

City of Clayton Community Emergency Response Team (CERT)



AREA COORDINATOR HANDBOOK Version 1.1 January 5th, 2008

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I. INTRODUCTION

Thank you for volunteering as a CERT Area Coordinator. The CERT Area Coordinator is a crucial member of the CERT team, with the primary responsibility for maintaining an active CERT community in his or her CERT area.

This manual is designed to be a guide for CERT Area Coordinators and a reference to CERT members in the event of a disaster. CERT Area Coordinators will rely on the CERT Administrative Coordinator for program guidance.

II. ORGANIZATIONAL STRUCTURE OF CERT

City of Clayton

CERT is sponsored by the City of Clayton through its Police Department and Citizen Corps Council. The City provides a liaison to the CERT program and several police staff members are involved in the program as well as the Citizen Corps Council. The City works in partnership with Contra Costa Fire District to provide instructors, facilities, and advice to the CERT program.

CERT Administrative Coordinator

This is the person on the Citizen Corps Council who coordinates CERT programs and is the key administrative contact for organization and coordination of the CERT program. CERT

Area Coordinators

CERT Area Coordinators are the liaisons between CERT Teams/Team Leaders in their CERT Area and the City of Clayton (including the Clayton Citizens Corps Council, CERT Administrative Coordinator, and the Volunteer Coordinator). CERT Area Coordinators also manage CERT graduates in his or her area that are not currently affiliated with a team.

CERT Area

CERT Areas in Clayton are defined by predetermined boundaries in the primary Clayton CERT map. Three areas have been defined for the City of Clayton.

CERT Team

Cert Teams are identified as appropriate by the CERT Area Coordinator. For instance, neighborhood with a Homeowners Association could become a team, or a collection of several streets could become a team.

CERT Team Leader

Each CERT Team has a Team Leader. The Team Leader is a critical link in the communication structure between CERT members and the CERT Area Coordinator.

CERT Team Member

The individual CERT Team Member is the most important and the most basic level of organization within CERT Teams. The individual CERT Team member is responsible for making sure he/she and his /her families are prepared for emergencies, and for actively participating in CERT Team activities. The individual CERT team member may also work with neighbors and/or non-CERT members to encourage disaster preparedness.

III. ROLE OF THE CERT AREA COORDINATOR

The CERT Area Coordinator is the primary contact for all CERT graduates assigned to an Area. CERT Area Coordinators can expect to spend 2-5 hours per month of volunteer commitment.

The CERT Area Coordinator:

- Maintains ongoing communication with CERT members in his/her CERT Area

- Is the contact point between CERT Teams and the City of Clayton's CERT Administrative Coordinator

- Is the contact point in times of emergency between CERT Teams in his/her CERT Area and the Volunteer Branch of the City's Emergency Operations Center

- Assists in recruiting new CERTS in his/her area

- Facilitates creation of CERT Teams and training of CERT Team Leaders

- Meets with CERT Team Leaders to identify needs such as training, equipment, etc., and communicates those needs to Citizen Corps Council

- Ensures CERT Area roster information is up-to-date (see Section IV for more information on the roster)

IV. AREA ROSTER AND DATABASE

The CERT Area Coordinator maintains a roster of the active CERT membership within the Area.

The Area roster is part of a citywide roster maintained by the CERT Administrative Coordinator. Therefore, it is essential that the CERT Area Coordinator and the CERT Administrative Coordinator communicate changes to the roster on a timely basis.

The database contains the name, address, phone number, email address, and CERT area of all the graduates of the CERT program. Additional information may include work and cell phone numbers, and advanced training and continuing education participation.

V. ORGANIZING YOUR AREA

Teams and Team Leaders

CERT Area Coordinators will organize teams by neighborhood or other relevant designation. Each team needs to have a Team Leader.

Communicating with your Area

CERT Area Coordinators are the contact point between the CERT Administrative Coordinator and the CERT Teams. To facilitate rapid communication, CERT Area Coordinators may wish to create phone trees and an email group list.

In a phone tree, each person called is responsible for contacting several others, until the entire Area is contacted. Most Coordinators organize phone trees by CERT Teams, with each CERT Team Leader having no more than 10 people to call. It is recommended that there be backups for each node in the tree. Phone trees are useful for non-disaster activation and to alert people to drills and other CERT activities.

Increasingly, email is the tool of choice for communication. As you contact the CERT graduates in your Area, continue to request email addresses.

Area Meetings

Area meetings are an important part of keeping the CERT organization moving. Area meetings help CERT graduates stay involved in the program and provide a way for graduates to refresh and extend their knowledge. Area meetings may include guest speakers and/or drills. Some Areas may include a social aspect like a potluck as part of their meetings. At a minimum, a CERT Area will come together once a year for a meeting.

Area Infrastructure

CERT Area Coordinators are also responsible for setting up the infrastructure for their areas thru direct management or delegation to team leaders or other volunteers. Activities may include, but are not limited to the following:

- Selecting one or two alternates for Area Coordinator

- Identifying logical boundaries, and creating localized CERT teams and leaders

- Identifying emergency meeting areas (and alternate areas)

- Defining a communication infrastructure for emergency and non-emergency situations

- Identifying equipment needs and storage locations

- Documenting and communicating CERT member's particular strengths/experience/background that would be helpful in times of emergencies.

- Establishing a schedule and agenda for periodic "drills" and meetings

VI. RESPONDING TO DISASTERS

The primary focus of CERT is preparation for a major disaster. Some of the assumptions include:

The disaster will cause severe damage with the probability of casualties

The disaster will occur without any long-term warning.

Utility services will be inoperable for at least 3-10 days.

Emergency response actions will be required for a minimum of 7-10 days as normal emergency response agencies may be overwhelmed.

Normal communication channels will most likely be inoperative or otherwise disrupted.

While most CERT training and drills focus on the aftermath of a major disaster, CERT may be mobilized for other non-disaster emergencies, such as floods, fires, or evacuations.

Mobilization (CERT Area Coordinator Only)

CERT is self-mobilizing. If a major disaster occurs (severe damage, utilities out) the CERT Area Coordinator should:

Secure themselves, their families, and their homes

Communicate with CERT team leaders to mobilize as necessary

Record the condition of their neighborhoods

Get to the CERT staging area

The first CERT member to arrive at the staging area automatically takes on the role of Area Coordinator, until the official Area Coordinator or the assigned alternate arrives.

At the staging area, the CERT Area Coordinator should check in with the City Emergency Operations Center CERT Volunteer Coordinator (part of the Volunteer Branch of the Logistics Section) and establish contact.

The CERT Area Coordinator does not leave the CERT Area Staging Area to assist in search & rescue or other team details. The CERT Area Coordinator's responsibility is to oversee and assess information as it is received and communicate with the City's Emergency Operations Center's CERT Volunteer Coordinator.

The CERT Area Coordinator should assign scribes to document information as it comes in. Information may include:

Activated CERT Teams

Number of CERTS on Duty

Reports from CERT Teams about the condition of their neighborhood

Requests from CERT Teams for materials

Requests from CERT Teams for personnel or other assistance

The CERT Area Coordinator should always be prepared to provide status information to emergency response agencies upon their arrival.

VII. DRILLS

Ideally, CERT Areas will conduct a drill at least once a year. Drills may focus on:

Communications

Triage

Utilities

Logistics

In addition, CERT members are always welcome to refresh their skills by attending CERT graduation exercises.

VIII. Rally Points/Staging Areas and Boundary Map

Following is a description of the staging areas and alternate areas for each of the three zones within the city of Clayton.

Zone 1 Primary Staging Area

End of Indian Head Way, near the Oakhurst Golf Course Maintenance lot.

Zone 1 Secondary Staging Area

North Valley Park On Keller Ridge Way

Zone 1 Tertiary Staging Area

Lydia Lane Park, off Oakhurst, across from Yolanda Circle.

Zone 2 Primary Staging Area

Endeavor Hall Parking Area

Zone 2 Secondary Staging Area

Lydia Lane Park, off Oakhurst, across from Yolanda Circle

Zone 2 Tertiary Staging Area

<<Location to be identified>>

Zone 3 Primary Staging Area

Dana Hills Cabana Parking Lot

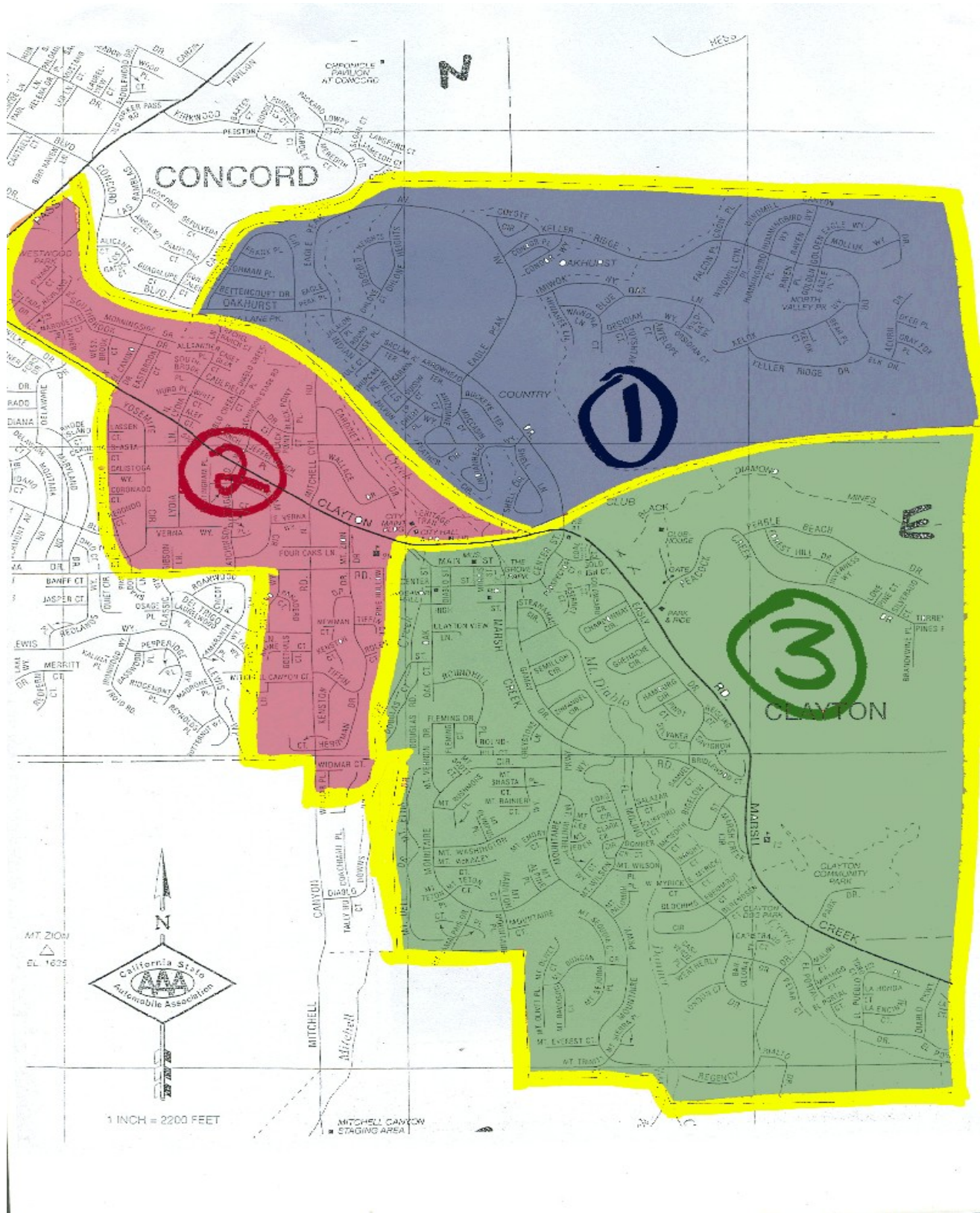
Zone 3 Secondary Staging Area

<<Location to be identified>>

Zone 3 Tertiary Staging Area

<<Location to be identified>>

Following (next page) is the boundary map for the City of Clayton showing all 3 CERT Zones



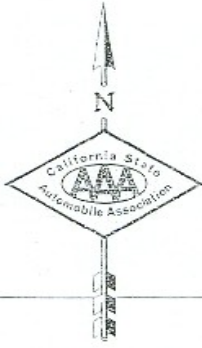
CONCORD

1

2

3

CLAYTON



1 INCH = 2200 FEET

MITCHELL CANYON STAGING AREA

MT 2100
EL 1625