Coastside Fire Protection District
STAFF REPORT

TO: Honorable Board of Directors

FROM: Jonathan Cox, Deputy Fire Chief

DATE: December 18, 2024

SUBJECT: Coastside CERT Standard Operating Procedures

Staff Recommendation

The Board review and adopt the Coastside CERT Standard Operating Procedures.

Background

At the May 2, 2019 Special Board Meeting, the Board approved the District to be the Sponsoring Organization for the Coastside Community Emergency Response Team (Coastside CERT). Coastside CERT has built continued to build a robust and dependable grassroots organization that helps prepare the community for disaster situations.

In accordance with FEMA requirements, Coastside Fire Protection District (CFPD) is the sponsoring organization of Coastside CERT and is responsible for establishing the policies and procedures, in partnership with Coastside CERT leaders, for the Coastside CERT program, which include guidelines for CERT activation, deployment, operations and volunteers.

The purpose of Standard Operating Procedures (SOP) manual is to provide policy and procedural guidance for the Coastside Community Emergency Response Team ("Coastside CERT") in regional emergency and disaster operations and training. The SOP manual has been created in a collaborative partnership with Coastside CERT leadership.

Coastside CERT has established and independent financial structure (a 501(c)(3) non-profit community organization, EIN 84-4206103) of which the Coastside Fire Protection District does not have oversight or involvement. The Coastside non-profit organization is administered and managed independent to the Coastside Fire Protection District.

As the sponsoring organization, CFPD is responsible to:

- Work in partnership with Coastside CERT to establish and maintain mutually agreeable policies and procedures for the CERT program, which include guidelines for CERT organization, personnel, operations, and activation.
- Maintain an active role in supporting CERT instructors and volunteers.
- Support CERT with grant administration, when needed.
- Provide District facilities for use by CERT to host training
- Assist CERT in drills and exercises, such as those which allow volunteers to train with career Firefighters and/or Volunteer Firefighters, when available. .
- Help develop supplemental training course materials to address local hazards and unique events.
- Provide photocopying for CERT-related training materials.
- Allow Coastside CERT to store and access training equipment and supplies in two Conex storage containers (one-owned by Coastside CERT non-profit and one owned by CFPD) at Fire Station 40.

Background

As the Sponsoring Organization for Coastside CERT, the Board is asked to review and approve the Coastside CERT Standard Operating Procedures. This document will serve to ensure the District and Coastside CERT have a mutual understanding of the role of CERT, administration, management, training and activation. Coastside CERT is widely recognized as a model program for preparing community members for disaster situations and the Coastside SOP manual will further bolster their success moving forward.

Fiscal Impact
Limited Staff time

Attachments
1. Coastside CERT Standard Operating Procedures

COASTSIDE FIRE PROTECTION DISTRICT IN PARTNERSHIP WITH
COASTSIDE COMMUNITY EMERGENCY RESPONSE TEAM

COASTSIDE CERT
STANDARD OPERATING PROCEDURES

ADOPTED BY CFPD ON DECEMBER 18, 2024

Contents

PURPOSE

The purpose of this document is to provide guidance on the CERT organization, personnel, activation, deployment and training. This document provides policy and procedural guidance for the Coastside Community Emergency Response Team ("Coastside CERT") in regional emergency and disaster operations.

The purpose of the Coastside CERT program is to teach local persons a positive and realistic approach to emergency and disaster situations so they can assist themselves, their families and others in their neighborhood or workplace, with an emphasis on their own safety first, when professional responders are not immediately available. The key word in CERT, is "Community". We work to cordially and constructively prepare ourselves and our neighbors and we do so with determination and persistence, but also humor and fun.

The Coastside CERT motto is:
Work Hard but always "Play Well with Others"

Community Emergency Response Team ("CERT") is part of a nationally supported, locally implemented initiative that teaches people how to better prepare themselves for hazards that may affect their communities. CERT trains all interested and eligible parties in basic disaster operations skills such as team organization, disaster medical operations, fire safety, and light search and rescue. Please see **Appendix A** for Coastside CERT's Mission Statement and **Appendix B** for its Vision and History.

Trained CERT members are sworn in as volunteer Disaster Service Workers. They receive approximately 24 hours of basic training to safely respond to the needs of their families and neighborhoods following a regional or widespread disaster.

The National CERT goal is:
"Do the Greatest Good for the Greatest Number of People"

Further, and specific to the Coastside CERT program serving the 32 residential neighborhoods along the San Mateo Coast from the Tom Lantos tunnel to the north, to Tunitas Creek to the south, there is an understanding that geography and isolation may have an exaggerated impact on the community in the event of a disaster. Coastside CERT is organized to have CERTs embedded in these neighborhoods to provide emergency preparedness training, support, and response in the event of an isolating incident. Like the National CERT program mentioned above, Coastside CERT has an additional goal.

The Coastside CERT goal is: "To Be the Help until Help Arrives"

PREMISE

Coastside CERT and the Coastside Fire Protection District serve identical physical territories. The Coastside Fire Protection District recognizes that in the event of a major, all-hazard disaster within its jurisdiction, the following is likely:

- Most emergency management and public safety resources, such as fire and rescue, emergency medical services, and law enforcement agencies will be overwhelmed. Assistance from neighboring areas is probable; however, their response time is unknown.
- Residents within the jurisdiction of the CFPD may need immediate response.
- The Coastside CERT program offers a reservoir of local volunteers trained by emergency management and public safety professionals, who can respond immediately to aid in saving lives and property in an emergency.
- Coastside CERT members have the training to perform initial damage assessments with other designated District employees, and/or designated external agencies or emergency response volunteers to ensure this vital task is completed.
- As normal communications (cellular/internet services) are likely to be spotty or unavailable in the event of a local or regional disaster, Coastside CERT and Half Moon Bay Amateur Radio Emergency Services ("HMB ARES") assume the need for, and prepare for using, radios (walkie-talkie and ham radios) to allow these teams to handle communications in our jurisdiction.

SPONSORING ORGANIZATION

In accordance with FEMA requirements, Coastside Fire Protection District (CFPD) is the sponsoring organization of Coastside CERT and will work collaboratively with Coastside CERT to establish the policies and procedures for the CERT programs, which include guidelines for CERT activation, deployment, operations and personnel as embodied in this SOP.

Coastside CERT has established an independent financial structure (a 501(c)(3) non-profit community organization, EIN 84-4206103) of which the Coastside Fire Protection District does not have oversight or involvement. The Coastside non-profit organization is administered and managed independent to the Coastside Fire Protection District.

As the sponsoring organization, CFPD will:

- Work in partnership with Coastside CERT to establish and maintain mutually agreeable policies and procedures for the CERT program, which include guidelines for CERT organization, personnel, operations, and activation.
- Maintain an active role in supporting CERT instructors and volunteers.
- Support CERT with grant administration, when needed.
- Provide District facilities for use by CERT to host training
- Assist CERT in drills and exercises, such as those which allow volunteers to train with career Firefighters and/or Volunteer Firefighters, when available. .
- Help develop supplemental training course materials to address local hazards and unique events.
- Provide photocopying for CERT-related training materials.
- Allow Coastside CERT to store and access training equipment and supplies in two CONEX storage containers (one-owned by Coastside CERT non-profit and one owned by CFPD) at Fire Station 40.

POLICY

It is the policy of the Coastside Fire Protection District that the Coastside CERT program will adhere to these Standard Operating Procedures adopted by the Coastside Fire Protection District Board of Directors.

ORGANIZATION

Coastside CERT shall have a Program Manager and a Program Coordinator, who will coordinate with the CFPD on matters related to Coastside CERT. The CFPD Division Chief of Operations, along with the CFPD Training Division shall work cooperatively with the Coastside CERT program to ensure basic and on-going training, support for the program, and operational direction, support, and guidance during an activation.

The CERT organization aligns with the Incident Command System (ICS) and provides basic and on-going training related to ICS on the Coastside.

Documentation of CERT individuals' participation, training, contact information and members' volunteer hours, and activation hours will be sourced primarily from sign-in sheets, but may also be maintained on electronic rosters if applicable. See **Appendix C** for more information on program organization and CERT certification requirements.

In addition, the CERT Program Manager, the Program Coordinator and others on the CERT Leadership team will collaborate with other CERT programs and other Coastside emergency or communication agencies/organizations to maintain and build support for the Coastside CERT program, and be ready to actively cooperate on training, drills, and exercises, effectively collaborating on a response to a real disaster/emergency following the FEMA programs and ICS training, should activation occur.

MEMBERSHIP

Membership is available to people who live, work, or attend school in the communities served by Coastside CERT and the CFPD. Please see **Appendix D** for the Rules and Code of Conduct.

Appropriate Assignments

The basic membership and training intent for Coastside CERT volunteers is: "There is a job for everyone." This premise considers that some volunteers may be younger or older, physically fit or disabled, highly educated or less educated, and so forth. The key to success for CERT volunteers is to assign jobs as appropriate to individuals and their abilities. Inherent to CERT operations, either in disaster operations or non-emergency environments, are risks to the health and safety of CERTs. Thus,

> *OF SPECIAL NOTE: Ethnicity and race may vary in concentration geographically. Because of community diversity, Coastside CERT strongly encourages volunteers and volunteer instructors of different races, ethnic, and language groups to participate.*

these rules for volunteers exist.

Age: The minimum age to participate in the Coastside CERT program is 18 years of age, or 14 to 17 years of age with permission of parent/guardian and permission of the instructor.

Gender: There are no barriers to gender in this program.

Disability: Individuals with disabilities bring unique knowledge and perspectives to emergency situations and to the Coastside CERT program. Although there may be barriers which people with disabilities cannot overcome, not all tasks, duties, or positions subject people to these barriers. Assignments are made appropriate to the skills and abilities of CERT members.

Ethnic Group or Race: There are no barriers to ethnic groups or race.

Religion: There are no barriers to any religion in this program.

Coastside CERT Membership

Coastside CERT maintains an extensive roster of individual members who live, work, attend school, or have key emergency preparedness and response positions within our Coastside CERT territory.

Coastside CERT is organized north to south by 32 neighborhoods from Montara to Rural South Half Moon Bay. Members can be certificated CERTs, licensed ham radio operators, people who have participated in CERT events, or have indicated an interest in receiving communications from Coastside CERT, regardless of their documentation. These communications can range from invitations to events or training opportunities, local public safety messages, newsletters, advice on preparedness, response to novel emergencies (e.g. COVID-19), information about fire safety, home hardening, and guidance during emergencies. In addition to those who live in the Coastside CERT territory, the roster also has separate categories for CERTs trained here who belong to adjacent, neighboring CERT programs, leadership from regional CERT programs, allied agencies, and individuals from surrounding areas who have participated in CERT events and requested to receive Coastside CERT communications. While these out-of-area

listings are maintained for communication purposes, they are not counted in our Coastside CERT totals of roster members, CERTs, or hams.

Categories of Membership

As a recognized CERT organization under the auspices of FEMA, Coastside CERT has required positions and some that are unique to the Coastside.

- **FEMA CERT Program Positions:**
    - Program Manager
    - Lead Instructor
    - Program Coordinator
        - Note: These positions may be combined (e.g. both Program Manager and Lead Instructor have been the same individual since 1999).
- **CERT Member**: Everyone in the Coastside CERT section of the roster is considered a member of the Coastside CERT program.
- **Certificated CERT:** A certificated CERT is a member who has satisfactorily completed the entire CERT Basic Training Academy, in-person or hybrid, as defined by FEMA (classroom + skills demonstration + disaster simulation) and possesses a certificate of completion
- **CERT Program Leadership Team:** This is a subset of CERTs who are invited to serve as an advisory team to the Program Manager and Program Coordinator. In addition to their neighborhood leadership roles, each contributes professional skills to actively support all 32 neighborhoods with core program services.
- **CERT Task Forces**: Ad hoc teams focused on specific tasks that support core program services across neighborhoods (e.g., Training, Mapping, Mutual Aid Response, etc.)
- **CERT Neighborhood Leadership**: These are the roles that may be seen in active Coastside CERT neighborhoods.
    - **Neighborhood Leads**
        - Leads/Co-Leads typically manage the neighborhood program, work with the other designated captains/leads to determine the goals for the neighborhood's preparedness efforts (training, practice drills, radio nets, etc.)
        - Leads may have Zone or Block roles as well.
    - **Zone/Block/Area Captain/Lead/Other title**
        - Zone or Block Leads/Captains get to know the residents in their jurisdiction, answer questions about CERT and preparedness when asked, and invite neighbors to events put on by their neighborhood preparedness organization.
        - Other duties could include checking in periodically on vulnerable neighbors during non-urgent events and assisting neighbors in the event of a disaster.
    - **Neighborhood Data Manager**
        - Manages the neighborhood roster
        - Coordinates with core program Coastside CERT Data Managers
        - Assists neighborhood leadership with neighborhood communications (safety messages, event notifications, etc.)

More details about CERT certification requirements and neighborhood roles may be found in **Appendix C: CERT Certification Requirements And Coastside Cert Program Teams** and **Appendix F: Neighborhood Model/Operations**.

ACTIVATION AND OPERATIONS

CERTs train to be ready to assist the CFPD by participating in practice events and disaster operations in their neighborhoods or elsewhere. They train to help prepare themselves to be activated by CFPD and/or to respond in their own neighborhoods as necessary.

There are three levels of activity which CERTs are likely to undertake in the event of an emerging threat/disaster or a full emergency. These levels are **Full Activation**, **Limited Activation by Protocol,** and **Non-Activation Neighborhood Activities**. In the event of a major regional disaster, Coastside CERT will expect to be fully activated by the CFPD via a variety of methods including SMC Alerts, broadcast radio, and direct call/email/text if those systems are working. If there is disruption of this normal Full Activation and a reasonable person, trained in CERT protocols, determines a "Full Activation" would be in place if communications allowed, and the CERT deems there is an immediate need for CERTs to respond in their neighborhood, then current, active certificated CERT members, can engage in a limited response within their neighborhoods. This would be deemed a "Limited Activation by Protocol." Further, if a weather event, distant but moving wildland fire, or other developing emergency is nearing a Coastside neighborhood, that neighborhood can activate its "Non-Activation Neighborhood Activities" to prepare for the event.   In all cases, CERTs **must** follow their training and **must** follow the protocols contained herein.

Full Activation Protocols:

In the event of a major regional disaster or emergency, either in Coastside CERT's jurisdiction or in a neighboring region, Coastside CERT may receive instructions for a **Full Activation**, at the command of the CFPD. CFPD will establish an Incident Command Structure suitable to the event. CFPD directs and oversees CERT activities during the activation period. CERTs act only within the predetermined command structure and only within the scope of their training. CERTS must operate in teams with a minimum of two people at all times.

Unless evacuation is mandated, Coastside CERTs are trained to remain in their own neighborhoods and if activated, conduct operations locally. This has the added benefit of keeping traffic off Highway 1, leaving it open for first responders, public works crews, and telecom/utility crews.

Depending upon the incident, CERTs may be instructed to report to their neighborhood rally point(s), the Department Operations Center ("DOC"), or some other location. Incident Command deploys teams and assigns tasks to respond to the situation. When in transit to the reporting site, CERT members assess and report conditions.

As directed by the Incident Commander ("IC"), the Coastside Emergency Operations Center ("CEOC") and/or the CFPD DOC will include member(s) of CERT and ARES leadership. ARES will commence radio communications once staffed by qualified ham operators and with CERT support as needed.

Absent a formal, Full Activation, but assuming the incident is severe and widespread, and a well-trained CERT would assume they would be asked to fully activate if communications allowed. CERTs may report to their neighborhood rally points and begin a Limited Activation by Protocol and

undertake a limited neighborhood response (as outlined below). Once the Neighborhood Command Post ("NCP") is set up at the rally point (or other safe location) and radio communications are established with the DOC, the Neighborhood Incident Commander ("NIC") contacts the CFPD Incident Commander at the DOC to seek formal, Full Activation and to receive instructions.

Protocols for Limited Activation by Protocol:

During a **Limited Activation by Protocol**, a limited neighborhood response is put into effect. Disaster Service Worker Volunteer ("DSW") coverage will go into effect when a CERT puts on their PPE and leaves their home to meet up with other CERT members at the designated rally point or Neighborhood Command Post site and initiates the limited neighborhood response by assuring each CERT team member has signed the ICS -214 document/form. This will typically happen at a neighborhood rally point.

In a Limited Activation by Protocol, CERTs or others assisting in the neighborhood response, will set up a Neighborhood Command Post, attempt radio communication with the DOC, address immediate aid and mitigation, and will conduct damage assessments and intelligence gathering. During a Limited Activation by Protocol, CERTs act only within the predetermined neighborhood command structure and only undertake activities within the scope of their CERT training. CERTS must operate in teams with a minimum of two people at all times. At least one member of a Field Team will be a certificated CERT in good standing. Once radio communications have been established, CERTs may be asked to travel from rally points to other locales within their neighborhoods or outside of their neighborhoods for mutual aid, or undertake other tasks as instructed by the Neighborhood Incident Commander, or at a higher level by the Incident Commander at the CFPD Department Operations Center. It is expected that Limited Activation by Protocol will last for a short duration as communication will be established and a Full Activation will be communicated by the Incident Commander at the DOC to the Neighborhood Incident Commander, and thereby to CERTs in the neighborhood. If the DOC is not ultimately activated or the Incident Commander determines that a Full Activation is not warranted, the Incident Commander will ask the Neighborhood Incident Commander to follow the Deactivation Protocols outlined below.

General Protocols -- During Full Activation or Limited Activation by Protocol

During an event (this includes disaster operations, emergency responses, and pre-planned activities):

- CERT activation must be initiated or approved by San Mateo County Department of Emergency Management ("DEM") personnel or CFPD Battalion Fire Chief or above, unless a disaster situation disrupts communication creating the need for a limited neighborhood response via Limited Activation by Protocol.
- Any time a CERT is engaged in a limited neighborhood response or Full Activation, information regarding the extent of the activation needs to be documented by the member on an ICS-214 form. At minimum, this information should include:
  - Name of the CERT member.
  - Assignments given by Neighborhood Incident Commander and actions taken.

- o Any outcomes, positive or negative, including injuries sustained.
- CERTs must operate within the scope of their training and comply with all federal, state, and local laws when functioning as a CERT member.
- Should an event occur during school hours, CERTs of high school age, would not be activated on the campus by the school administration. All students will follow the direction of school personnel and abide by their guidance. Once the student CERT is in their own neighborhood, they can join with their own neighborhood CERTs in whatever activities are then being undertaken.
- Coastside CERTs must not impress into service or coerce non-CERT-trained volunteers into performing CERT related duties during an event. However, in a disaster, neighbors who are not CERT trained - otherwise known as spontaneous volunteers – may express a desire, and willingness to assist. These spontaneous volunteers should be assigned duties that do not put them at risk.
- When activated either by a Full Activation, or, lacking all communication, by a Limited Activation by Protocol, CERTs may be covered under the State of California's Disaster Service Worker's program.
- CERTs should note that not every activity in which they participate comes under the protection of the DSW program.
- Any CERT that suffers an injury while performing an assigned CERT task must immediately report any injury incurred to a supervising member of Coastside CERT and CFPD to formally document the injury. Failure to report injuries will jeopardize a CERT's status as a Disaster Service Worker (DSW).
- If a CERT is injured during an event, a CFPD Battalion Chief or their designee, shall complete and submit the proper documentation to the State of California's Disaster Service Workers program within 24 hours.
  - o Form 3301 – The injured party fills out the top of the form and the State DSW Officer completes the bottom half.
  - o Form 3267 is completed by the CERT Program Manager or CERT Program Coordinator, not the injured party.
  - o CERT Program Manager or CERT Program Coordinator forwards copies of the following forms to the State DSW Officer:
    - CERT Basic Training Academy graduation roster for the injured CERT
    - Injured CERT's DSW registration form.
  - o CERT Program Manager or CERT Program Coordinator submits a written narrative describing the "who, what, where, how and when" of the injury event to the State DSW Officer.
- As a reminder, CERTs are trained and their service is intended primarily for use during disasters or large-scale local emergencies where firefighters, law enforcement officials, and emergency medical services are overwhelmed.

> **WHEN IN DOUBT – REMEMBER, NO CERT SHOULD SELF-ACTIVATE OR ACT ALONE OR OUTSIDE THEIR TRAINING**

Mutual Aid Requests

CERTs may also be invited to deploy for other neighboring events or activations as needed and requested by the CFPD or the Coastside CERT Program Manager or, if unavailable, by the Coastside CERT Program Coordinator. If the Coastside CERT Program Manager and the Program Coordinator are not available, CFPD may also activate CERTs for mutual aid for other immediately adjacent regions experiencing a disaster or emergency. In all cases CERTs can only operate in a pre-determined area of operations or be directed by an Emergency Management Agency to operate at a specified location relevant to an emergency. CERTS must always operate in teams with a minimum of two people. CERTs need not report for duty and can decline to undertake a task outside their comfort or skill level. CERTs are only used in situations for which they are trained and execute tasks only within the scope of their training. They can operate in buildings with light to moderate damage if, in the judgment of the CERT field-team leader then in charge, the structure is safe. They can conduct light search and rescue, suppress small fires, conduct medical triage, conduct light medical treatment, and organize the area for relief by appropriate agencies when they arrive. CERT teams may assist professional public safety personnel in logistical and administrative support. They may also be used in non-emergency situations, such as public safety or emergency management resources of a low-risk nature.

See **Appendix E** for scenarios that illustrate these activation protocols.

Protocols for Deactivation

Once the event/incident has been resolved, CFPD Incident Command will deactivate the CERT teams. CERTs may not "self-demobilize" without first being released by Incident Command and then signing out. In the event of a personal emergency during an Activation, a CERT can leave their post only after letting their Neighborhood Incident Commander know that they are leaving, turning in necessary paperwork, and signing out as per CERT training and ICS protocols.

Deactivation Process:

The deactivation process includes ensuring that:

- CERTs gather for a debriefing (After Action Review or "AAR") in their Neighborhood, in the DOC, or at the mutual aid location where they were deployed.
- The AAR is completed by Neighborhood Incident Commander or local IC and the AAR and all activation related documentation is later delivered to the CERT Program Manager /Program Coordinator and the Incident Commander at the DOC.
- All CERT personnel are accounted for and signed out and an inventory of all CERT basic equipment is completed, or missing equipment/materials identified.
- CERTs and responding neighbors are thanked for their service. Neighborhood Leads and others will note the demeanor or emotional affect or state of those potentially impacted by the event, and if warranted will arrange for follow-up or resources to aid the individual(s) in processing the event.

IDENTIFICATION and UNIFORM

CERTs must wear designated identification and the appropriate clothing/uniform unless directed otherwise by Coastside CERT Leadership or CFPD personnel. The uniform and identification include at a minimum:

- CERT vest, helmet, and nametag
- Jeans or other heavy long pants (no shorts)
- Boots, or other rugged closed-toe shoes
- Other clothes as suitable for the weather and event but which do not obscure the CERT vest.

CERT uniforms are worn for all events where CERT members are taking an active part such as drills, graduations, training, public education events, and especially during a disaster response activation, and at any other event in which CERT members are representing the CFPD and Coastside CERT. CERT vests and nametags should be worn when working on CFPD property. Helmets need not be worn for all activities at the direction of the CERT leaders.

PARTICIPATION IN CIVIC EVENTS

From time to time, Coastside CERTs are invited to participate in civic events by the County, the City, public and private entrepreneurs, and organizations. Coastside CERT has established guidelines for our participation in these types of events, where CERTS are asked to wear their CERT vests:

- CERT Program Manager/Coordinator will determine if CERTs can participate as CERTs in an event
- CERTs do not provide security, crowd control, traffic management, nor parking services.
- CERTs do not sell or transport anything for other organizations.
- Event Organizers provide an area for CERT to establish a canopy to serve as a home base and serve as a shift change/debriefing location.
- CERTs may participate in City and County Disaster Preparedness Fairs and community cultural, arts, music, craft, and parade events and hand out educational materials, be an information resource, provide wayfinding and assistance to lost or confused adults/children, and can provide radio communication capacities as needed.
- CERTs may serve in first aid areas adjacent to ambulance services.
- CERTs always operate in teams of at least two individuals; never alone.
- Assuming they have been invited by the CERT program, CERTs may participate in civic events, wearing their CERT vests, so long as they observe the above guidelines.
- CERTs who are supporting a cause or program as a private citizen, may participate in the event, but must do so without their vests.
- None of the Civic Events are DSW insured. Coastside CERT does carry supplementary volunteers' insurance for certificated CERTs injured while participating in uniform for recruiting or outreach activities.

> **CERT teams are not to be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures, crowd control, traffic control on major roadways, or selling or delivering of product or services for the monetary benefit of other organizations.**

TRAINING

CERT training is conducted under the current Federal Emergency Management Agency guidelines. Each CERT will have access to a book or digital copy of the CERT Participant Manual. All training presented to CERTs, including materials, must be reviewed and approved by the CERT Program Manager before use and distribution.

Training excellence is a very high priority for Coastside CERT. The Lead Instructor is responsible for appointing, assigning, and supervising all course instructors. All instructors are CERT Train the Trainer course graduates, Subject Matter Experts ("SMEs") and/or career or volunteer firefighters.

FINANCE

Currently, CFPD does not provide direct funding to Coastside CERT for personnel or operations. Coastside CERT utilizes their non-profit 501(c)(3) resources to purchase personal protective equipment (PPE), insurance, background checks, and all other costs associated with Coastside CERT. CPFD may occasionally make limited one-time purchases of equipment for Coastside CERT, at the discretion of the Fire Chief, based on available funds.

All purchase requests sent to CFPD for CERT-related equipment and supplies will be made through the Fire Chief, or designee, for consideration.

Coastside CERT will maintain independent finances from CFPD and will have discretion over their funds as those funds are used to support the core and ancillary missions of the program.

Designation as 501(c)(3):

- Coastside CERT is incorporated as a 501(c)(3) nonprofit officially registered and in good standing with all three registrations required by the State of California Assembly Bill 488:
  - IRS Tax Exempt Status – Federal Employee Identification Number: EN 84-4206103
  - State Franchise Tax Board – SOS/FTB# 4529494
  - CA Registry of Charities & Fundraisers – State Charity Registration Number: CTO 269116
- Coastside CERT does not govern the organization by its 501(c)(3) but does have articles of incorporation and maintains the minimum required officers whose responsibilities are primarily fiscal oversight, banking, tax filings, and corporate minutes:
  - President
  - Secretary
  - Treasurer
- The nonprofit structure is a financial tool serving three purposes for Coastside CERT:
  - Qualifies the program to pursue nonprofit grants.
  - Enables the program to accept grant proceeds and private donations.
  - Serves as the vehicle to pay program operating expenses.

MEDIA AND ELECTRONIC COMMUNICATIONS

Coastside CERT maintains communication with roster membership and the wider community. Coastside CERT will include CFPD identification on electronic communications, with the express permission of the Fire Chief or designee. Coastside CERT may pass on notices from the CFPD Public Information Officer ("PIO") to its membership roster if requested.

USE OF FACILITIES

CFPD facilities may be used by Coastside CERT for official training and meetings. Coastside CERT will coordinate with the CFPD Division Chief of Operations and/or the Training Captain or their designee, to schedule the use of the facilities.

MISSION

Coastside CERT (Community Emergency Response Team) is an emergency preparedness volunteer organization focused on creating a ready and resilient community along the San Francisco Bay Area western coast from the southern side of the Tom Lantos Tunnel (Devil's Slide) to Tunitas Creek Road. We work to protect our own, our families', and our neighbors' lives, the environment, and property through public education about emergency preparation, disaster response, emergency first aid, rescue actions, radio communications, and related services.

VISION STATEMENT

In an emergency, most residents, if they are able, will try to help. However, a trained volunteer is far more likely to be able to protect themselves and their families, stay safe while helping others, and work effectively with first responders as an asset rather than a hindrance. With three engines supported by ten firefighters on the Coastside, first responders need "boots on the ground" in every neighborhood to serve as force multipliers -- helping one another and communicating accurate information to guide first responders to those in the greatest need.

ORGANIZATIONAL MODEL

Coastside CERT teaches organizational structure, disciplined chain of command, specific communication protocols, and other guidelines so multiple agencies, both professional and volunteer, can work together in response to community needs during an emergency or disaster.

This commonsense approach to how to live successfully in our gorgeous but isolated Coastside environment, with its vulnerability to natural and man-made disasters, has gathered remarkable momentum over the many challenging years. Coastside CERT continues to grow, and has gone from approximately 150 members in January 2019, to over 2,500 members in 32 Coastside neighborhoods currently. David Cosgrave, who has trained more than 750 CERTs on the Coastside, averaged 18 CERTs per year from 1999 to 2018, but has graduated 412 CERTs and 204 Listos students (mostly farmworkers) over the past five years with additional capacity building and materiel funding from State of California and City of Half Moon Bay ("HMB") grants and operational funding from private donors and Coastside Gives. Our current roster lists 462 CERTs and 144 ham radio operators, with new training requests every day and an average graduation rate of 68 new CERTs per year. We train regularly throughout the year through the core program and the neighborhoods, continually engaging our CERTs and members with Advanced CERT Training ("ACT") classes, Educate the Coastside ("EtC") events, the Great Coastside ShakeOut earthquake drill and radio exercise, participation in local and regional preparedness events, and support of local civic events. We hold Volunteer Appreciation events every other year.

Through State, LISTOS, and City of Half Moon Bay grants we have distributed more than $200,000 dollars' worth of emergency equipment and supplies to our 32 neighborhoods for their use in recruiting, training, and emergency response.

We are scaling our all-volunteer program services team in response to growth to better serve the neighborhoods with 60 plus Neighborhood Leads and Data Managers. Residents can always find local and national safety resources on our website. Additionally, Coastside CERT will work with all other volunteer and professional emergency response organizations on the Coastside to develop a cooperative emergency response plan for the benefit of all Coastside residents, with a focus on the most vulnerable members of our community.

Coastside CERT Certification Requirements

Coastside CERT offers two Basic Training Academies each year. Spring CERT is usually held in early March and Fall CERT in early November. The State of California requires CERT candidates to successfully pass three training phases to become certified:

- <u>Classroom</u> (either three in-person classes or 10 online modules) covering the basic national CERT FEMA curriculum.
- <u>In-person hands-on skills demonstration</u> during the morning session of Training Day and Graduation.
- <u>Participation in a team disaster simulation</u> during the afternoon session at Training Day and Graduation.

Additionally, Coastside CERTs must do the following:

- Coastside CERTs will have completed the CERT Basic Training Course, can execute competencies taught during basic CERT training, and have received CERT equipment, which at a minimum includes CERT helmet, vest, name-tag, backpack and CERT Field Operations Guide (FOG).
- Coastside CERTs will have filled out a Volunteer Participant Form and are registered as a sworn Disaster Service Worker. All forms are kept on file with Coastside CERT, and the Loyalty Oath is further recorded and maintained by the County Clerk.
- Demonstrate trustworthiness when treating members of the public and when on their property.
- Show respect and dignity under adverse conditions.
- Must follow their training and work within the ICS chain of command and follow all activation protocols.
- A Coastside CERT must not have been convicted of a felony and must be prepared to undergo a background check to attest to their lack of criminal history.
- Coastside CERTs do not belong to any terrorist or subversive organization.
- Coastside CERTs complete CERT Basic Training, as outlined above, and it is hoped they will agree to have further commitment to CERT or their neighborhood's preparedness activities. However, such commitment is not a requirement.
- May activate during a Full Activation, a Limited Activation by Protocol, or a Mutual Aid situation and will be covered by DSW insurance. Depending on the circumstances, Non-Activation Activities in a neighborhood may not be covered by the DSW insurance.
- At time of separation from the program, CERT members may retain their CERT helmet, backpack, vest and CERT Fog Guide but must agree not to identify as still being affiliated with Coastside CERT and will not activate unless affiliated with a new CERT organization.

Coastside CERT Leadership Team

The function of the CERT Leadership Team is to support the Program Manager, Lead Instructor, and Program Coordinator, advance the mission of Coastside CERT, including Coastside-wide education and communication related to emergency preparedness. The mission is further to promote the efficiency and effectiveness of Coastside CERT programs, to fundraise for the operating capital of the program, guide activation support for CERT neighborhoods and review Coastside CERT's efficacy as an Emergency Preparedness training organization. CERT Leadership Team members are appointed by the Program Manager and Program Coordinator with the consensus of the other Leadership Team members. To be considered for the CERT Leadership Team, individuals must:

- Play well with others.
- At a minimum, meet the requirements for a certificated Coastside CERT as outlined above.
- Attend at least two additional trainings or exercises per year (including, but not limited to Advanced CERT Trainings ("ACTs"), Educate the Coastside Trainings ("Etc"), CERT Basic Training Day & Graduations, Great Coastside ShakeOut, etc.).
- Encouraged but not required: Achieve certification or attend specific trainings focused on areas of interest or specialization (examples: ICS-100/ICS-700, Train-the-Trainer, Program Management, etc.)
- The Coastside CERT Leadership Team has 10 regular meetings per year. Everyone on the Leadership team is encouraged to attend all meetings unless extenuating circumstances arise. Ideally, leadership team members will miss no more than two meetings per year.
- Actively assist Program Manager and Program Coordinator in the running of the program.
- Demonstrate understanding of:
    - Coastside CERT's Code of Conduct (See **Appendix D**)
    - Coastside CERT's Mission, Vision, and History Statements (See **Appendix A & B**)
    - Coastside CERT's Neighborhood Model (See **Appendix F**)
    - CERT ICS Model
    - Coastside CERT's Standard Operating Procedures including Activation and Deactivation Protocols
    - All CERT modules well enough to lead a neighborhood or assist neighborhood leads in an activation

Coastside CERT Task Forces

With the permission of the Program Manager and Program Coordinator, and under the supervision of one or more members of the Coastside CERT Leadership Team, Task Forces can be constituted to perform specific tasks to fulfill a specific program need, or a Task Force can perform specific on-going duties. The Team Lead for a Task Force will not be a voting member of the Leadership Team but may attend some or parts of specific Leadership meetings. Task Force team members must adhere to the Coastside CERT Code of Conduct and must handle tools, supplies, property, money, privacy and the response to their assignments with the utmost competency and care.

The COASTSIDE CERT program is an active and respected CERT program on the western coast of San Mateo County. It is comprised of dedicated and committed members who continually strive to be a resource to Coastside communities. In September of 2020, Coastside CERT adopted these values and attributes as our guiding principles.

> **Plays Well with Others - Golden Rule - Kind - Integrity - Respectful - Polite**
> **Trustworthy - Truthful - Honest - Always Learning/Teaching - Reliable**
> **Good-humored - Resourceful - Adaptable - Resilient and Calm in Chaos**

The principles described above are exemplified by the Code of Conduct outlined below. As a volunteer with the Coastside CERT program, you represent the CERT program to new members, to the public, and to those whom we may assist. Portray a positive image and remember that you serve at the sole discretion of Coastside CERT. You are expected to abide by this Code of Conduct:

- **CERT members are volunteers.** Their status as a volunteer is contingent on performing their assigned duties with the utmost care and consideration. All participating CERT volunteers must be trained and understand the coordinated command and control structure of CERT chain of command and agree to comply within its constraints.
- **CERT members are not emergency services personnel** as defined by state law and as such are not exempt from federal, state, and local laws when responding to emergencies. Therefore, all CERT members must use due care, diligence, and safety measures when responding or reporting to emergencies, as directed by Coastside CERT leaders and CFPD.
- **Know you are not a Firefighter.** You are trained to function as an extension of the Coastside Fire Protection District's response to emergencies, when such circumstances exist or when directed by emergency services officials. When an emergency occurs, your first responsibility is to ensure your own safety and the safety of your family. Subsequently, and only if you volunteer to do so, you can report to your Neighborhood Rally Point/Command Post to join with other CERT members in a disaster response.
- **Do not self-deploy or self-activate.** Follow the activation methods/protocols outlined in the Coastside CERT Standard Operations Procedures manual.
- **Stay within the scope of your training.** You have been trained under the curriculum of FEMA's Community Emergency Response Team program. Confine your actions to those guidelines and stay within the scope of your training and certification. If you have other training or certifications and undertake such skills, please remove your CERT vest while performing non-CERT activities.
- **When participating in a Neighborhood Response or when formally Activated, bring or wear your personal safety equipment:** CERT helmet (no baseball hats), CERT vest, nametag or ID badge, radios, and backpack. *Shorts, sandals or open-toed shoes are NOT allowed!*
- **Know your limits.** Confine your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority, and hazards.
- **Watch your conduct** and always act with honesty, professionalism, dignity and pride, and act appropriately and responsibly, especially when handling the property or funds of Coastside CERT, neighborhood groups or others.
- **Golden Rule:** Treat fellow team members, members of the public and all property with the respect and courtesy you would like to have extended to you and yours.
- **Avoid inappropriate conduct**, both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to:
  - Offensive or profane language or gestures.
  - Public criticism of a CERT team member, its leaders, or the CERT program.

- o Partake of no alcohol or drugs while responding as a CERT.
- o Do not report for duty while under the influence of alcohol or drugs.
- o Jeopardizing another team member's safety.
- o Carry no weapons (i.e. guns, long knives, sticks or other weapons). You may carry and use multipurpose tools, pliers, screwdrivers, wrenches, etc. You have been trained for immediate emergency response and there is no need, place, or legal authorization for you to carry, or use, any weapons. To do so will jeopardize your own safety and your continued participation in the CERT program.
- **Be sensitive** to the diversity of team members and those we assist.
- **Respect** the privacy of persons served. Hold in confidence all sensitive, private, and personal information.
- **Keep Coastside CERT leadership informed** of progress, concerns, or problems with tasks to which you have been assigned.
- **Direct anyone looking for official statements** from Coastside CERT to the Coastside Fire Protection District's Public Information Officer ("PIO") at the Department Operations Center ("DOC") or Coastside Emergency Operations Center ("CEOC") or the Regional Operations Center ("ROC").
- **Do not use** the name, emblem, endorsement, services, and property of the Coastside CERT program except as authorized by the CERT Program Manager or Coordinator and/or the Coastside Fire Protection District.
- **Do not accept, or seek**, on behalf of yourself or any other person, any money or personal gifts offered because of your affiliation with the Coastside CERT program.
- **Do not use your participation** in CERT to solicit or promote personal business, including but not limited to, sales, marketing, petitioning, lobbying, or recruitment.
- **Do not use your participation** in CERT to promote beliefs, including but not limited to, partisan politics, religious matters, or positions on any issue.
- **Do not use your participation** in CERT to imply an expectation of elevated favor, privilege or entitlement in any communication or circumstance.
- **Wear your vest and name tag** when accessing Coastside CERT property stores, especially the Conex boxes at FS40.
- **Do not bring a vehicle** onto fire station property unless 1) properly authorized and placarded to occupy handicapped spaces located outside the perimeter fence or, 2) picking up/delivering heavy equipment and supplies. In the latter case, wear your CERT vest to signal authorized access to on-site security systems, drive carefully and slowly (under 5 mph) deferring to all pedestrian and vehicular traffic, park in an orderly manner facing inward on the apron to facilitate a swift exit, if necessary, without blocking any other vehicles, and quickly load/unload your material before exiting with your vehicle to park on adjacent streets.
- **CFPD and Coastside CERT** are committed to a policy of fair representation and do not discriminate based on race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations.

Failure to follow the Coastside CERT Code of Conduct may result in suspension from all CERT activities and will be thoroughly investigated. Pending the outcome of the investigation, said member(s) will be notified as to their status in the CERT program by the CERT Program Manager and/or Program Coordinator. Progressive discipline includes, but is not limited to, counseling, written notice, removal from a leadership role, up to the full restriction of involvement with the Coastside CERT Program, including CERT, trainings, refreshers or public events sponsored or attended by CERT.

As an active CERT volunteer, I understand and agree to abide by the Coastside CERT Code of Conduct.

Name (please print legibly) _____

Signature _____Date_____

Neighborhood _____

- **8.5 Earthquake on San Andreas Fault:** You feel major shaking, there is significant disruption and possibly damage to your home and your neighborhood.   Phones, internet, cell service, and electrical service are all out or disrupted.
    - *Limited Activation by Protocol* is allowed, and **Full Activation** will likely be underway.
    - *Please note, this is the most likely scenario where a **Limited Activation by Protocol** will occur*

- **4.0 Earthquake on Hayward Fault:** You are awoken by swaying and your home creaking. You realize an earthquake just happened. Internet and cell service is available. You <u>could</u> call 911 if you were injured.
    - No Full Activation or Limited Activation by Protocol is needed or allowed.

- **Plane Crash:** You live in Montara and a plane crash in Pescadero.
    - Limited Activation by Protocol is not allowed or needed.
    - **Do not Self-Activate**: As a CERT do not head to Pescadero without word from CFPD or CERT Program Manager/Coordinator that CFPD is seeking CERT volunteers for Mutual Aid.

- **Weather Event:** It is actively stormy/windy, and electricity, internet, and cell service is down in your neighborhood, but not generally on the full Coastside or more regionally.
    - Neighborhood Non-Activation Activities are allowed, but Limited Activation by Protocol is not allowed, and Full Activation is not in effect.
    - The Coastside CERT approved, written SOPs for each neighborhood's Non-Activation Activities should be followed.

- **Fire:** There is a slow moving but substantial grass fire in the field near your neighborhood. You have called 911 but decide that you should put on your CERT vest and head toward the fire.
    - Not allowed: This is not something you should do, as it would be considered "Self-Activation" which is never allowed.
    - Additionally, you are only one CERT, so you are ignoring your CERT Training -- putting yourself in harm's way and possibly creating even more work for First Responders.

- **Tsunami:** You are alerted that a Tsunami is possible, and evacuations are ordered for the Coastside.
    - Neither a Full Activation nor Activation by Protocol are called for or allowed. When evacuations are ordered, CERTs are to evacuate along with other neighbors.
    - If a Neighborhood has SOPs in its Non-Activation Activities which call for a rapid sweep of the neighborhood to be sure all residents are aware of the Evacuation Order, this would be allowed.

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NEIGHBORHOOD INCIDENT COMMAND

Coastside neighborhoods are geographically dispersed and expected to be isolated during emergencies. If Coastside CERTs are activated via approved protocols and are reporting to a Neighborhood Rally Point, rather than centrally to the DOC, then the most qualified CERT will assume the role of Neighborhood Incident Commander ("NIC").

The NIC will establish communications with the Incident Commander ("IC") at the DOC and will perform the duties assigned by the IC or specified by their training, in a manner specific to the needs of the neighborhood but in keeping with their CERT training and the ICS model.

The NIC reports regularly to the IC at either the DOC or CEOC, and in turn the IC reports regularly to the Coastside Fire Protection District and/or the ROC regarding the number of teams deployed and the status of these teams and these neighborhoods.

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Neighborhood Leadership

Coastside CERT's jurisdiction is officially recognized by FEMA as two branches operating as a single entity with 32 neighborhoods. Although it is not a designation with a practical application on a daily operational basis, Branch One is technically the 10 unincorporated neighborhoods, harbor, open space, coastal areas, farmland, state and county parks, federal land, and a small extension of the City of Half Moon Bay between the Tom Lantos Tunnel south to and including the Frenchman's Creek Neighborhood. Branch Two is 22 neighborhoods, including the City of Half Moon Bay, agricultural land, beaches, more parks and federal land from Frenchman's Creek Road down to Tunitas Creek Road at the southern end of Rural South Half Moon Bay. Coastside CERT's goal is to organize these neighborhoods under the CERT model. While not all members of an organized neighborhood's teams are CERTs, it is hoped that all CERTs will become active in some form in their own neighborhood. Neighborhoods have co-leads and various sub-leaders typically organized by Zone, Area, Block, or some other designation. An active CERT neighborhood is typically managed by these teams:

Neighborhood Co-Leads

- Should be a certificated CERTs.
- Helps organize the overall neighborhood.
- Works with local CERT neighbors to subdivide the neighborhood (if necessary) into organized 'zones.'
- Identifies locations and roles for neighborhood radio network ("net") control.
- Distributes and keeps track of neighborhood basic emergency equipment packages ("BEEPs").
- Holds regular or occasional meetings with local leadership to determine what community outreach should be done.
  - "Leadership" can be defined by each neighborhood as to what their leadership team includes, but likely includes the 'zone' leads plus any other roles that make sense to the

neighborhood.

- o "Outreach" can include community meetings, radio nets, exercise drills, informal get-togethers, etc.
- Provides emergency preparedness information to the neighborhood:
  - o E-mails sent to local distribution lists.
  - o Flyers posted at local meeting places (Post Office, stores, etc.).
  - o Disseminates and helps reinforce any necessary information from Coastside CERT.
  - o If a certificated CERT, signs Coastside CERT Code of Conduct; acknowledging receipt and responsibility to conform.
  - o Participates in at least 10 hours of neighborhood activities per year (includes monthly neighborhood meetings, trainings, or exercises). Organizes, trains, and prepares their neighbors and neighborhood for an emergency or disaster response. Compliance will be self-reported.

Neighborhood Data Manager

- Manages the neighborhood roster, entering, updating, and deleting contact data as appropriate.
- Coordinates with Coastside CERT core program Data Managers.
- Assists Neighborhood Leads, Zone Leads, and Block Leads with neighborhood communications (safety messages, event notifications, etc.).
- Sends Coastside CERT messages to their neighborhood as requested.

Neighborhood Zone Leads

- Should be a certified CERT.
- Acts as leader and organizer of a designated "zone" or section of the neighborhood.
- Organizes Block Captains/Leads within their "zone".
- Helps push emergency preparedness information down to the Block Captains who distribute to their designated "blocks".
- Provides Neighborhood Lead with input, suggestions, and support for organizing the overall neighborhood.
- If a certificated CERT, signs Coastside CERT Code of Conduct; acknowledging receipt and responsibility to conform.

Neighborhood Block Captain/Lead

- Does not have to be CERT certified.
- Volunteers to help distribute information to a defined 'block' in the neighborhood.
- "Blocks" can be defined by whatever the volunteer is comfortable covering.
- Will help make the "block" aware of the Coastside CERT program and how this program supports the neighborhood's preparedness efforts.
- Pushes emergency preparedness information out to those on their "block".
  - o Hands out CERT trifolds to those in the "block".
  - o Identifies themselves to the neighbors as CERT block captain.

o   Gathers what emails, street addresses (and post office box ["POB"] numbers if no residential mail delivery) and phone numbers they can for those interested in receiving local and Coastside-wide information about emergency preparedness.

o   Make neighbors aware of local meetings and radio nets.

Active Neighbor

- Is active in neighborhood organization as part of its resilient community and can take on a leadership role in their neighborhood.
- May not have completed a CERT Basic Training Academy.
- While the active participation of non-CERTs in neighborhoods is valued and appreciated, they do not have the same authority for responding to emergencies and are not covered by DSW insurance, nor eligible to respond as a mutual aid volunteer outside of their neighborhood on behalf of Coastside CERT.

Other Potential Neighborhood Roles/Committees

- Pet Protection and Awareness – helps to make plans and get information out about what to do with pets in emergencies.
- Publicity and Communications – Helps organize and promote information to the neighborhood, set up social media platforms, etc.
- Logistics – Helps keep track of Basic Emergency Equipment Packages (BEEPS), etc.
- FRS Radio – Holds regular radio nets in the neighborhood and helps with overall awareness and practice with radios

Neighborhood Teams: In the aggregate, all members of a neighborhood preparedness team, as the teams are outlined above, or in some other model, will be responsible for:

- Helping to recruit new "Neighborhood Preparedness" team members and prepare for replacement Lead/Zone/Block personnel as needed.

- Conducting and attending periodic planning meetings for all Leads and Captains.

- Conducting preparedness training and practice activities for neighbors and encouraging active participation of all CERTs in those and other events in the neighborhood.

- Conducting drills and exercises to help all neighbors be aware of the CERT ICS model and how CERTs will mobilize in the neighborhood if activated and how the non-CERT neighbors can help in the event of an emergency.

- Maintaining a current roster of neighbors willing to provide contact information. Share Zone or Block information with current Captains/Leads and with Coastside CERT.

- Maintaining the inventory of CERT basic emergency equipment, supplies, raffle prizes or "giveaways" stored in their neighborhood.

APPENDIX G: NON-ACTIVATION ACTIVITIES (NEIGHBORHOOD ACTIVITY TIERS PRIOR TO ACTIVATION)

If an emergency is imminent, in-progress or on-going, an activation by CFPD is unlikely, due to the danger posed to CERTs. In addition, if an emergency is limited in severity or geography, a disaster response may not be declared by the CFPD or a responsible agency. If so, CERTs will not or may not be activated in the traditional sense and should not undertake a **Limited Activation by Protocol**.   However, CERTs and Neighborhood Teams trained to help, can have organized tiers of response below the levels of official CFPD **Full Activation** or **Limited Activation by Protocol** as outlined above. These tiers of activities will require neighborhoods to document their neighborhood protocols or Standard Operating Procedures ("SOPs"), share them with the CERT Leadership for review and ratification, and provide ample training and practice to their neighborhood CERTs and other participants.

There are 4 (four) types of Coastside CERT emergency responses:
- **Full Activation: Formal CFPD Full Activation** in a Regional Disaster as outlined above.
- **Limited Activation by Protocol:** No operable communications for CFPD to instruct CERTs to activate due to a regional disaster, but a reasonable expectation based on CERT training that a Full Activation would be called, as outlined above.
- **Non-Activation Activities:** Neighborhood conditions dictate that an Activation is not on-going or imminent. If safe to do so, neighborhoods may undertake a limited response as appropriate to the conditions. These activities must fall within CERT guidelines and training and the pre-approved written SOPs of the neighborhood.
- **Mutual Aid** Activation by CFPD or the CERT Program Manager/Coordinator when requested to deploy to an adjacent area if your neighborhood is safe.

Earthquakes, the typical hazard which CERTs use as the basis for training, rarely come with ample warning. Therefore, an Official CFPD **Full Activation** or a **Limited Activation by Protocol** will make sense in the aftermath of a rapid onset, extensive, and severe event.

Events that come with warnings (i.e. storms, flooding, tsunamis, and some fires) may have levels of activity that can be undertaken on a neighborhood-by-neighborhood basis. These Non-Activation Activity tiers can include, but are not limited to:

ADVISORY
- In anticipation of a possibly severe event, CERTs will gather information from reliable sources and will alert those in the CERT roster to the possible dangers, will direct preparedness activities, and will suggest the levels of communication that will be needed during this stage of an event or possible event. If evacuation is a likely scenario, CERT may suggest that neighbors prepare and perhaps even leave while it is easy to do. In areas of debris flow, falling trees, or other hazards, suggesting early evacuations may be wise or mandated. If power is likely to go out, preparing to be without power will be a high priority. Providing training on what to do when power is expected to go out would be a worthwhile training that CERT or neighborhoods could undertake.
- Neighborhood leads will assess the potential for adverse outcomes in their neighborhood and may modify the CERT message to be appropriate and actionable in their neighborhood.
- Communications will typically be by email, phone, or text at this point
- If communications are subject to disruption, the Neighborhood Leads may call for monitoring of their walkie-talkie or other radio channel(s) as a precautionary measure.

WARNING

- The anticipated event occurs or is occurring. Depending on the event, this is when mandatory evacuations may take place if they have not already been recommended. If evacuation is not indicated, sheltering in place will be emphasized.
- CERTs should not attempt to remedy damage from an event while it is in progress. Staying inside and not adding to first responder's work is fundamental to our training.
- Highway 1 is the only road connecting all of the Coastside's 32 neighborhoods. Unless absolutely necessary, stay off Highway 1 to leave it open for first responders, public works, and utility crews to help the community recover as quickly as possible.
- Coastside CERT will provide additional messaging outlining whatever is known of the current situation. Neighborhood Leads can modify and disseminate this information as needed and warranted to their neighborhoods.
- The Neighborhood Leads will meet in person or virtually to discuss the situation in their neighborhood. If they determine that the situation merits it, they will initiate their **Non-Activation Activity SOPs** which will or may include a limited Neighborhood response plan.
    o This plan will be written and reviewed and approved by CFPD/Coastside CERT.
    o This plan will be practiced and known to neighborhood CERTs and other neighbors.
    o The plan may include the concept of a Virtual Neighborhood Command Post ("VNCP") as outlined below

ACTIVATION (FULL OR LIMITED ACTIVATION BY PROTOCOL)
- For the avoidance of doubt, a situation which does not call for activation, can change and escalate to a state where a Full or Limited Activation by Protocol is required. In those scenarios, as outlined above in the body of the SOP and ideally in a Neighborhood's SOP, Rally Point(s) should have been identified and pre-defined as those locations best suited to an in-person response to an event that has occurred and created numerous impacts to structures and persons.   Activation protocols as outlined above in the body of the SOP will be always observed during an Activation.

ACTIVITIES OF VIRTUAL COMMAND POST
- Unless an emergency is declared and an Activation by one of the methods above is undertaken by the CFPD, then neither CERTs nor others in the neighborhood should physically go to a Rally Point.   Rather, Neighborhood Leads/Captains may indicate in their written **Non-Activation Activity SOPs** that they will oversee their neighborhood activities via a **Virtual Neighborhood Command Post ("VNCP")** at the home of the designated Neighborhood Leads/Captains or their designee(s). These will primarily be an information gathering station and a request for assistance station, using whatever communications methods are then extant.
- Communication may still be via e-mail, phone, or text, but those forms of communication may be compromised. If so, neighborhoods can continue monitoring their walkie-talkie channel or perhaps periodic nets will be commenced.   The duration and frequency will be decided by the Neighborhood Leads, balancing effective and supportive communication while carefully minimizing fear, anxiety, and the fatigue of the teams.
- The communication protocols for a neighborhood which has lost all long-range communication methods (phone, internet), are currently a work in progress between Coastside CERT, HMB ARES and the neighborhoods, but these protocols will ultimately be documenting in the neighborhoods **Non-Activation Activity SOPs**.

ACTIVE CERT NEIGHBORHOODS. Coastside CERT comprises 32 distinct neighborhoods officially recognized by FEMA as its two branches operating jointly. These neighborhoods are geographically dispersed and will need to function independently under certain disaster scenarios.

ACTIVATION by PROTOCOL: If communication outages initially preclude **Full Activation** by CFPD, CERTs, following their training and these SOPs, may take the steps outlined above to begin a limited neighborhood response in anticipation of being fully and formally activated once communication is established with the "DOC".

ARES: The Amateur Radio Emergency Service® (ARES®) is a national program of ARRL, The National Association for Amateur Radio®. ARES consists of licensed amateur radio operators who provide communications services in the public service when disaster strikes.   ARES is a national program organized and managed by and for volunteers at the local level.

BASIC EMERGENCY EQUIPMENT PACKAGE ("BEEPs"): $166,340 worth of equipment and supplies packages awarded to Coastside CERT via an FSTI grant organized into individual $2,700 BEEPs and delivered to every organized CERT neighborhoods for outreach, training, and response purposes. Large neighborhoods have more than one BEEP.

CEOC: Coastside Emergency Operations Center is at 537 Kelly Avenue near the Sheriff's substation.

CERT: Community Emergency Response Team. The CERT Program educates people about disaster preparedness for hazards that may affect their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

CERT - ACTIVE MEMBERS: Persons who have completed CERT training successfully and who volunteer to be a team member active in their Coastside Neighborhood.

CERT LEADERSHIP TEAM: Active CERTs invited by the CERT Program Manager or Program Coordinator to aid them in organizational and training work of the core Coastside CERT program in addition to their neighborhood leadership.

CERT - PROGRAM MANAGER: Responsible for the management of all operations applicable to the mission of Coastside CERT. The CERT Program Manager (or the Program Coordinator in the absence of the Program Manager) is the point of contact between the Coastside Fire Protection District and the Coastside CERT program. There is no term limit for this role.

CERT- PROGRAM COORDINATOR: Appointed by the CERT Program Manager to organize and manage the daily operations of the CERT program, including volunteer coordination, training, outreach, and fund-raising. Must be a member of the CERT Leadership to be appointed to the role of Coordinator.   There is no term limit for this role.

COASTSIDE CERT: The Community Emergency Response Team program responsible for CERT operations on the San Mateo County coast from the Tom Lantos tunnel at the northern boundary and Tunitas Creek on the southern boundary of territory. Coastside CERT provides a curriculum approved by FEMA that teaches citizens a positive and realistic approach to emergency and disaster situations so they can assist others in their neighborhood or workplace when professional responders are not immediately available to help.

COASTSIDE EMERGENCY ACTION PROGRAM: CEAP is a public/private consortium of non-profit, community-based, government, and private sector organizations coordinating their emergency planning and response roles within the larger Coastside Community.   Coastside CERT and some organized CERT neighborhoods are members of CEAP.

COASTSIDE FIRE PROTECTION DISTRICT: The Coastside Fire Protection District (CFPD) is an independent government body, managed and controlled by a locally elected five member Board of Directors. The board has full responsibility for all policy, performance, and finances of the District. The mission of the CFPD is to protect the lives, environment, and property of the community through fire suppression, fire prevention, emergency medical services, rescue services, public education, and other related services.

In 2008, the District entered into a cooperative fire protection contract with CAL FIRE. Through this agreement, CAL FIRE is the operational service provider for the District, providing all operational staffing, management, and personnel necessary to accomplish the Districts mission. Daily staffing includes three front-line Advanced Life Support (ALS) three-person engines companies out of the three Coastside Fire Stations located in Half Moon Bay, El Granada, and Moss Beach as well as a Battalion Chief. American Medical Response (AMR) provides ambulance transport within the District. CFPD and Coastside CERT serve an identical territory including five jurisdictions (unincorporated San Mateo County, City of Half Moon Bay, County Parks, State Parks, and federal land. Supporting Coastside CERT with facilities and personnel are components of the Cal Fire contract.

On May 2, 2019, the CFPD Board of Directors voted unanimously to become the fiscal sponsor for Coastside CERT. Fiscal sponsorship by CFPD enables Coastside CERT to qualify to apply for local, county, state and federal grants requiring a fiscal sponsor. Fiscal sponsorship guarantees that funds to fulfill grant requirements can be advanced by the fiscal sponsor and reimbursed directly to the fiscal sponsor by the grant authority. Currently, Coastside CERT receives no direct funding for personnel or operations from CFPD.

DOC: Fire Department Operations Center - Station 40 – 1191 Main Street, Half Moon Bay.

FEMA: Federal Emergency Management Agency.

FIELD TEAMS: Functional teams operating under the direction of the Incident Commander or Neighborhood Incident Commander to perform a variety of tasks during a disaster response.

FIELD TEAM LEADER: Provides leadership and direction to a field team to carry out specific duties.

FOG: Field Operating Guide ("FOG") used by CERTs. It has emergency reference information for most emergency response situations.

FULL ACTIVATION: Formal activation of CERTs directly by CFPD personnel.

HMB ARES: Consists of FCC licensed amateurs who have voluntarily registered their qualifications and equipment with their local ARES leadership for communications duty. The Emergency Coordinator is

appointed by ARRL and reports to the District Emergency Coordinator for the Santa Clara Valley Section. HMB ARES provides emergency communication training to area hams. ARES trained hams who meet the necessary qualifications will staff the ham station(s) in the DOC and CEOC.

ICS: Incident Command System. This is a federal system adopted by the State of California and used for incident management by First Responders and volunteer organizations such as CERT, ARES, and others.

IMMINENT DANGER: An immediate threat of harm, which varies depending on the context.

INCIDENT ACTION PLAN (IAP): The central tool for planning during a major training or response to an actual disaster/emergency. At all levels of involvement, an IAP should be completed. In a large incident, the IAP is prepared by Incident Command, with the aid of the ICS Planning Section, at the outset of the response. The IAP is revised continually throughout the response.

INCIDENT COMMANDER: The Incident Commander ("IC") coordinates and directs the efforts and resources of ALL personnel responding to the incident, including CERTs.

NEIGHBORHOOD COMMAND POST ("NCP"): The Neighborhood Incident Commander ("NIC") will organize operations at the neighborhood rally point based on ICS structure, thus creating the NCP. The NIC will establish communications with the DOC, and will manage the neighborhood's response, as deemed appropriate to the incident or as directed by the IC from the DOC/CEOC.

NEIGHBORHOOD LEAD: Active CERT Neighborhoods are organized and lead by active CERTs who liaise with neighbors and Coastside CERT to organize trainings, outreach, drills, radio nets, and disaster response.

NEIGHBORHOOD INCIDENT COMMANDER: The first CERT to arrive at a Neighborhood Rally Point will assume command as the Neighborhood Incident Commander ("NIC") until they are replaced by a CERT with more training. The NIC will organize the neighborhood Rally Point based on ICS structure, will establish communications with the DOC, and will deploy field teams to perform initial damage assessment, as well as other activities deemed appropriate to the incident.

NEIGHBORHOOD ZONE LEAD/BLOCK CAPTAIN/OTHER: Team members who assist Neighborhood Leads in an active CERT Neighborhood. The Zone Lead should be an active CERT and other neighborhood roles are also best filled by a CERT but may be filled by neighborhood volunteers.

NEIGHBORHOOD INCIDENT: An event or emergency which affects only one or a few neighborhood(s). Power outages, storms or flooding are examples of Neighborhood incidents.

NON-ACTIVATION ACTIVITIES: If an emergency is anticipated or on-going, and/or is limited in scope or geography, Coastside CERT is unlikely to be activated by any of the protocols outlined above.   In this situation, Neighborhoods, based on their written Standard Operation Procedures ("SOPS"), may undertake activities to support the well-being of their neighbors. These SOPs will be reviewed and approved by CFPD and Coastside CERT before they can be used. CERTs who participate in these Non-Activation Activities will not be covered by DSW insurance.

LOCAL INCIDENT: An event such as a structure fire that does not affect a large geographical area.

REGIONAL INCIDENT: An event such as an earthquake affecting a large geographical area.

ROC: The Regional Operations Center is in Redwood City at 501 Winslow Street and is managed by the

Department of Emergency Management ("DEM").

SCRIBE: Records and documents actions. Supports the Incident Commander ("IC") and Neighborhood Incident Commander ("NIC"), General Staff and/or CERT Team Leaders and CERT teams, and all radio Net Control Operators. Uses CERT forms to keep track of status and priority of incidents, damage assessment surveys and maintaining communications.

S.T.A.R.T.: Simple Triage and Rapid Treatment refers to a process wherein medical teams quickly assesses all patients before treating, stabilizing, and transferring patients.

Coastside CERT utilizes the neighborhood names that residents themselves use to identify the 32 neighborhoods in the roughly 50 square miles of our Coastside territory. Here we list the neighborhoods from north to south, ultimately with links first to the whole map and then to each individual neighborhood. Once complete you will be able to click on the links to view the maps in an electronic format allowing enlargement to the level of individual street addresses for each parcel.

This is the link to the overall map (**This is a work in progress and will be updated as each map is completed**)
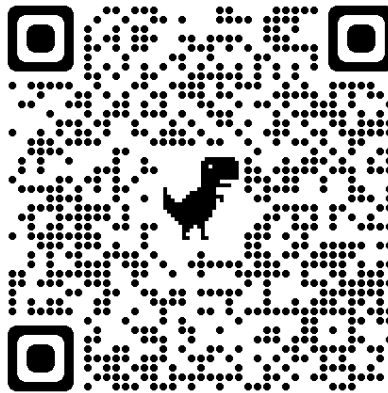
Below is a list of the 32 neighborhoods beginning with Montara to the north and ending with Rural South Half Moon Bay

Montara (northernmost neighborhood)	92 Corridor
Moss Beach	Cypress Cove
Seal Cove	Downtown HMB
Pillar Ridge	Amesport Landing
Harbor/Princeton	Senior Campus
Clipper Ridge	Villa Cordoza
El Granada	Main Street Park
East Miramar	Pilarcitos Park
West Miramar	Alsace Lorraine
Frenchman's Creek	Arleta Park
Sea Haven	Wavecrest
Kehoe/Casa Del Mar	Ocean Colony
Grandview	Ocean Corner
Highland Park	Cañada Cove
Belleville	Moonridge
Hilltop	Rural South HMB (most southern neighborhood)

This Appendix is a work in progress and will be updated to include all published neighborhood SOP as they are completed)