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Chandler Community Emergency Response Team (CERT) Council Manual

This document will outline the volunteer (non-paid) positions and duties of the Chandler CERT Council Officers and Committee Chairs.

Position Descriptions

The City of Chandler and the Chandler Fire Department retains the right to revise the positions descriptions at their discretion as needed to benefit the successful operation of the Chandler CERT program. Current copies of these position descriptions will be posted in the CERT Manual and on the CERT website (once available). Also, they will be available at the Chandler Fire Department Headquarters.

Within five business days of acceptance of a position on the Council, the CERT member will be provided a copy of their job descriptions. The member will be required to acknowledge he/she understands his/her duties and agree to fulfill them by submitting a signed copy to the Fire Department. Signed position descriptions will be maintained at the Chandler Fire Department by the Community Preparedness Program Coordinator or other designee.

In the event position descriptions are changed, the CERT member working in the affected position will be notified with 10 business days. The member will be requested to review, sign, and return the revised job position within 15 business days.

Change of Position

If a member determines that the elected position is no longer a good fit for him/her, the person may resign or request to be considered for another position on the Council. At least one other person must be willing to trade positions with this person. The Council President must approve or disapprove this change prior to its implementation. (Chandler CERT Council By-Laws, Section 4.5 page 3).

Volunteer Orientation

After accepting a position on the Chandler CERT Council and/or committee CERT Council members are required to attend a Chandler Fire Department, Volunteer Orientation, within 30 calendar days. Contact the Community Preparedness Program Coordinator for scheduling information.

Volunteer Hours

CERT Council members are required to track their volunteer service and training hours in Sharepoint or other tracking system as designated by the Chandler Fire Department or Council President. Contact the Community Preparedness Program Coordinator for more information or current policy and procedure.

Liability

Please refer to The City Of Chandler Community Emergency Response Team Program Certification of Understanding and Hold Harmless Agreement for this governing policy.

Additional Governing Document

Please refer to the Chandler CERT Council By-Laws for additional information regarding Council members' governing guidance.



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Council Officers of the Executive Board FOR THE CHANDLER CERT COUNCIL

President

- The President serves as a volunteer for the CERT Council under the direction of the Chandler Fire Department. The President leads the Council by building a cohesive and productive working group that effectively achieves the short and long-term goals and responsibilities of the Chandler CERT Council.
 - Serves as an Officer for one year on the Chandler CERT Council and Executive Board
 - Automatically assumes the duties of the immediate Past President upon completion of his/her term as President
 - Attends monthly CERT Executive and Council meetings
 - Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the President position
 - Presides at all CERT Council meetings and may preside at CERT activities and other meetings, as needed.
 - Monitors the Council's performance and assesses its overall performance for achieving its overall mission, strategies, and goals
 - Schedules Bi-annual Council Assessments and oversees the meeting when it occurs
 - Represents the CERT Council and CERT members as required and/or requested by the Chandler Fire Department
 - Acts as a liaison between the Chandler Fire Department and city, county, state and/or federal organizations such as: (Arizona Central Region Citizen Corps Council (ACRCCC), Chandler Citizen Corps Council (C4), Emergency Operations Center (EOC), Federal Emergency Management Administration (FEMA), Arizona 211 (AZ211), etc.)
 - Recommends appropriate training for Council members to enhance their leadership skills
 - Only votes on issues to break a tie
 - As outgoing President, he/she will notify the newly selected Council members. New members will be notified by the telephone and email or U.S. mail.
 - Coordinates with the Communications lead to send a Welcome Announcement to inform the general membership of new Council members.
 - Performs other duties as needed

Past President

- Serves as a volunteer for the CERT Council under the guidance and direction of the CERT Council President. The Past President provides support and guidance to the Officers by sharing his/her experiences from time spent as president in an effort to provide consistency to the position of President.
 - Serves as an Officer for one year on the Chandler CERT Council and Executive Board
 - After he/she completes his/her obligation as Past President, he/she then automatically serves the Council as described in the CERT Council Bylaws.
 - Attends monthly Council and Executive Board meetings
 - Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the President Elect's position
 - Mentors and advises the President on past, current, and future activities of the Council.
 - Coordinates and executes activities of the Annual Drill(s) of the Chandler CERT program with the Community Preparedness Program Coordinator and/or City of Chandler designee, CERT Council members, and other parties, as appropriate.
 - Assists the CPPC by researching products and services to ensure best value products are purchased
 - Performs other duties as needed.

President-Elect

- The President-Elect serves as a volunteer for the CERT Council under the guidance and direction of the President of the Council. Assists the President in managing the Chandler CERT Council by building a cohesive and productive working group that effectively achieves the goals and responsibilities of the Council
 - Serves as an elected Officer for one year on the Chandler CERT Council and Executive Board



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- After he/she completes his/her obligation as President-Elect, he/she then automatically moves to the position of President for the Council and Executive Board for a one year-term.
- Attends monthly CERT Executive and Council meetings
- Fulfills the duties and role of the President when the President is unavailable or unable to fulfill his/her duties
- Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the President-Elect's position
- Organizes and manages the Chandler CERT District Coordinator Program
 - Recruits and leads the District Coordinators
 - Reviews and recommends updates to District Lists and procedures as needed.
- Performs other duties as needed

Secretary

- The Secretary serves as a volunteer for the CERT Council under the guidance and direction of the CERT Council President. The Secretary performs critical administrative duties for the Chandler CERT Council. This person:
 - Serves as an elected Officer the Chandler CERT Council for two years.
 - Attends monthly Council, Executive Board meetings, and other meeting as requested by the President
 - Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the Secretary's position
 - Records, archives, and distributes the minutes of all CERT Council and Executive Board meetings; and other meetings as requested by the Council President
 - Oversees and archives CERT records and information as directed by the Council President
 - Prepares and sends meeting notices/announcements of upcoming meeting to Council members
 - Develops and sends upcoming meeting notices to the Communications Committee lead and request he/she distributes the notices to the general CERT members
 - Assists the Chandler Fire Department with the administration of the CERT membership database
 - Leads the Administrative Committee
 - Performs other duties as needed

Command/Leadership Group

- CERT Council: This group supports and guides the Chandler CERT program.
 - Usually individuals interested in this group begin on one of the above Committees and then develops into a leadership role.
 - President – Leads all Chandler CERT Council activities
 - President Elect – Supports President and leads the District Coordinators
 - Past President – Provides consistency of leadership and oversees the annual drill planning and execution.
 - Secretary – Completes the Command/Leadership Group, documents and manages all meeting records for the Council.



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STANDING COMMITTEES OF THE CHANDLER CERT COUNCIL

The following section outlines the active committees within the Chandler CERT Program:

Administrative Committee

The Administrative Committee serves as volunteers for the CERT Council under the direction of the CERT Council President. The Chair may appoint a Vice Chair to help lead this committee. Administrative Committee Chairs and committee functions are described below.

Functions of the Administrative Committee Chair

- Serves as a volunteer for a two year term on the Chandler CERT Council.
- Directs the Administrative Committee that comprises of CERT volunteers to accomplish the administrative tasks outline below
- Develops, updates, and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Administrative Committee
- Appoints a Vice-Chair for the committee
- Recruits members to fulfill the duties of the committee.
- Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee

Functions of Administrative Committee Vice-Chair (if assigned):

- Performs the functions of the Field Operations Committee Chair when he/she is unable or delegates these roles.

Functions of Administrative Committee:

- Supports to the Chandler Fire Department in updating and maintaining the CERT membership database and other relevant documentation.
- Updates to the Chandler Fire Department by working with the Membership Committee and Secretary, or other committee leads to compile updated members' information, as needed
- Assists with administrative office work for the CERT program at the Chandler Fire Department
- Aids the Community Preparedness Program Coordinator and/or Chandler Fire Department personnel with special projects as needed such as: researching and recommending vendors for products and services or mail outs, etc.
- Assists the Chandler Fire Department with updating and maintaining the Chandler CERT Standard Operating Guidelines (SOGs)
- Assists the Communications Committee with distributing newsletters, etc. to CERT members, as needed
- Develops a recruitment plan with the Communications and Recruitment and Retention Committees to attract members to the Administrative Committee
- Forms a Membership Subcommittee:
 - Identifies and tracks members interest for volunteer opportunities
 - Recommends members to assist committees within the Council
 - Develops and executes a recruitment plan with the intent to attract members to the members to the CERT Council
- Tools and Supplies
 - Manages tools and supplies required to support the Administrative Committee
 - Provides the Field Operations Chair with current inventory and equipment lists and informs them when it is time to reorder supplies
- Performs other duties as needed



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Administrative Sub-Committees

- Membership Data Base: This group assists the Chandler Fire Department with administration of CERT member records. Records are maintained in paper and electronic modes.
- Finance / Procurement: This group assists the Chandler Fire Department with investigation, pricing and purchasing new equipment and tools needed for the CERT program. This group also supports the development of grant requests.
- Standardization / Mutual Aid: This group assists the Chandler Fire Department with any formal agreements between Chandler CERT and other Citizen Corps programs in our city, county, state, and region. This group also reviews other Citizen Corps programs for standardization and improvement for the Chandler CERT program.
- Standard Operating Guidelines (SOGs): This group develops and maintains Standard Operating Guidelines (SOG) for the Chandler CERT program. These guidelines encompass all committees and Council directives within the Chandler CERT program.
- Volunteer Reception Center (VRC): This group develops and maintains the Chandler CERT specialty of VRC skills. This includes the development and delivery of training for CERT members to establish and manage a full Volunteer Reception Center (VRC) when needed.



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Communications Committee

The Communications Committee serves as volunteers for the CERT Council under the direction of the CERT Council President. The Communication Committee assists the Community Preparedness Program Coordinator with developing a marketing plan to inform all of the residents of Chandler about the Chandler CERT program. Advertising may be done via television, newspapers, local publications, posters, websites, or other avenues as deemed appropriate. This committee is lead by a Chair. The Chair may appoint a Vice Chair to help lead this committee. Communications Committee Chairs and committee functions are described below.

Functions of Communications Chair

- Serves as a volunteer for a two year term on the Chandler CERT Council
- Directs the Communications Committee to accomplish the communications, marketing, and public relations tasks.
- Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Communications Committee
- Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
- Performs other duties as needed

Functions of Communications Committee Vice-Chair (if assigned):

- Performs the functions of the Communications Committee Chair when he/she is unable or delegates these roles.

Function of Communications Committee:

- CERT Web site – Collects CERT information and relevant data from the CERT membership and other entities that can be published on the Chandler CERT website. Provides the Community Preparedness Program Coordinator with the accurate and current news and information for the website so it can be published on the website.
- Publishes a Bi-weekly Bulletin – Composes and produces information bulletins to announce pertinent current information.
 - Publishes notification of all upcoming training
- Publishes a Bi-annual Newsletter - Composes and produces a newsletter in the feature story format to announce longer term scheduling, detail events, and recognize members in special circumstances.
 - Works with the Administrative Committee to distribute newsletters via U.S. mail and email systems, as appropriate
- Marketing / Public Relations - Develops and secures opportunities to advertise the Chandler CERT program by creating or updating brochures, advertisements, news articles, etc.
 - Develops a recruitment plan with the Recruitment and Retention Committee to attract members to the Communications Committee
 - Assists Recruitment/Retention Committee by preparing handouts for distribution at speaking engagements
 - Assists with distribution flyers, etc. at events
 - Works with Training Committee lead to ensure that the CERT members are provided the Chandler CERT Training Catalogue.
 - Distributes the catalogue to the Chandler CERT members via mail or email as appropriate
 - May request assistance from the Administrative Committee
 - Maintains a library of all resource and marketing materials
 - Assists with preparing and distributing communications to recruit CERT “victims and “responders” for Basic CERT classes, drills, etc., as needed
 - Server as photographer and document activities such as events, etc.
 - Create pictorial static displays, etc.
- Tools and Supplies
 - Manages tools and supplies required to support the Communications Committee



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- Provides the Chandler Fire Department with current inventory and equipment lists and informs them when it is time to reorder supplies.
- Performs other duties as needed
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Communications Sub-Committees

- **Bi-Monthly Bulletin:** This group composes and produces the Chandler CERT internal information bulletins to announce pertinent current information. Bulletins are published twice monthly with information provided from all CERT interested parties. Time demand averages about 15 Hrs/month.
- **Public Relations:** This group prepares and coordinates the delivery of information marketing the Chandler CERT program via television, radio, newspaper, local publications and posters. Estimated workload 4 Hrs/month
- **Newsletter:** This group composes and produces a colorful newsletter in the feature story format to announce longer-term scheduling, detail events, and recognize members in special circumstances. Estimated workload 4 Hrs/month.
- **Website:** This group develops and maintains the Chandler CERT domain and web site. This group requires knowledge and skills in PHP, JavaScript, and CSS. Estimated workload: 8 Hrs/month.

Field Operations Committee

Serves as volunteers for the CERT Council under the direction of the CERT Executive Board and the Council President. This committee is lead by a Chair. The Chair may appoint a Vice Chair to help lead this committee. Field Operations Committee Chair and committee functions are described below.

Functions of Field Operations Committee Chair:

- Directs the Field Operations Committee comprised of CERT volunteers to accomplish the field operations activities.
- Serves for a two year term on the Chandler CERT Council
- Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Field Operations Committee and Subcommittees
- Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
- Works with the Community Preparedness Program Coordinator; and the Training, and Medical Committee Chairs to ensure that CERT members who wish to deploy are properly trained to perform the duties of Chandler CERT program's deployable specialties.
- Performs other duties as needed

Functions of Field Operations Committee Vice-Chair (if assigned):

- Performs the functions of the Field Operations Committee Chair when he/she is unable or delegates these roles.

Functions of the Field Operations Committee:

- **Planning:** Provides procedural guidelines and tools that will support CERT responders in effectively handling a disaster incident until proper emergency responders arrive.
 - Calls to action procedures, revise as needed
 - Maintains Voice Shot
 - Maintains and updates Deployment Standard Operating Procedures (SOPs) as needed
 - Develops and execute a recruitment plan with the Recruitment and Retention Committee to actively recruit CERT members for the Field Operations Committee and deployable specialties.
- **Logistics:** The committee is responsible for all Chandler CERT equipment and supplies pertinent to organization deployment. The committee also guides the use and handling of the CERT trailer and



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- storage sheds; and inventorying and restocking as necessary, field operations supplies, tools and supplies.
- **Tools and Supplies**
 - Manages tools and supplies required to deploy and support the Field Operations Committee.
 - Updates and maintains Master List of all CERT equipment by ensuring Committee Chairs update their supply lists and submits such information to him/her as needed.
 - Provides the Chandler Fire Department with current Master List of inventory and equipment and informs them when it is time to reorder supplies.
 - **Deployable Specialties:**
 - **Field Communications Specialty:**
 - Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Field Communications Committee
 - Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
 - The committee coordinates all communication techniques used during a deployment. This includes runners, notes, HAM amateur radio communication and Ham radio operators following the Standard Operating Guidelines (SOGs) and protocols of the Maricopa County Emergency Communications Group (MCECG).



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- Medical Specialty:
 - Directs and guides the Medical Specialty in fulfilling its areas of responsibility
 - Researches and recommends specialty-training Program to the Training Chair and Community Preparedness Program Coordinator on the behalf of the CERT members interested in expanding their knowledge and skills in medical support.
 - Develops, updates, and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Medical Specialty
 - Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
 - Maintains a comprehensive list of CERT members able to perform Medical activities
 - Develops inventory of existing community resources, including volunteers, organizations, and institutions that currently address public health and emergency response needs
 - Assists Training Committee and the Community Preparedness Program Coordinator with developing and or revising scenarios for the basic CERT training and ST training
 - Works with the Recruitment/Retention Committee to recruit members to participate in the Point of Dispensing drills
 - Attends PODs leadership training, as needed to stay current on process for managing PODs site
 - Recommends and maintain appropriate medical supplies for deployment, training, drills, etc.
- Point of Dispensing (POD) Specialty:
 - Works closely with the Community Preparedness Program Coordinator; and the Training and Medical Specialty Chairs to ensure that CERT members who wish to deploy attend training to learn how to perform the duties of Chandler CERT program's POD's deployable specialty. Volunteers who wish to serve in this capacity are highly recommended to attend POD training. Maintains a comprehensive list of CERT members able to perform PODs.
 - During emergencies or disasters, members trained in PODs may assist the Maricopa County Department of Public Health and/or other government entities. These duties may include activities that will ensure the success of mass dispensing. For example, this may include leading and organizing volunteers to perform requested duties so that doctors and/or nurses or other certified personnel can quickly and accurately dispense medications to individuals or groups during public health emergencies, disasters, or drills.
- Safety Specialty:
 - This specialty is focused on promoting safety awareness and developing operating procedures.
 - Perform briefings and guides CERT members on safety issues.
 - Develops, updates, and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Safety Specialty.
 - Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
 - Recommends and maintains appropriate safety supplies to facilitate the safety of the CERT members during training or deployments.
 - Performs other duties as needed
- Storm Response Specialty:
 - Works closely with the Community Preparedness Program Coordinator and the Training and Field Operations Chairs to ensure that CERT members who wish to deploy attend training to learn how to perform the duties of Chandler CERT program's Storm Response deployable specialty.
 - This specialty maintains a group of specially trained members who can respond after local or regional or out of state areas have been damaged by a natural weather related condition or man made condition.



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Field Operations Sub-Committees

- **Field Communications:** This group coordinates all communication techniques used during a deployment. This includes runners, notes, radio communication and Ham radio operators following the SOGs and protocols of the Maricopa County Emergency Communications Group (MCECG). This sub-committee also coordinates all Chandler CERT Ham Radio operators.
- **Logistics:** This group is responsible for Chandler CERT trailer and all equipment and supplies needed for an emergency deployment. The committee also guides the use and handling of the CERT trailer, inventorying and restocking as necessary.
- **Medical/PODS:** This group supports the Point of Dispensation Site (PODS) leadership and support training. This group also coordinates volunteers supporting the various drills and demonstrations of the PODS process across Maricopa County. Specific training and skills are required to become part of this group.
- **Planning:** This group provides procedural guidelines and tools that will support CERT responders in effectively handling a disaster incident until emergency first responders arrive.
- **Safety:** This group is focused on safety before during and after a deployment and develops safety training and briefings to guide CERT members. This group provides regular updates for the bi-monthly bulletins and newsletters.
- **Sheltering:** This group develops and manages Chandler CERT skills for establishing victim and volunteer shelters as needed for deployment. This group would be activated first to support victim and volunteer sheltering need across the region. Specific training and skills are required to become part of this group.
- **Storm Response:** This group develops and manages Chandler CERT Storm Response skills. This group would be activated to support first responders following a major monsoon storm in the area. Specific training and skills are required to become part of this group.



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Recruitment / Retention Committee

- Serves as volunteers for the CERT Council under the direction of the CERT Council President. Provide external outreach to encourage citizens to attend the CERT Basic Class and upgrade their CERT knowledge and skills further supporting members' personal and community development. Identifies skills new members possess, and encourages continuing involvement in the CERT Program. The Chair may appoint a Vice Chair to help lead this committee. Recruitment/Retention Committee Chairs and committee functions are described below.

Functions of the Recruitment/Retention Chair

- Leads and directs the Recruitment/Retention Committee that comprises of CERT volunteers to accomplish activities to grow and retain Chandler's CERT program volunteers
- Serves as a Chair for a two year term on the Chandler CERT Council
- Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the positions for the Recruitment/Retention Committee
- Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
- Performs other duties as needed

Functions of Recruitment/Retention Committee Vice-Chair (if assigned):

- Performs the functions of the Recruitment / Retention Committee Chair when he/she is unable or delegates these roles.

Function of the Recruitment/Retention Committee

- Develops and executes a recruitment plan with the intent to attract members to the Recruitment/Retention Committee
- A Recruitment/Retention committee member or chair attends all training classes
- Manage tools and supplies required to support the Recruitment/Retention Committee.
 - Provides the Chandler Fire Department and Field Operations with current inventory and equipment lists and informs them when it is time to reorder supplies.
- Event Management Specialty
 - Coordinates CERT member involvement in key events within Chandler.
 - Assists the Community Preparedness Program Coordinator and other designate entities in planning, coordinating, and identifying events where CERT members can actively participate in the Chandler community. These events may be for the purpose of performing community services, marketing the CERT program, or arranging social/networking events for CERT members to build relationships. Such events may include, but not limited to:
 - City events, such as: freeway openings, festivals, holiday celebrations, etc.
 - City of Chandler and/or Fire Department community service events, including:
 - Annual CERT Appreciation Picnic
 - Annual Mayor's Address
 - Ostrich Festival Parade
 - 4th of July activities
 - Christmas Light Parade
 - National Preparedness Month/Week
 - Mayor's State of the City Address
 - Other events that meet Chandler CERT criteria and are approved by the CERT Council
- Recruits members to assist with accomplishing the tasks related to community events and/or activities
- Works with the Communications Committee to advertise the events/activities to maximize CERT members attendance at events
- Documents events via pictures and maintains scrapbook for historical reference
- Manages tools and supplies required to support the Training Committee.



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- Provides the Chandler Fire Department with current inventory and equipment lists and informs them when it is time to reorder supplies.
- Neighborhood Outreach Specialty
 - Promotes disaster preparedness education at the grass roots level by equipping our CERT Basic graduates to take the CERT preparedness message to their immediate neighbors, community groups, businesses or churches.
 - Develops simple presentations geared to different groups and trains our graduates to deliver them. The secondary objective of this group is to promote CERT within the community and at public events.
 - Develops CERT members to participate in a CERT speakers' bureau. The bureau will identify groups such as: Homeowners Associations, churches, businesses, special events, etc. and present oral or written PowerPoint presentations to such groups
 - Maintains and archives CERT PowerPoint presentations for distribution for such engagements.
 - Provides updated copies of the PowerPoint presentations to the Communications Chair(s) and the Chandler Fire Department
 - Manages tools and supplies required to support the Neighborhood Outreach activities.
 - Provides the Chandler Fire Department and Field Operations with current inventory and equipment lists and informs them when it is time to reorder supplies.
- Performs other duties as needed

Recruitment / Retention Sub-Committees

- **Marketing:** This group focuses on spreading emergency preparedness to the citizens of Chandler and promoting attendance at CERT Basic Training classes. This group works to expand membership of the Chandler CERT program.
- **Events:** This group plans, coordinates, and evaluates events where CERT members can actively participate in their community. These events may be for the purpose of performing a community service, marketing the CERT program, or for CERT members to get together socially.
- **Membership:** This group bridges the gap between the Basic Course and the activation and retention of CERT members, this group provides a CERT presence for each class of the Basic Course, assists the Fire Department Instructors in supporting the new members, identifies skills new members possess, and encourages continuing involvement in the CERT Program.
- **Neighborhood Outreach:** This group promotes disaster preparedness education at the grass roots level by taking the CERT preparedness message to CERT members immediate neighbors, community groups, businesses or churches. The group develops simple presentations geared to different groups and delivers them with CERT member support. The secondary objective of this group is to promote CERT within the community and at public events.

Training Committee

- Serves as volunteers for the CERT Council under the direction of the CERT Executive Board and the Council President. The Training Chair directs the Training Committee that comprises of CERT volunteers. The Chair(s) make recommendations and assists with planning and organizing of the CERT Basic and Supplemental Training; and other training, as needed. The Chair may appoint a Vice Chair to help lead this committee. Training Committee Chairs and committee functions are described below.

Functions of the Committee Chair:

- Serves for two years on the Chandler CERT Council.
- Develops, updates and maintains an Standard Operating Procedural/Turnover Manual for activities of the Training Committee



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- Coordinates training through the Chandler Fire Department for the members to successfully perform the duties for this Committee
- Monitors federal and state training guideline changes in curriculum and make recommendations to the Community Preparedness Program Coordinator
- Assists CFD in modifying and updating all courses as appropriate
- Coordinates volunteers with the Recruitment/Retention Committee, and Community Preparedness Program Coordinator when necessary to ensure that all Basic and Supplemental training supplies, etc. are set up/cleaned up after each of the training session.
- Performs other duties as needed

Functions of Training Committee Vice-Chair (if assigned):

- Performs the functions of the Training Committee Chair when he/she is unable or delegates these roles.

Training Committee Functions:

- Basic and Supplemental Training Class Support:
 - Assists CERT/Fire instructors as needed during classes
 - Setup and clean up refreshments as needed
 - Verifies students' have properly checked in to class by ensuring all students have signed the attendance roster and completed all paperwork properly
 - Distributes and collects student forms
 - Distributes marketing materials and distributes during the classes to promote the classes
 - Promotes participation in CERT Supplemental Training classes, CERT Council, community events, and CERT activities
 - Networks with students during classes and answering questions.
 - Contacts potential students and answers questions about the program before classes and explain the benefits of participating in the program.
 - Invites and encourages students to participate further in the program based on their interests and educational goals to advance up the Typing Matrix.
 - Follows up with students who have not completed the Basic course and verifying their interest in completing the course
 - Ensures that training bags are inventoried and stocked for each training class as appropriate.
- Uniforms, Tools and Supplies
 - Manage uniform/equipment issue to all CERT members
 - Provide the Chandler Fire Department and Field Operations Chair with current inventory and uniform/equipment lists and inform them when it is time to reorder supplies.
- Organizes and maintains student binder for distribution during the Basic CERT courses
- Reviews class evaluations
 - Makes recommendations for improvement based upon evaluations
- Develops and updates the Chandler CERT program training catalogue
 - Works with website administrator (TBD) to ensure that the catalogue is available for all CERT members to review
 - Provides update catalogue to the Communications Committee for Distribution to Chandler CERT members
- Assists the Chandler Fire Department with registering students for upcoming CERT Basic and Supplemental Training classes
- Follows up with the Recruitment/Retention Committee regarding the names of those students who expressed and interest in advancing the Typing Matrix
- Verifies students training status with Chandler Fire Department personnel
- Encourages CERT members to reach their specific training goals by contacting them and providing them with class schedules and other resources for classes
- Assists and coordinates with the Recruitment/Retention Committee as needed to improve outreach presenters' skills for delivering presentations at community meetings, events, etc.
 - Train speakers and/or arrange for other educators to assist in this area.



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- Tools and Supplies:
 - Manage tools and supplies required to support the Training Committee.
 - Provides the Chandler Fire Department and Field Operations with current inventory and equipment lists and informs them when it is time to reorder supplies.
- Performs other duties as needed

Training Sub-Committees

- Curriculum and Lesson Plan Development (CLPD): This group develops written lesson plans and training documentation for classes using current technology to produce and prepare these classes for delivery. They are also responsible for maintaining the Training Course Catalog.
- BASIC CERT Training Program: This group organizes the logistics and materials for the Basic CERT Training (7 weeks). They support the instructors and class members for each of the 7 weeks and coordinate the administrative documents, refreshments and graduation awards for the graduates of the program.
- Supplemental Training Program: This group organizes the logistics and materials for the Supplemental Training (1-2 per month). They support the instructors and class members for each of the scheduled classes and coordinate the administrative documents and refreshments for each of the classes.
- Special Training Operations and Logistics: This group organizes and develops special training needs requested by the CERT Council. They work closely with the CLPD sub-committee to bring special training needs to reality.
- Personal Equipment/Uniform Management: This group organizes and administers the personal safety equipment and uniforms issued when CERT members reach Type 5

District Coordinator Committee

- Serves as volunteers for the CERT Council under the direction of the CERT Council President. The District Coordinator Committee lead directs the District Coordinator Committee that comprises of CERT volunteers. The Chair makes recommendations and assists with planning and organizing the District Coordinator program. The Chair may appoint a Vice Chair to help lead this committee. District Coordinator Committee Chairs and committee functions are described below.

Functions of the Committee Chair:

- The President Elect leads the District Coordinator Committee
- Develops, updates and maintains an Standard Operating Procedural/Turnover Manual for activities of the positions for the District Coordinator Committee
- Recruits volunteers from the CERT membership to be District Coordinators.
- Reviews and updates the District Coordinator program and suggests improvement or expansion as needed to the CERT Council.
- Performs other duties as needed

Functions of District Coordinator Committee Vice-Chair (if assigned):

- Performs the functions of the District Coordinator Committee Chair when he/she is unable or delegates these roles.

District Coordinator Committee Functions:

- Provides a personal liaison between the Chandler CERT Council and the general CERT membership.
 - District Coordinators would be any CERT members who have achieved a Type 3 level or higher. Type 1 & 2 or working toward a Type 1 or 2 preferred.
- Establishes a consistent personal interface for sharing information with CERT members assigned to a given district.



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- Contacts could be via email, however phone or personal interface is preferred.
- Maintains updated information on all CERT members within each district as to their preferences for communication, interest in CERT program specialties and ability to volunteer for other CERT activities.
- Manages the District map of Chandler and membership assignments within these districts.
- Performs other duties as needed.

District Coordinator Group

- District Coordinators: This group assists the Chandler CERT Council with personal contact across the general members of the CERT program. Leads are assigned in each CERT district and they maintain a personal contact with members in their assigned district.



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Member-At-Large

This position is for new members of the Council and supports the overall operation of the Council. This position provides opportunities for a new member to learn about the activities of the Council. Also, this position is designed to provide the Council with a pool of trained and qualified applicants when Council positions become available.

- Serves as a volunteer for the CERT Council under the guidance and direction of the CERT Council President. The Member-at-Large monitors and guides the Council as a member representing the general CERT membership. This person:
 - Serves as a non-voting Council member for a one year term on the CERT Council.
 - Attends monthly Council meetings
 - Develops, updates and maintains a Standard Operating Procedural/Turnover Manual for activities of the position of Member-at-Large
 - Develops a personal understanding of CERT Council function and operations
 - Consider additional responsibilities on the CERT Council once the term as Member-at-Large is completed
 - Supports all other Council members and committee activities, as time permits
 - Views all Council actions in a non-partisan perspective and provides insight into such actions, representing the general CERT membership.
 - Performs other duties as needed