

Standard Operating Guidelines



LEHI CERT TEAM

ARTICLE I

PURPOSE

1. To establish guidelines for utilizing trained Lehi CERT Team Members during disaster and emergency situations.
2. To establish an understanding of the capabilities and limitations of Lehi CERT Team Members.
3. To establish a procedure for injury or incident reporting involving Lehi CERT Team Members.

ARTICLE II POLICY

1. The incorporation and utilization of Lehi CERT Team Member(s) into an emergency scene or disaster situation will be at the discretion of an official from the Lehi Emergency Management Department, Lehi Fire Chief, or the Lehi City Police Department. This constitutes a “call-out” for Lehi CERT Team Members.
2. The official “call-out” mechanism for Lehi CERT is the Utah County Everbridge system with backup communications via the Lehi CERT Slack system.
3. The Lehi Fire Department and/or Lehi Emergency Management Department must supervise any Lehi CERT Team Member(s) incorporated into an emergency or disaster scene.
4. Lehi City Emergency Management Department personnel may refuse to authorize the participation of a Lehi CERT Team Member or team in emergency operations for any reason.
5. Only Lehi CERT Team Members with appropriate Lehi CERT identification will be incorporated into an emergency or disaster scene by Lehi CERT as an activated volunteer. Lehi CERT Team Members without proper ID or CERT members from other jurisdictions may be utilized, with proper credentialing. Lehi CERT identification should be worn and be visible at all times. (See Definitions for clarification of these roles.)
6. Volunteer personnel arriving on scene without official Lehi CERT identification may be issued a temporary ID if the person has a valid driver’s license. If the person has no identification, they will be turned away from the incident.
7. Personnel overseeing the activities of any volunteers need to ensure that they are utilizing proper PPE and safety equipment and following proper safety procedures. Lehi CERT Team Members have been issued gloves, helmets, goggles, and safety vests and should use these during emergency or disaster operations. Spontaneous volunteers may or may not possess such equipment and should be provided this equipment if available.

ARTICLE III DEFINITIONS

1. **Emergency** - Any situation that occurs suddenly or unexpectedly, and creates an urgent need for action that results in a 911 response.
2. **Disaster** - Any situation of widespread destruction, or of a large enough magnitude to overwhelm the Lehi City's ability to handle in a given amount of time. This may or may not be an officially declared disaster during the initial response.
3. **Volunteer** - Any individual who spontaneously, without official activation, arrives to provide assistance during a disaster or emergency without any expectation to do so placed on them by any entity. These individuals may or may not possess the training, equipment, or physical or psychological ability to handle the tasks they are undertaking. These volunteers may or may not be Team Members of the Lehi CERT Program.
4. **Activated Volunteer** - A Lehi CERT Team Member that has been requested by the Lehi Fire Department or Lehi City Emergency Management Department to assist in an emergency or disaster operation.

ARTICLE IV GUIDELINES

Utilizing Volunteers

Upon arrival at an emergency scene or disaster site, a professional first responder may find Lehi CERT Team Members and other citizens engaged in emergency activities as volunteers. Depending on the scope of the incident, the Company Officer may wish to maintain the operation of those volunteers who are performing critical functions or that can be utilized in other capacities. This will require a rapid size-up by the Officer to ascertain the scope of the situation, the degree of volunteer assistance needed, the type of volunteer, and any hazards that may affect the safety of the volunteer(s).

Utilizing Activated Volunteers

1. Activated Lehi CERT Team Members are under the direct supervision of the Lehi Emergency Management Department or their designee. The decision to utilize Lehi CERT Team Members is made at the discretion of the Lehi Emergency Management Incident Command (IC).
2. Activated Lehi CERT Team Members will have specific instructions and will be closely supervised and are not to be given or accept any task that is beyond their scope of training or mental and/or physical ability to perform.
3. Activated Lehi CERT Team Members, as City Volunteers, can be utilized as part of a crew to assist with basic scene or supportive functions including:
 - a. Basic first-aid;
 - b. Triage of victims;
 - c. Extinguishment of small incipient phase fires utilizing makeshift aids or fire extinguishers. (**Note:** No interior firefighting is allowed, and Lehi CERT Team Members should not be in a position where smoke inhalation or heat endangers their safety.);

- d. Light Search and Rescue to include cribbing, leveraging, and removal of patients from danger;
- e. Setting up treatment areas, rehab, or similar groups;
- f. Maintaining accountability for fellow Lehi CERT Team Members;
- g. Supervising Lehi CERT divisions or groups;
- h. Any other operation required to remedy a given scenario that does not directly endanger the Lehi CERT Team Members or move outside of his or her scope of practice;
- i. Assist in the Lehi City EOC.

Note: Some members of Lehi CERT have skills beyond what is taught through the Lehi CERT program (e.g., physicians and other health professionals, heavy equipment operators, etc.). While these skills may be helpful during an emergency or disaster, they are outside of the Lehi CERT scope-of-practice and are not authorized activities as a Lehi CERT Team Member.

ARTICLE V DOCUMENTATION

1. Any time a Lehi CERT Team Member is activated, information regarding the extent of activation will be documented with Incident Command (IC). In an emergency, this may simply be including this information into the incident report. This information should include;
 - a. Name of Lehi CERT Team Members and ID # if available;
 - b. Actions taken prior to arrival of Emergency Management personnel;
 - c. Any outcomes, positive or negative, including injuries sustained.
 - d. The IC may deactivate a Lehi CERT Team Members at any time.
2. Lehi CERT members are not permitted to carry or possess any firearms while undertaking activities as a Lehi CERT Team Member. Knives are considered utility tools and can be possessed by Lehi CERT Team Members to be used only as a tool.
3. Any activated Lehi CERT Team Member that suffers an injury while performing an assigned task must immediately, without delay or considerable loss of time, report any injury incurred while assisting Lehi City to the Team Member's immediate supervisor and the Lehi CERT Coordinator. A first report of the accident shall be filled out and submitted to Lehi Emergency Management Department personnel at the closest available time.
4. It is understood that failure to immediately report such injury will jeopardize the ability to receive treatment and workers compensation benefits, and that any recovery for such injury is specifically and expressly limited.

ARTICLE VI

LEHI CERT COMMAND STRUCTURE

1. The chain of command for Lehi CERT will be as follows:
 - a. Incident command, Lehi Emergency Management Department or the Lehi Fire or Police Departments;
 - b. Lehi CERT Incident Commander;
 - c. Lehi CERT Team Leaders;
 - d. Lehi CERT Division Leaders;
 - d. Lehi CERT Team Members.

ARTICLE VII

ACTIVATION AND CALL-OUT PROCEDURES

1. Lehi CERT Team Members will be activated by the Incident Commander in charge when an emergency, disaster or other event requires additional human resources for assistance and will follow the chain of command as outlined in Article VII: Command Structure.
2. Lehi CERT Team Members may be called upon to assist other city departments (Police, Water, Streets, and Power etc.). Any such request must be done through the Lehi City Fire Department or the Lehi City Emergency Management Department.
3. Lehi CERT Team Members will act first to aid their families and adjacent neighbors. Once safety measures have been completed, Team Members will self-mobilize, assessing damages, problems, and conducting size-up for the situation while in their neighborhood.
4. Neighborhood teams can perform size-up and damage information but must wait for activation or deployment instructions.

5. When activated or called out, Lehi CERT Team Members will be given specific instructions on where to stage. Team Members will log in with the credential center and be given their assignment to begin the response and recovery process.
6. Teams will select a team leader from those present. The leader will provide for safety by assuring that all Team Members have completed relevant Lehi CERT training, have the appropriate safety and other equipment necessary and are physically capable of performing the assigned tasks.
7. Team leaders will set priorities and delegate responsibility and specific assignments for each Team Member while providing for and assuring the safety of each member.
8. Teams will always have a minimum of two (2) members before activating, and those teammates shall stay together until reassigned.
9. Team leaders will be responsible for the team communications with the Incident Command or a Liaison Officer at the scene of deployment, if possible.
10. Team Members will communicate only with the team leader as pre-instructed using NIMS/ICS span of control procedures.
11. Team Members must stay together as assigned and will not "free lance" away from their assigned task.
12. Team Members will only perform tasks equal to their level of training, and at no time will they attempt to perform tasks beyond their scope of training and assignment directive.
13. Lehi CERT Team Members will notify team leaders who will notify the Incident Command for further instructions after they have completed the assigned task(s), and will await further deployment or dismissal instructions from the Incident Commander.
14. After dismissal from the incident, each Team Member will return to their predetermined staging location and log out with the credential center and to report on assigned activities. The team leader will, as soon as possible, contact the Lehi CERT Incident Commander in charge to convey

the results of the team's report of the deployment. (May be within 24 hours of event.)

There are no exceptions to 1 through 15 of the Activation and Callout Section. This is for the safety of the Team Members.

15.Activation for other events (within the Lehi City service area.)

15.1 Lehi CERT Team Members may be called upon for special occasion functions, such as parades, large community events, etc. The Lehi CERT Team Members may also be utilized to assist with crowd control, human rehab stations, lost person searches, or any other type of light duty functions that require human resources.

15.2 When the Lehi CERT Team Members are activated for these types of events, the same organizational structure and chain of command will be followed as previously outlined in these guidelines to ensure accountability and safety to all Team Members and the public being assisted.

15.3 Identification shall be worn at all times while on duty.

ARTICLE VIII EQUIPMENT

1. Lehi CERT Team Members may be assigned a backpack and safety equipment. Backpacks and the equipment supplied to them are Lehi CERT property and are not subject to the requirements listed in this section with the exception of #2;
2. Unless use is authorized, Lehi CERT Team Members are responsible for replenishing their own supplies contained within their backpacks;
3. The Lehi City Fire Department or other public safety agencies may provide equipment and supplies for training and activation. The equipment and supplies are maintained and distributed through the Lehi City Fire Department, acting as the sole agent for the Lehi City;
4. Team Members will use the equipment and supplies provided only for Lehi CERT training sessions and/or activations;
5. Team Members will maintain equipment and supplies in proper working condition;
6. Team Members will report damaged equipment and supplies to the Lehi CERT Program Manager, Assistant Program Manager, or Logistics Manager;
7. Lehi CERT ID and any equipment and supplies shall be returned to the Lehi CERT Program Manager or Assistant Program Manager when a Team Member:
 - a. Resigns from the Lehi CERT program
 - b. Is physically unable to complete tasks;
 - c. Is removed from membership roles for violations of Good Standing Guidelines.

ARTICLE IX

TRAINING & CERTIFICATION REQUIREMENTS

1. Active Lehi CERT Team Members will be required to attend a minimum number of hours of training per membership year (as defined by the Board).
 - 1.1 Training hours may include participation in exercises, emergency or solicited activations; public information activities; meeting attendance; and volunteer hours contributed to agencies outside of emergency management that focus on humanitarian efforts.
2. Training will be offered by Lehi CERT at meetings, at training events and during regular Lehi CERT class graduations and online. Additional training opportunities may be open to Lehi CERT Team Members at local, regional or state sponsored events.
3. It is the responsibility of each Team Members to complete the required hours of continuing training each year to maintain participation level and to provide online course completion certificates to the Lehi CERT Education Director.

*Direct Supervision may not be necessary if Lehi CERT Team Members are used to man cooling/warming shelters, provide food, water or pass out informational flyers to citizens.

This document and the standards set herein may be edited or altered at any time by the Lehi CERT Board.