

Command Center

Operation

Initial Response at your Home or Business

CERT Field GuideBook Phase 1, Section 1. Initial Response



1. Drop, Cover and Hold On.



BASIC Life Saving of Family / Coworkers.



Size-Up your home or small business.
Evacuate if Moderately/Heavily Damaged.



Shut-off water to prevent contamination.
Shut-off Gas if leaking, Electricity if damaged.



Triage, Head-to-Toe Injury
Evaluation and Treatment.

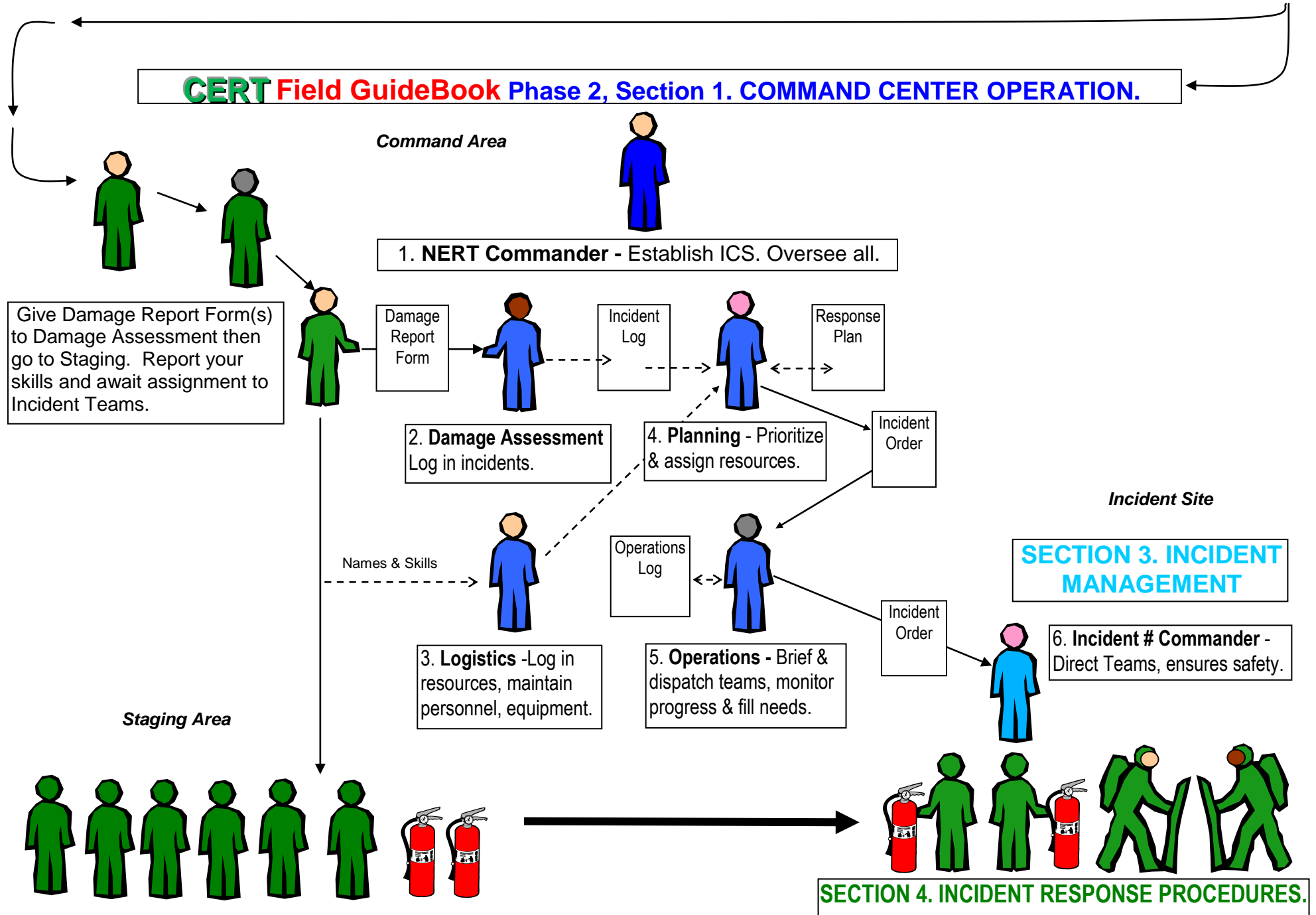


2. Survey damages on your way to
Community/Workplace Command Center.



Command Center Operation

CERT Field GuideBook Phase 2, Section 1. COMMAND CENTER OPERATION.



Emergency Response Team

Priorities

- 1. Rescuer Safety.**
- 2. Mitigate incidents to prevent further:**
Injury,
Loss of life,
Loss of property.
- 3. Help those already injured.**

Emergency Response Team **Objectives**

- ❑ Suppress small fires before they become big fires.
- ❑ Prevent big fires from spreading.
- ❑ Cordon off hazards (downed-power lines, broken water mains, unsafe roads, etc.).
- ❑ Find & Extract people from Moderately Damaged buildings.
- ❑ Find and free people trapped in Light Damaged buildings.
- ❑ Stabilize, treat (First Aid), & sustain injured until hospitals open
- ❑ Transport injured to hospitals in Life-threaten order.
- ❑ Check on people w special needs and children often alone.

Command Center

Functions

Equipment Staging - Rescue equipment, First Aid supplies.

Personnel Staging - Emergency Response Team members.

Community's 911 - Known place to report incidents.

Radio connection to City's Emergency Center and Hospitals.

Central Dispatch - Prioritize incidents and allocate resources.

Track status of Incidents, Response Teams, Victims, Casualties, Roads, Hospitals, Fire Department availability.

Patient Staging - Care for injured until hospitals open.

Command Center

Functional Structure

(Multiple functions may be performed by the same person.)

**Command Center
and Staging Area.**

1. NERT Commander
Establish Command Structure.
Oversee all C.C.P Functions.

2. Damage Assessment
Log Incidents reported by
NERT and the public.
Ensure all areas surveyed.

3. Planning
Prioritize incidents.
Allocate resources.
Match Skills to Teams.

4. Logistics
Manage resources
awaiting assignment.
Provide support svcs.

5. Operations
Brief & deploy Incident Gps.
Track Group status.
Fill new needs found.

7. Communications
(Ham Operator)
Report needs to EOC.
Get med. facility status.

8. C.P. Medical
Manage Command Ctr
Treatment Area.
Track patient movement.

4.1 Personnel Staging
NERT Personnel.

4.2 Equip. Staging
NERT Equipment.

4.3 Transportation
Civilian Volunteers.

Incident Sites:

Incident 1 Group¹
6. Incident Commander,
Runner or radio,
Incident Response Team(s)

Incident 2 Group¹
6. Incident Commander,
Runner or radio,
Incident Response Team(s)

o o o

Incident n Group¹
6. Incident Commander,
Runner or radio,
Incident Response Team(s)

The CERT Field GuideBook contains a One-Page Checklist Guide for each job.

NERT Commander

Structure, Appoint and Oversee

Structure

Decide size of Command Center (C.C.) Staff:
Required to handle the incidents found/expected.
Allowed by size of current workforce.

Appoint

People to perform each function.
All functions must be covered by someone.
Some people may cover multiply function.

Oversee

Oversee all Command Center operations.
Ensure Priorities, Objectives, and Strategies are followed.

Damage Assessment Officer

(Receptionist, Traffic Cop, Executive Secretary.)

Interface to the public.

Calm them down.

Funnel down to find the real problem.

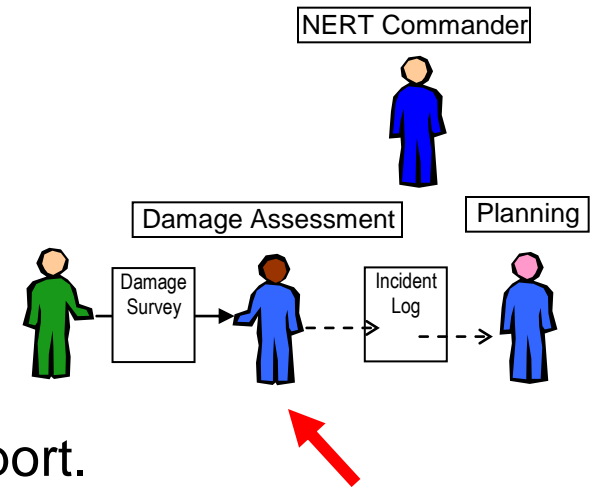
Direct people flow at C.P.

Trained NERTMembers to Staging.

Untrained volunteers to Damage Survey or Transport.

Returning Incident Commanders to debrief Operations.

Returning Incident Teams to Equipment then Personnel Staging.



Maintain the master Incident Log.

Incidents reported by NERTMembers.

Incidents reported by neighborhood residents.

Manage Area Major Damage Survey. Area Damage Survey Log.

Manage Light Damage Investigation (Building-by-Building Sweep).

Buildings not displaying “We’re OK” or white flag.

Planning Officer

(Strategic Planner, Bean Counter, Scrabble Fanatic.)

Prioritize Incidents for response.

Based on Strategic Priorities.

1. Rescuer Safety.
2. Prevent further injury, loss of life & property.
3. Help those already injured.
4. Prevent further property damage.

Incident Prioritization Guidelines provided in **GuideBook**.

(Suggested priority of the 8 Incident types, teams to send, procedures to perform.)

Develop a Response Plan for resource allocation.

Type and No. of Teams you would like to send.

Type and No. of Teams you can send now based on available resources.

Match people to Incident Response Teams.

Based on their Skills (reported at Check-In.)

List on Incident Order.

Initiate Incident Orders.

Incident type.

Location

Incident Management Task(s) to perform. (**GuideBook** has Guides for each.)

Incident Leader and Runner assigned.

Type and No. Teams assigned (Fire, Search & Rescue, Medical, Transport).

Damage Assessment and Planning



Logistics

(Manage resources awaiting assignment.)

Personnel Staging.

Check personnel in and out of Staging Area.

Ensure people review **GuideBook** sections for their Skills.

Supply food and water to personnel returning from assignments.

Watch for stressed personnel.

Track personnel via the Personnel Log.

Equipment Staging.

Check equipment and supplies in and out of Staging Area.

Maintain equipment.

Acquire & restock supplies.

Track equipment via the Equipment Log

Transportation.

Manage Transport Team.

Transport Casualties - Patients to hospitals or C.P. until hospitals open.

Fill transport requests by assigning Drivers to Transport Orders.

Track equipment and patient movement via the Transport Log.

Operations Officer



Operations Officer

(2nd Line Manager, "The General".)
(Get the job done by sending troops into battle.)

Brief Incident Commanders (ICs).

Present Incident Order to and brief Incident Commander.

Ensure the IC has read and understands the **GuideBook** Guides for:

- Incident Management Task assigned to them.
- Incident Response Procedures to be followed by their Teams

Track Incident Response Group progress on Operations Log.

Help ICs plan new approach to different or changing conditions.

Ensure Safety procedures are being followed.

Fill Incident Response Group's new found needs.

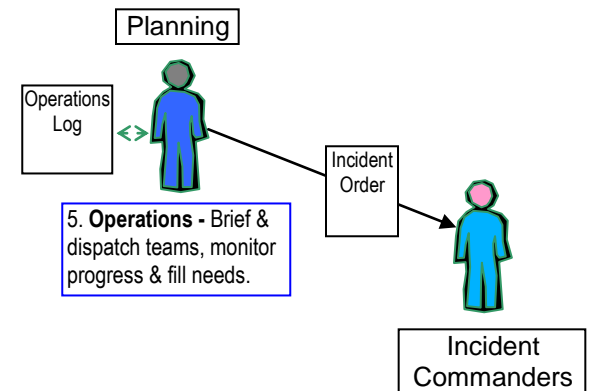
More Fire and/or S&R Teams, equipment.

Need for Medical and/or Transport Teams.

Debrief returning Incident Commanders.

Follow-up needed by victims or patients left.

Replenishment of supplies.



Incident Commanders

(1st Line Manager, 1st Lieutenant Platoon Leader, Safety Officer.)
(Get the job done by supporting and protecting your troops.)

Brief Fire, Search & Rescue, and/or Medical Teams assigned.

Lead Teams to Incident site.

Perform one of 8 *Incident Management Tasks*: (GuideBook Sec 3.)

Manage Fire Suppression

Manage Blocked or Unsafe Road

Manage Downed Power Line

Manage Heavily Damage Building

Manage Hazardous Materials Area

Manage Moderately Damaged Building

Manage Broken Gas or Water Main

Manage Lightly Damaged Building

Dispatch Teams to perform *Team Procedures*: (GuideBook Sec 4.)

Fire Suppression, Search & Rescue, Triage, Injury Evaluation, Transport, etc.

Track progress using Incident Order.

- Team assignments, locations. Times in and out.
- Victims found, freed, extracted. Dead left.

Monitor the incident for changing condition.

Radio or send Runner for additional help if needed.

SECTION 3. INCIDENT MANAGEMENT.



SECTION 4. INCIDENT RESPONSE PROCEDURES.

Communications Officer



Communications Officer

(The Ham)

Dispense Radios and instruction as needed to:

Damage Survey Teams
Incident Commanders.

Report Incident we can't handle to City Emergency Center.

Get information from EOC on:

Fire Department Expected Time of Arrival (ETA), if any.
Which hospitals are open.

Track information received & send via the Communication Log.

C.C. Medical Officer



C.C. Medical Officer

(Hopefully a Doctor, Nurse, or Paramedic.)

Manage C.C. Medical Teams.

Triage Team - Triage incoming patients to determine treatment area assignment

Immediate - In Shock from excessive bleeding, burns, closed head trauma.

Delayed - Unable to walk due to fractures, dislocations, sprain, strains.

Minor - Minor lacerations, bumps and burses.

DEAD - No pulse and no respiration after opening airway twice.

Injury Evaluation Teams - Head-to-Toe evaluation & Injury Evaluation Checklist.

Manage Command Center Medical Treatment Areas:

Immediates - Treat for Shock, hypothermia till hospital open.

Delayed - Wound management, till hospital open.

Minor - provide First Aid treatment and release.

DEAD - Isolate, preserve and protect until claimed.

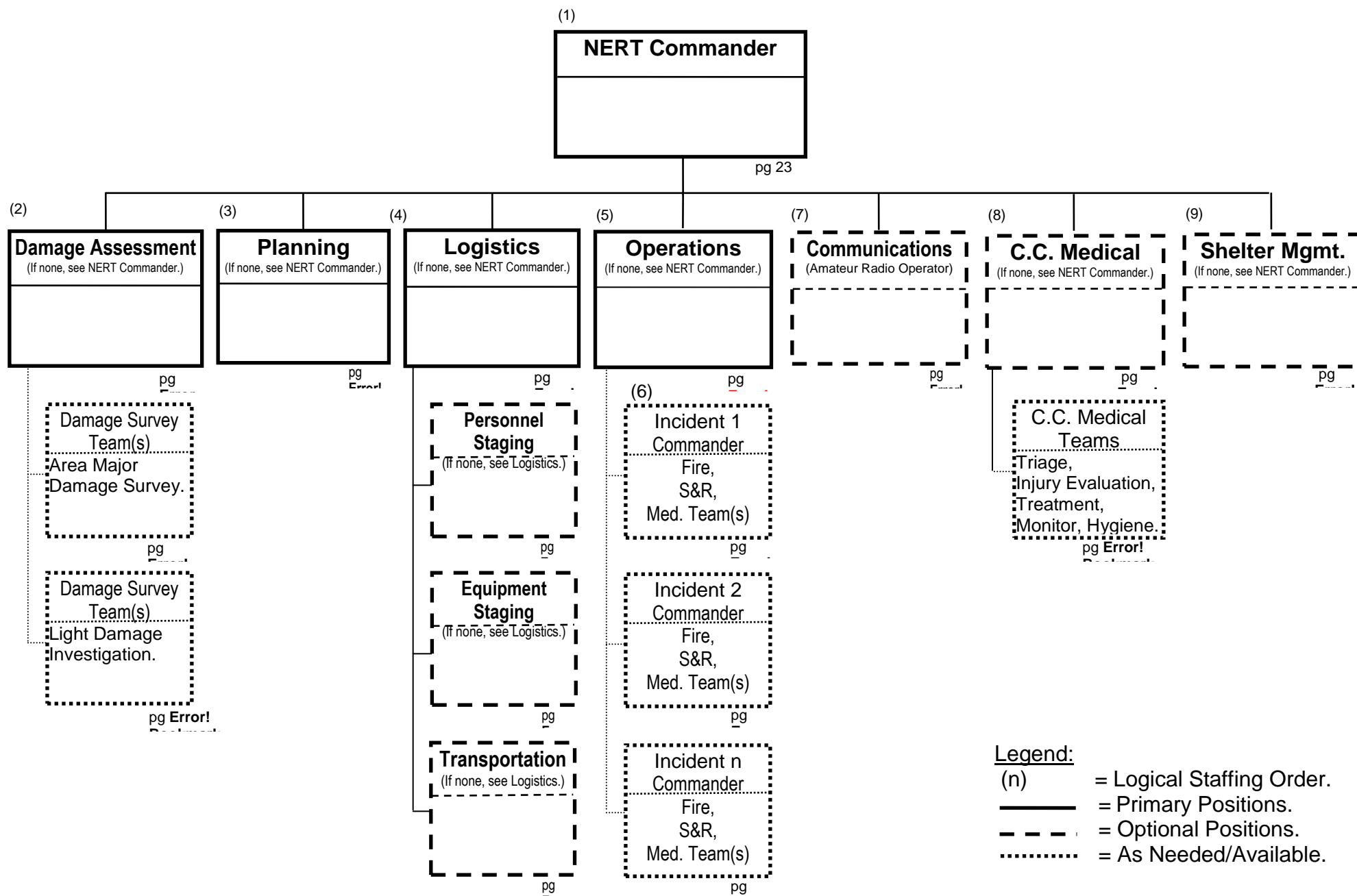
Help package Immediates & Delayeds for transport to hospital.

Maintain the Casualty Log.

Command Center Information Tracking

Form	Information/Decisions/Plans
Damage Survey	Worksheet for recording Incidents.
Area Damage Survey Log	Which Streets have & have not been checked?
Incident Log	All incidents found by ERT members & public.
Personnel Log	People on-duty, skills, assignment, times in and out.
Equipment Log	Equipment available, assignment, times in and out.
Response Plan	Worksheet for planning efficient response. Incident Priority. Resources needed, allocated, assigned.
Operations Log	Incident Response operations in progress. Who sent, findings, new needs, when completed.
Incident Order	Incident to Manage, Procedures to perform. Team assignment and Victim rescue tracking.
Casualty Log	Casualty name, description, injuries, treatments, priority, locations (found, held, delivered).
Injury Evaluation Checklist	Patient Name, description, injuries, last triage.
Transport Order	Triggers patient, equipment, supplies movement or acquisition.
Transport Log	Tracks all Transport operations.
Communication Log	Record of Radio communication with City EOC.

Command Center Roster



(ICS 203) (ICS 207)

1. NERT Commander – Structure, Appoint and Oversee

Input:

- **CERT Field GuideBook** for each Command Center Officer.

Output:

- All Logs given to authorities.

Responsibilities.

Structure.

Determine the command structure needed to manage currently available or expected resources and public demand.

Conditions:		Less than 5	5 to 20	5 to 20	20 to 40	More than 40
Command Functions:	- Workforce Size:					
	- Public Demand:		Small.	Large		
1. Commander	Insufficient size. Volunteer at next nearest NERT or FD Battalion HQ.		Officer 1	Officer 1	Officer 1	Officer 1
2. Damage Assessment			"	Officer 2	Officer 2	Officer 2
3. Logistics			"	Officer 1	Officer 3	Officer 3
3.1 Personnel Staging			"	"	"	Officer 4
3.2 Equipment Staging			-	"	"	Officer 5
3.3 Transportation			-	"	"	Officer 6
4. Planning			"	"	Officer 4	Officer 7
5. Operations			"	"	Officer 5	Officer 8
7. Communications			Staff if a Ham Operator is available.			
8. C.P. Medical			Staff if medical professionals are available and required.			
9. Shelter Management			As needs and capability dictate.			

Appoint. (ICS 214 – 6.)

Appoint NERT members to perform each function you choose to staff at this time. List Name & Cell phone/FRS Channel:

- ☐ Commander: _____
- ☐ Damage Assessment: _____
- ☐ Logistics: _____
- ☐ Planning: _____
- ☐ Operations: _____
- ☐ Communications (Ham operator): _____
- ☐ C.P. Medical (Doctor, RN, EMT): _____
- ☐ Shelter Manager: _____

Copy names to **Command Center Roster**, p. 119, then post Roster at Damage Assessment's station so all arriving NERT members will know to whom to report. Give each Officer appointed a **CERT Field GuideBook**.

Oversee.

Oversee all Command Center functions. Use the **Command Center Workflow Diagram** (page 22) as a quick reference, and the Task Guides in this section for details.

Interface.

Interface with Fire Department, Police, other authorities, press, etc. Enter contact information below:

(From ICS 203) Contact Name Position or Function Cell Phone/Channel Location

Fire Department: _____

Police: _____

Emergency Ctr: _____

Demobilize.

Shut down operation when all incidents are addressed, safe operation is no longer possible, or ordered to do so by FD. Give all Logs from all Officers to FD or designated authority.

Commander's Activity Log

[illegible]

Damage Report

Date:	Area Map / Diagram / List
Time:	
Person Reporting:	

[illegible]

Damage Assessment Compiles the Incident Log

1. Open the Log by recording date & time of disaster here.

2. Mark Incident locations on Map.

3. Mark areas surveyed thus far on the Map. Request resources to complete the survey.

Incident Log

<p>Date: Saturday, July 4</p> <p>Time: 1600</p> <p>Person Reporting: Hilltop CERT Damage Assessment</p>	<p>Area Map / Diagram</p>
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TIME	INCIDENT ADDRESS/LOCATION	Struc Type		FIRES		HAZARDS			ROADS		STRUCTURE DAMAGE			OCCUPANTS			C.P. Use	
	For Residential, enter: Street Name Address Address For Workplace, enter: Building/Floor/Corridor	Ap't Business House School BRidge Bus Car TRain TruckK	OK to Force Entry? (Y/N)	Small (Lo heat @ 10')	Large (Too hot @ to stop)	Power Line Down	Haz. Materials (704 > 1)	Gas - Main or Line	Water - Main or Line	Accessible	Blocked / No Access	Heavy (Tilting, Moved, Collapse/ UMB)	Moderate, No 'We're OK' (Broken Walls, maj. int. debris)	Light, but No 'We're OK' (Broken Windows / Int. debris)	√ = Suspected Number = Known I = Injured. T = Trapped. D = Dead.			Incident ID Number. (X - Completed.)
															Adults	Children	Elderly	
1620	Venice Bl. at Grand View	C		X		X					X				2 Dead			1
1625	3277 City View Drive	H	X											X	√	√		2
1630	3450 Centinela Ave..	A											X		40	?		3
1632	3500 Midvale.	S	X		X							X						4

Damage Reports

4. Record time each incident is reported.

5. Copy salient incident information from Damage Reports here. Filling in any missing information by querying the person reporting the incident.

6. Assign an Incident ID Number.

Area Survey Log

(_) Major Damage Survey. () Light Damage Investigation.

[illegible]

Personnel Log

[illegible]

Planning Develops the Response Plan and initiates Incident Orders

1. Set the **Priority** of each Incident. (See Incident Prioritization Guidelines, p. **Error!**)

2. Record Personnel Names and Skills of NERT members reporting for duty. This information is needed to build Incident response Teams with the appropriate Skills. Spontaneous civilian volunteers can be used as Runners

3. Spontaneous civilian volunteers can be used as Runners and as Drivers and Buddy's on Transport Teams.

Response Plan

Instructions:

- Damage Assessment:** Enter incidents in **Incident Log** (on left) as they are reported by NERT members and the public.
- Planning:** Enter **Personnel & Skills** in **Response Plan** as CERTs and spontaneous volunteers report for duty. If more than 20 people (in addition to C.P. Officers) sign in to work on Incident Teams, use an additional form. If more than 40 sign-in (more than 45 total), ask Commander to divide personnel into specialized teams (Fire, S&R, Med.) and to assign Group Officers or Leaders to plan, deploy and track their teams. Assist them with planning.
- Prioritize** Incidents **High, Medium, Low & FD (Fire Dept)**. See **Incident Prioritization Guidelines**, p.x, for suggestions.
- Enter **Time Emergency Authority Notified** about the incident.
- Develop **Resource Allocation Plan** - Record type and number of teams **Desired** on each incident in upper left space.
- Record type and number that can currently be **Allocated** in lower right space.
- Develop **Incident Team Staffing Plan** - Match Personnel to Teams by entering the Skill to be use by a person in the cell that is the intersection of that person's column and the Incident's row.
- Initiate **Incident Order(s)**. Transfer information from Incident Log and Incident Team Staffing Plan to "Incident" and "Resources" section of Incident Order. Check "Task and Procedures Assigned". **Give Incident Order to Operations**.

Priority		Resource Allocation Plan Teams Desired / Allocated					Incident Team Staffing Plan																		
		Fire	S&R	Med-ical	Trans-port	General	AI All	Bill Skills	Betty Nurse	Donna Doctor	Fay Faints	Frank Faints	George Elder	Harry Weak	Ian Strong	Julie Strong	Karen Young	Larry Young	Ima Match	Bob Newby	Volunteer 1	Volunteer 2	Volunteer 3	Volunteer 4	
L FD		1																							
		1																							
M				1																					
				1																					
H		4		2	2																				
		2		1	1																				

4. Develop a **Resource Allocation Plan** by first listing the number of each type Team you would like to send to each incident, ...

... then the number that can be allocated now based on current resources.

5. Develop an **Incident Team Staffing Plan**. Match personnel with the appropriate Skills to the teams allocated. Enter the skill to be used in the incident/personnel cell. Transfer names to **Incident Order**.

Incident Order

Incident: 3. *Moderately Damaged Apartment* Leader: **G. Elder**
Location: **3450 Centinela Ave.** Runner: **B. Newby**

Task Assigned

Resources

Assignment Status

Team No.	Team(s) Allocated					Personnel Assigned	Assignment	Time In	Time Out
	Fire	S&R	Med	Tran	Gen				
1		X				A. All			
2		X				B. Skills			
3			X			I. Strong			
4				X		J. Strong			
						D. Doctor			
						B. Nurse			
						Vol. 1			
						Vol. 2			

To Operations

Ways to Use the Damage Report, Incident Log and Response Plan Forms.

The Incident Log and the Response Plan forms are designed to be used together, with the Incident Log on the left and the Response Plan on the right as show here and below. Consequently the Incident Log form is printed on the back side of a page so it will "face" the Response Plan form.

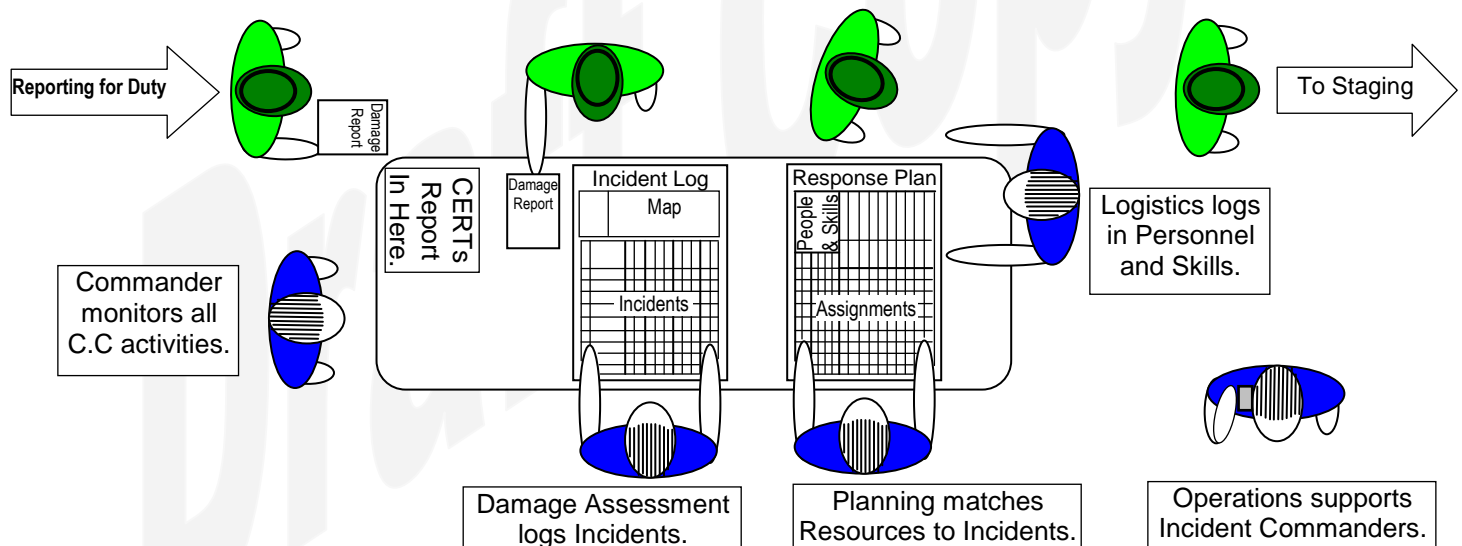
The Incident Log can be compiled from Damage Reports as they are identical (except for margins). To use this method, place the first Damage Report in the **GuideBook**, or on a table, wall or board, to the left of the Response Plan form as shown here. As additional Damage Reports are received, fold back or cut off the top (column-header portion) at the dotted line, and tape or clip the lines containing incident descriptions below the last incident on the prior Damage Report. See example on the right. (If doing this in the **GuideBook**, press the right edge of the Damage Reports around the rings of the **GuideBook**.)

When making additional copies of the Incident Log form, punch holes along the right edge to keep the proper page orientation required for the above arrangement.

Incident Log (Damage Survey)									

Response Plan									

Another method is to use large-format copies of these forms making it possible to all to see. The arrangement below works well.



Incident Order

<u>Incident</u> (ICS 201)	<u>Map / Diagram</u>
Inc. ID: _____. Ops Cell/Channel: _____	
Addr./Loc: _____	
Structure _____ <u>No. of Occupants (if known or suspected)</u>	
Type: _____. Adults: _____. Children: _____. Elderly: _____.	
Leader: _____	
Runner: _____	
No. of Power Lines: _____. OK to Force Entry: _____.	
Time Assigned: _____. Completed: _____.	

Task and Procedures Assigned by Planning (ICS 202)

[Check One]	Incident Management Task Assigned to Incident Commander [GuideBook Section 3.]	Incident Response Team Procedures [GuideBook Section 4.] () = As needed.				
		Fire	S & R	Medical	Transport	General
	A. Manage Area Damage Survey.					a
	B. Manage Fire Suppression/Containment. a.	e				
	C. Manage Downed Power Line. a.	(e)				C, (d)
	D. Manage Hazardous-Materials Area. a.					D, (d)
	E. Manage Gas or Water Main Rupture. a.					E, (d)
	F. Manage Unsafe Road. a.					F, d
	G. Manage Heavily Damaged Building. a.	(e)	b, c, f outside	g, h, i outside	(i)	
	H. Manage Moderately Damaged Building. a.	(e)	b, (c), f inside	g, h, i outside	(i)	
	I. Manage Light/Non Damaged Building. a.		b, f inside	g, h, I inside	(i)	
	J					

a. Damage Survey. b. Incident Size-Up. c. Cribbing. d. Detour Traffic. e. Fire Suppression or Containment f. Search & Rescue. g. Triage. h. Injury Evaluation & Treatment. i. Package & Transport Patient.

Resources (ICS 201)

(ICS 201)

Assignment Status

(ICS 209 – 31. 32.)

Team(s) Allocated(✓)						Personnel Assigned by Planning (list)	Assignment [by Incident Commander]. Loc. Dispatched (Building, Floor, etc.. (Hazards preventing completion.)	Time(s) Start / In	Time(s) End / Out	Casualties [###]			
Team No.	Fire	S&R	Med	Tran	Gen					Injured Extracted	Trapped Freed	Dead Left	Pets Left
1													
2													
3													
4													
5													
6													

CERT Field GuideBook

is also Incident Commander's Field Desk

Incident Management Guide Checklist	
X. Manage	
Input	Output
Responsibilities:	
Procedure:	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Incident Order		
INCIDENT No. ____ Location	Map	
Assignment.		
<input checked="" type="checkbox"/> Incident Mgmt Task	Procedures	
Resources	Assignment Status	Casualties

Operations Log

[illegible]

Casualty Log

Medical Facility Plan (ICS 206)

Facility Name	Address / Cross Streets	Contact Phone / Frequency	Trauma Center?	Burn Center?	Travel Time	Open Beds

Casualties

Location:		Person Reporting:		Date:	Time:		Page No.	of		
Casualty Name and/or Description (Race, Sex, Age, Body type, Clothing, Height, Weight, etc.) (Initials)	Priority Immediate Delayed Minor DEAD	Injuries Treatments given (✓) Completed	Time Last Triage	Own Transportation?	Safe-place Care?	Move Here (X)	Transport			
							Found Location ----- Holding Location ----- Final Location	Driver Assigned	Date & Time Out	Date & Time Delivered
I authorize 1 st Aid _____ I decline 1 st Aid _____							Incident Loc.:			
					Y	"C.C."/Safe-place adr:				
				Y	Med. Facility:					
I authorize 1 st Aid _____ I decline 1 st Aid _____							Incident Loc.:			
					Y	"C.C."/Safe-place adr:				
				Y	Med. Facility:					
I authorize 1 st Aid _____ I decline 1 st Aid _____							Incident Loc.:			
					Y	"C.C."/Safe-place adr:				
				Y	Med. Facility:					
I authorize 1 st Aid _____ I decline 1 st Aid _____							Incident Loc.:			
					Y	"C.C."/Safe-place adr:				
				Y	Med. Facility:					
I authorize 1 st Aid _____ I decline 1 st Aid _____							Incident Loc.:			
					Y	"C.C."/Safe-place adr:				
				Y	Med. Facility:					

Transport Order

Acquisition and/or Transport Order

Requestor:	Date:	Time:
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Casualty:

Equipment or Supplies:

Priority Status: Immediate <input type="checkbox"/> Delayed <input type="checkbox"/> Minor <input type="checkbox"/> (Check one)	Equipment or Supplies desired:
Name:	
Description:	
I request transport. (Sign) I decline transport. (Sign)	

From:

Acquire: ☐

Location:	<u>Map Sketch or Diagram</u>
Address:	
Alternate Location: (If primary not available or accessible)	

To:

Location:	<u>Map Sketch or Diagram</u>
Address:	
Alternate Location: (If primary not available or accessible)	

Personnel Assigned:

Driver:	Date:	Time:
Assistant:	Special Instructions:	

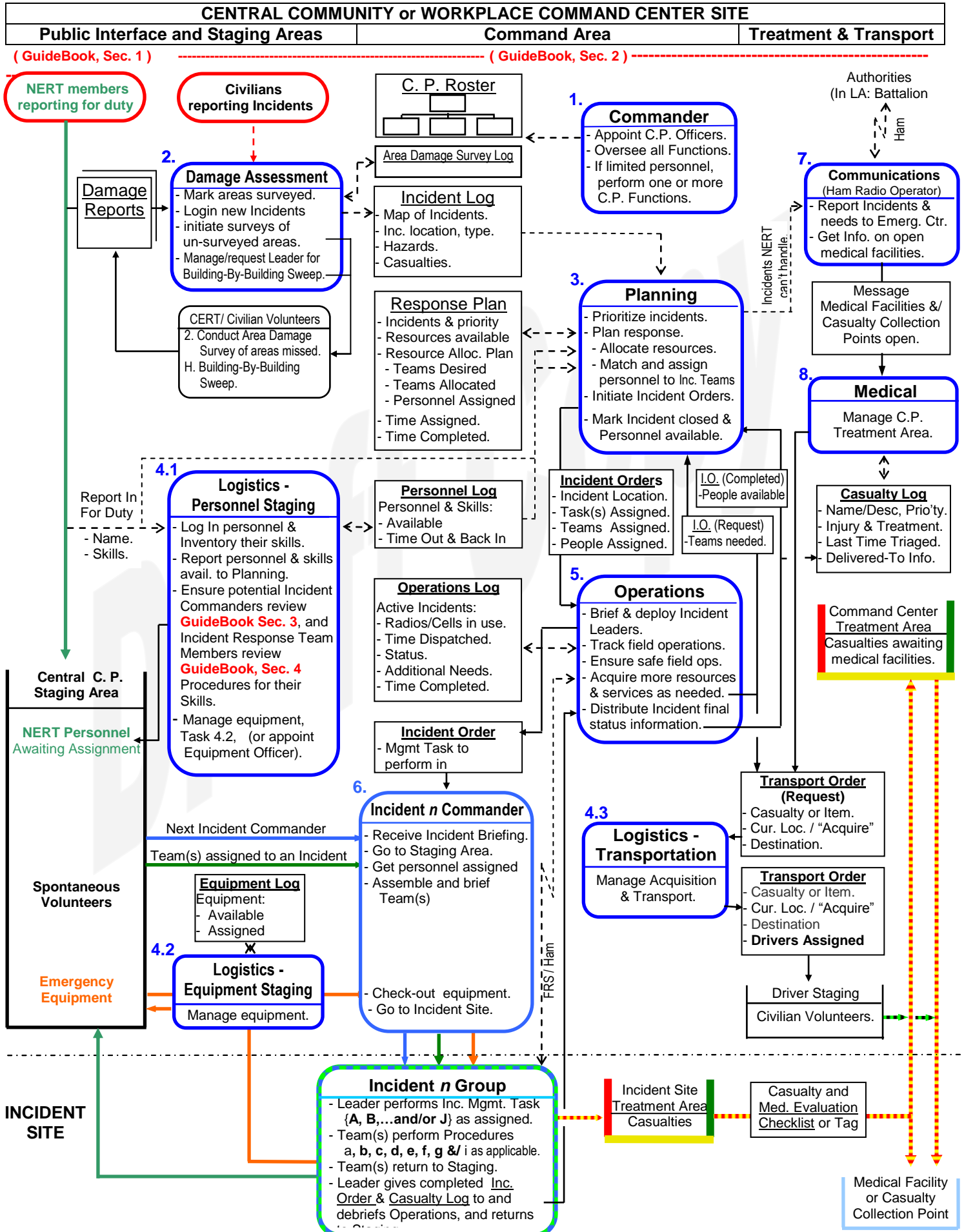
Final Status:

Final Location (if different from above):	Reason:	
Person Receiving: Print: Sign:	Date:	Time:

Transport Log

[illegible]

Command Center Workflow Diagram



Next Step

1. Review **CERT Field GuideBook.**
 - Preface
 - Section 2. Command Center Operations
(New Edition out next week.)
2. Attend next Command Center Ops Class.
Practice Session.