- Welcome and Introduction
- Nashua, New Hampshire – Justin Kates
- Chicago, Illinois – Sheldon Ross
- Bergen County, New Jersey – Thomas Metzler
- Facilitated Q&A Session

Previous CERT Webinars

- [CERT Volunteer Engagement](#)
- [Local Partnerships between the American Red Cross and CERT](#)
- [Inclusion of Individuals with Disabilities and Others with Access and Functional Needs](#)
- [CERT Resource Development](#)
- [CERT Competitive Events](#)
- [Teen CERT](#)
- [Citizen Corps and CERT Data Showcase](#)
- [Campus CERT](#)



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CERT Partnerships with Emergency Management & Responders

City of Nashua, NH



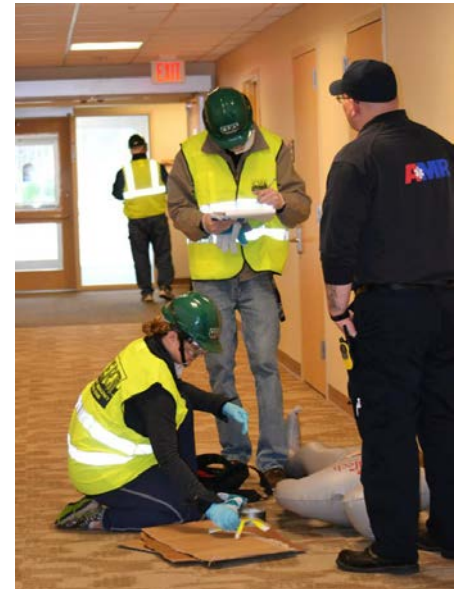
Getting Buy In

- Any champions of volunteers within the community?
 - Police, Fire, EMS, EMA, Mayor/Council?
 - Citizen Corps Council
- Show examples of successful neighboring CERT programs
- Explain the resources needed (and the resources available) up front
- Help other jurisdictions learn about the benefits of CERT



Make CERT Known

- Have responders participate in Basic CERT Class and continuing education
 - Teaching
 - Participating in Final Drill
- CERT Awareness for responders
 - Quick presentations during roll call
- Involvement in special event planning and inclusion in IAP



Participation in Exercises

- Participation as a responder?
- Participation as a victim?
- Nashua CERT participates in nearly all SWAT and MCI exercises
- Great way to allow CERT and responders to meet each other



Civilian Response to Active Shooter Events (CRASE)

- Partnership with the Police Department
- Training civilians on “Avoid, Deny, Defend” & Casualty Care
- Majority of CERT members have gone through program
- Next Basic CERT class is filled with CRASE graduates
- Two-way Partnership



Canada-U.S. Enhanced Resiliency Experiment (CAUSE III)

- Joint US/Canada exercise
- Focused around social media and integration with public safety
- Opportunity for CERT volunteers to integrate closely with public safety for a national mission



Professionalism

- CERT apparel helps to promote uniform image of team
 - Don't overdo it
- Shirt and Hat for all events
- Identification cards
- Familiarization of public safety players



Common Hot Spots

- Using volunteers instead of professional responders
 - Promote as extra eyes & ears
 - Right people for the right tasks
- Background checks
- Liability
- Time Commitment
 - Volunteer Coordinators



CERT Liability Guide

A Risk Management Overview
For Local CERT Programs



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Public Safety Responsibilities

- We are responsible for building the partnership too...
- Provide training opportunities & professional development
- Include CERT in emergency planning
- Provide opportunities for their public exposure
- Clearly define role



Questions?

Justin Kates
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Chicago Community Emergency Response Team (Chicago CERT)

Building Partnerships with Professional Responders Presentation for FEMA CERT Webinar

June 14, 2016



Chicago CERT Leadership Team

Anthony Dawson - OEMC Program Manager

Sheldon Ross - Director

Rich Frizelis - Deputy Director

Officer Christopher Schenk - CPD Liaison

Firefighter/ EMS Trainer Aref Abdellatif - CFD Liaison



Chicago CERT Overview

Program started and sponsored by OEMC in 2004
Over 500 people trained
Over 200 Active Chicago CERT Volunteers

Primary Goals:

- To train and develop volunteers to serve as emergency management resources that may provide support to Chicago first responders' efforts
- To successfully strengthen communities within the City of Chicago through proactive outreach campaigns designed to educate local citizens on emergency preparedness capabilities.
- To successfully recruit, retain and manage volunteers
- To develop public and private partnerships that support efforts above

Chicago CERT 2015 Highlights

15,100 Total Volunteer Hours

260 Chicago CERT Volunteers

**\$373,574.00 Donation to the City of Chicago
(Based on 2014 rate of \$24.74 per hour rate for
Illinois established by the Independent Sector –
www.volunteersector.org/volunteer_time)**

Chicago CERT 2015 Highlights

6,600 Hours - 56 Call Outs

3,700 Hours - 3 Basic Training Sessions

1,200 Hours - Director and Deputy Director Program Management Hours

1,100 hours - 12 Monthly Training Classes

1,000 Hours - 6 Advanced Training Classes

700 Hours - 17 Gear Up and Get Ready Community Presentations

400 Hours - 25 Supplementary Training Sessions (On-Line/ In Person)

300 Hours - Prairie State CERT Challenge

100 Hours - 1 Train-the-Trainer Class

Chicago CERT 2015 Highlights

250 Chicago CERT Volunteers

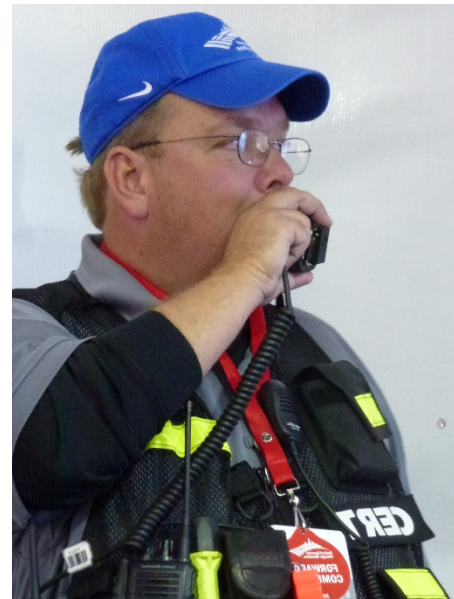
6,600 hours - 56 Details

**4,200 Hours, 44 Details, 100 CERT Volunteers - Chicago Police
Department**

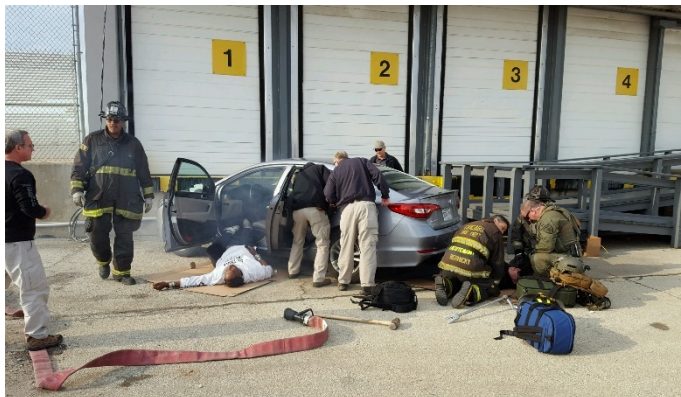
**2,200 Hours, 10 Details, 200 CERT Volunteers - Miscellaneous
Agencies**

200 Hours, 2 Details, 25 Volunteers - Chicago Fire Department

Chicago CERT In Action



Chicago CERT In Action





Professional Responder Partnerships



Professional Partnership Development

- OEMC Sponsorship & CFD/ CFD Liaisons
- Private Partnerships Red Cross, Northwestern Hospital, CCARES, COAD, VOAD)
- Communication, Integration, Leadership, Creditability, Accountability, Continuous Training, Code of Conduct, Feedback
- Finding Niches

QUESTIONS?

Sheldon Ross - Director
email: dac18cert@aol.com
773-230-0884





BUILDING PARTNERSHIPS with PROFESSIONAL RESPONDERS



Thomas M. Metzler
Division Director

Bergen County, NJ Office of Emergency Management

CERT and the Paradigm Shift



- 1995 -

Prepare yourself, your family and your neighborhood to:

- manage utilities and put out small fires,
- treat the three medical killers by opening airways, controlling bleeding, and treating for shock,
- provide basic medical aid,
- search for and rescue victims safely,
- organize themselves and spontaneous volunteers to be effective,
- and collect disaster intelligence to support first responder efforts.

2015 -

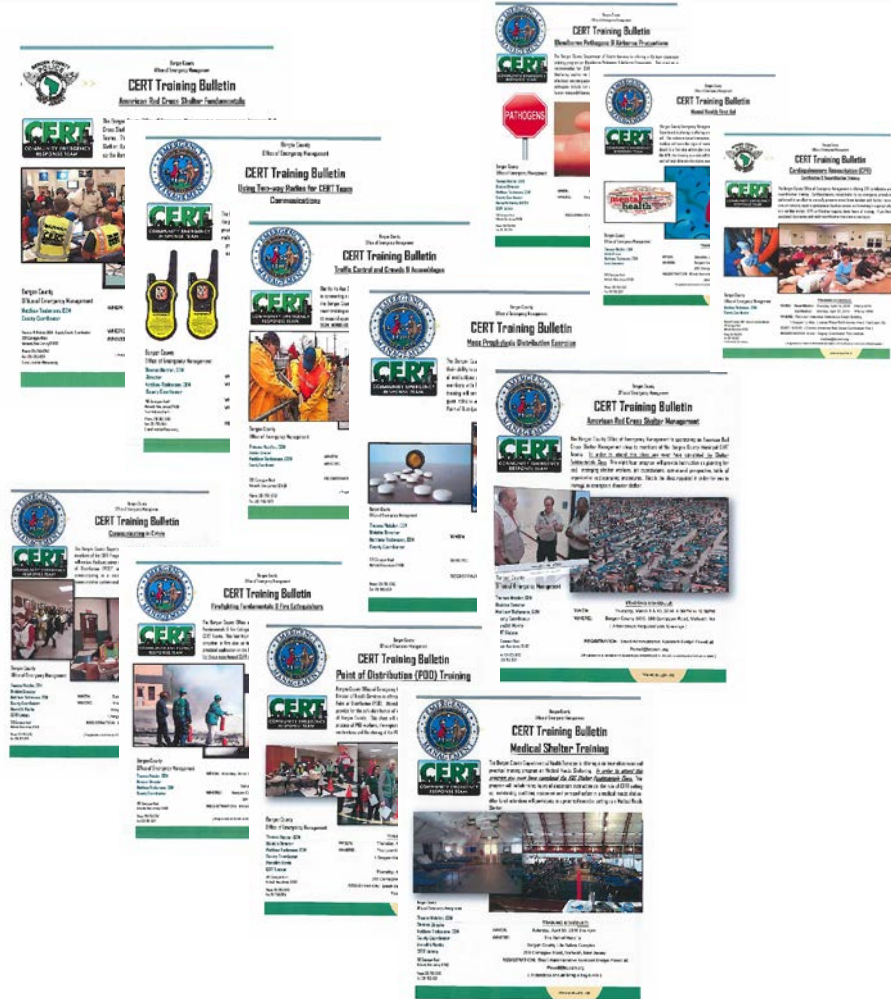
CERT members in many cases are being asked not to only support first responders but rather to assume duties normally assigned to first responders.

- Shelter Operations
- Points of Distribution (POD)
- Logistics
- Operational Support
- In addition to all the expectations from 1995

Building the partnership.....



- The local OEM needs to identify response weakness through a vulnerability analysis of the emergency plan.
- CERT needs to be offered *quality* training to meet the identified vulnerabilities.
- CERT members need to be taught to think like a first responder.
- If your jurisdiction operates on a 12 hour operational period CERT members should be doing the same!



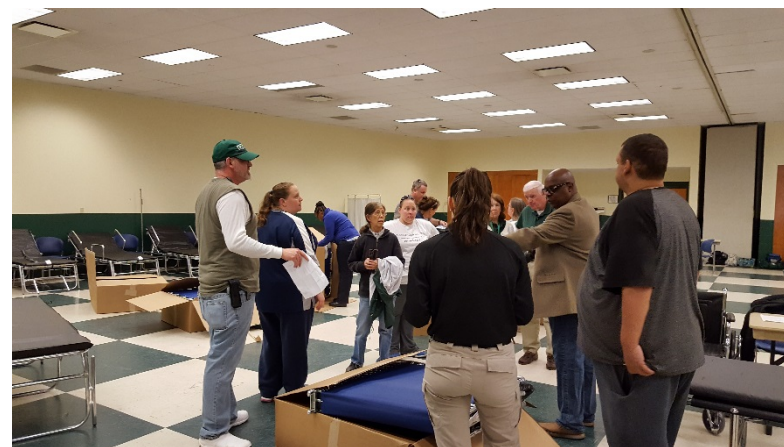
Classroom Training:



- Shelter Operations
- Medical Needs Sheltering
- Shelter Management
- Communications
- Traffic Control
- Terrorism Awareness
- Incident Command System
- Mental Health First Aid
- Points of Distribution
- Blood borne Pathogens
- Food Handlers Licensing
- Logistics



Practical Training



Practical Training continued...



- Utilize your emergency response community as instructors.
- Secure “buy in” from your CERT members and your first responders.
- Identify goals & objectives
- Reinforce the basics!
 - No self deployment
 - Always have your equipment bag
 - Follow ICS
 - Be professional on the radio
 - Dress for current weather conditions
 - Understand the mission at hand



Current Partnerships-Western Shelters



- The Bergen County Department of Health Services (BCDHS) utilizes the Western Shelter System. This fully contained system includes heat/ac, bathroom facilities, medical and human needs facilities.
- Two municipal CERT teams are specially trained and assigned to set-up and take down the system.
- CERT trained personnel spent 48 hours living in the shelter in sub freezing temperatures.



Current Partnerships-POD's



- The distribution on mass prophylaxis to the general population is assigned to the BCDHS.
- The BCDHS provided classroom and practical training to CERT members in the setting up and operations of a Point of Distribution.
- As a result of the direct interaction with the BCDHS it was decided to utilize trained CERT members for the operation of the POD with medical personnel being supplied through the Health Department.
- Currently, BCDHS and CERT are working as equal partners to develop 15 countywide POD locations.



Current Partnerships-Shelters



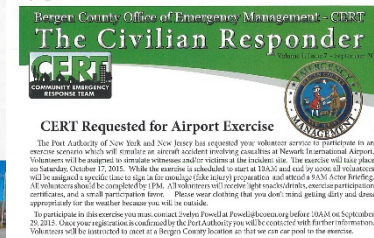
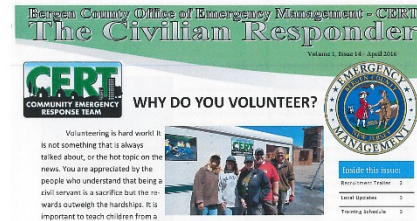
- The operation and management of shelters in Bergen County is assigned to the Department of Human Services working in cooperation with the American Red Cross.
- Approximately 35% of CERT members have completed the ARC Shelter Fundamentals class and many have completed the Shelter Managers Class.
- The Department of Human Services now depends on CERT to set-up, operate its shelters.
- Working within the parameters of the ARC, shelters opened by CERT are recognized as ARC approved shelters



Communication



- Consider a monthly newsletter and include your CERT members, elected officials, heads of your Police, Fire, EMS and OEM.
- If you are running a good program, tell as many people as you can about it!
- Highlight your classroom and practical training.
- Establish a Public Information Officer (PIO). Make sure your community is aware of what the CERT Program is about.
- Participate in an exercise, share what you have learned!



Atlantic CERT preparing the Recruitment Trailer for deployment



Public Perception



CERT Volunteers: “Every Volunteer will not be able to perform every mission assigned. However, there is a mission for every CERT Volunteer.”

When out in front of the public and 1st Responders:

Appearance – Actions - Professionalism
It matters...



CERT Recruitment Trailer

The CERT recruitment trailer is complete. We were fortunate to have had the Allendale CERT team come up to the Academy and clean the outside of it and help make it ready for deployment to Municipal and County events. The trailer is available for street fairs, festivals, fundraisers, and whatever CERT recruitment events you would like to plan. The Bergen County Director of Emergency Management Tom Metzler worked very hard at organizing, setting up and stocking the CERT recruitment trailer. If a CERT team would like to use the trailer, there is paperwork that needs to be filled out, and the team needs to come up and learn how to set up the tents and other requirements. For more information email martin@bcem.org



Handouts, tables, chairs, ladder, recruitment tents, emergency preparedness handouts

Conclusions:



- CERT Teams can and will step up and work side-by-side with professional responders provided they are provided with:
 - Training
 - Equipment
 - Mission Objective
 - Respect
 - Communication

THANK YOU FOR MAKING A DIFFERENCE!!



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Building Partnerships with Professional Responders
Tuesday, June 14, 2016

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Facilitated Q&A

