



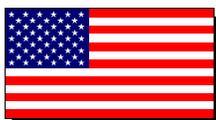
5200 Dover Center Road  
North Olmsted, Ohio 44070

# GUIDELINES

*Volunteers Prepared to Serve Their Community*

Completed June 8, 2009  
Revised October 16, 2010  
Revised December 16, 2015

**Bay Village ▲ Fairview Park ▲ Lakewood  
North Olmsted ▲ Rocky River ▲ Westlake**



**WESTSHORE REGIONAL  
COMMUNITY EMERGENCY RESPONSE TEAM**

**Guidelines**

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## SECTION 1 – NAME OF ORGANIZATION

The name of the organization shall be Westshore Regional Community Emergency Response Team, hereinafter referred to as “WSC.” A volunteer organization operating under the Westshore Council of Governments, the WSC is comprised of the following cities: Bay Village, Fairview Park, Lakewood, North Olmsted, Rocky River, and Westlake.

## SECTION 2 VISION, MISSION, VALUES, AND PHILOSOPHY

- A. **Vision:** The vision of the Westshore Regional CERT is to make our communities safer, stronger, and better prepared to be both disaster resistant and disaster resilient.
- B. **Mission:** The Westshore Regional CERT shall serve our communities by acting as an extension of emergency response when needs outweigh professional resources and by promoting disaster preparedness. We will fulfill our mission through continuing team recruitment and training, public education, and community volunteer service.

### C. Values

- **Preparedness:** Individually, we will take reasonable disaster and emergency preparedness measures for the safety and resiliency of ourselves and our families. We will encourage others to do the same through both personal relationships and team activities.
- **Service:** We pledge to serve our region, whether government agencies, responders, or citizens, to the best of our ability and within the scope of our training to prevent, prepare for, mitigate, and respond to emergencies and disasters. We pledge to serve all without bias or discrimination.
- **Integrity:** We will seek to meet national and local CERT goals with honesty, reliability, accountability, and veracity.
- **Partnership:** We will partner and collaborate within the team and with all applicable agencies and individuals to accomplish preparedness and response goals.

### D. Philosophy of Volunteer Involvement

The Community Emergency Response Team is a volunteer program. Therefore, the team members are integral to the CERT concept. The Westshore Regional CERT plans to actively recruit, train, implement, and maintain a cadre of volunteers because:

- Professional responding agencies will never have enough resources to meet immediate disaster-level needs. CERTs are a valuable extension of emergency services when the needs outweigh resources.
- By training citizens in disaster preparedness and response at the grassroots level, the CERT program makes our neighborhoods and our nation more disaster resistant and disaster resilient. Committed volunteers in organized teams greatly enhance this effect.

- Encouragement and recommendations from fellow citizens is often more successful at creating positive change in the community than that of government spokespersons or public safety announcements.

### **SECTION 3 – HISTORY OF ORGANIZATION**

The Westshore CERT was created in 2006 when the mayors of six Westshore suburbs – as members of the Westshore Council of Governments (COG) – made the decision to hire Dale Kraus, retired Rocky River Fire Chief, as the first regional Westshore CERT Coordinator. The Westshore COG issued the mandate to create a regional CERT that would support emergency first responders in individual Westshore cities or the Westshore region as a whole, as needed. In 2007, Westshore CERT began working closely with Lakewood CERT, originally established in 2005, to jointly train and manage a CERT comprised of residents from all Westshore communities.

As of mid-2015, the Westshore CERT has grown to over 300 people, with units of various sizes representing Bay Village, Fairview Park, Lakewood, North Olmsted, Rocky River, and Westlake. Basic training for new members is conducted twice a year and advanced training opportunities are made available throughout the year on a variety of subjects. Westshore CERT members also train with other emergency responders and participate in county-sponsored mass casualty drills and training opportunities.

The Community Emergency Response Team concept was developed and implemented by the Los Angeles City Fire Department (LAFD) in 1985. The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California. Further, it confirmed the need for training civilians to meet their immediate needs. As a result, the LAFD created the Disaster Preparedness Division with the purpose of training citizens and private and government employees.

The training program that LAFD initiated makes good sense and furthers the process of citizens understanding their responsibility in preparing for disaster. It also increases their ability to safely help themselves, their family and their neighbors. The Federal Emergency Management Agency (FEMA) recognizes the importance of preparing citizens. The Emergency Management Institute (EMI) and the National Fire Academy adopted and expanded the CERT materials making them applicable to all hazards.

## SECTION 4 – DEFINITION OF TERMS

**Accountability:** Maintaining chain of command and unity of command; taking direction from single supervisor. Communicating potential hazards and changing conditions using clear text and plain English. Acting professionally and avoiding/reporting prohibited activities such as sexual harassment, discrimination, or use of illegal drugs or alcohol.

**Administration (General Section):** See Finance/Administration

**CERT Gear:** Items of clothing and accessories with WSC logos voluntarily purchased by individual WSC members.

**Chain of Command & Unity of Command:** An orderly line of authority within the ranks of the incident management organization. Concept by which each person within an organization reports to one and only one designated person. The purpose is to ensure unity of effort under one responsible commander for every objective.

**Chief (General Section Chief):** Incident Command System title for supervisory position over General Section Staff levels (i.e. Operations, Planning, Logistics, and Administration); reports to Incident Commander.

**Community Emergency Response Team (CERT):** A volunteer disaster readiness program focused on educating the public, CERT is about readiness, people helping people, rescuer safety, and doing the greatest good for the greatest number. CERT is a positive and realistic approach to emergency and disaster situations where citizens will be initially on their own and their actions can make a difference. Through training, citizens can manage utilities and put out small fires; treat the three killers by opening airways, controlling bleeding, and treating for shock; provide basic medical aid; search for and rescue victims safely; and organize themselves and spontaneous volunteers to be effective.

**Coordinator:** See WCS Unit Coordinator.

**Cuyahoga County Citizen Corps:** As part of the Department of Justice Affairs, the Cuyahoga County Citizen Corps facilitates the collaboration of multiple systems to enhance public health and safety through effective planning and policy development. The mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to threats of terrorism, crime, public health issues and disasters of all kinds.

**Department of Homeland Security:** A component of the US Federal Government, the Department of Homeland Security's overriding and urgent mission is to lead the unified national effort to secure the country and preserve our freedoms. While the Department was created to secure our country against those who seek to disrupt the American way of life, the charter also includes preparation for and response to all hazards and disasters.

**Deputy:** Incident Command System title for support position to Incident Commander, General Section Chiefs, and Branch Directors. By definition a Deputy must be fully qualified to assume supervisor's responsibilities.

**Emergency Operations Center (EOC):** Locations from which the coordination of information and resources to support incident activities takes place; typically established by emergency management agency at local or state levels. EOC staffing is flexible but should include

coordination, communications, resource dispatching and tracking, information collection, analysis and dissemination.

**Federal Emergency Management Agency (FEMA):** The primary mission of the Federal Emergency Management Agency is to reduce the loss of life and property and protect the Nation from all hazards, including natural disasters, acts of terrorism, and other man-made disasters, by leading and supporting the Nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation. On March 1, 2003, the Federal Emergency Management Agency (FEMA) became part of the U.S. Department of Homeland Security (DHS).

**Finance/Administration (General Section) – Incident Command System Designation:**

Responsibilities include finance & cost analysis, contract negotiation oversight, tracking of personnel & equipment time, processing accidents & injury claims, and working with Logistics to ensure resources are procured. Units include Time Unit: Incident personnel time recording; Procurement Unit: Administers financial matters pertaining to vendor contracts, leases & fiscal agreements; Compensation-Claims Unit: Responsible for management & direction of administrative matters pertaining to compensation for injury, claims-related activities kept for incident; and Cost Unit: Collects cost data, performs cost effectiveness analyses, provides cost estimates, makes cost savings recommendations. Not all incidents will require a Finance/Administration Section; if only one function is needed, this service may be provided by a technical specialist in the Planning Section. **The CERT Administration Section responsibilities differ from the ICS. Please see Section 5 – Organization / Chain of Command, I. Administration Section.**

**Incident:** An occurrence, natural or man-made, that requires an emergency response to protect life and property. Incidents can include fires, terrorist attacks, floods, consequences of severe weather, hazardous material spills, nuclear accidents, aircraft, train or public transit accidents, earthquakes and/or public health emergencies.

**Incident Action Plan:** Written or verbal plan to provide all incident supervisory personnel with direction for taking actions based on the objectives identified for that operation period (number of hours designated). The plan communicates measurable, strategic objectives that must include what to do, who is responsible for doing it, how responders will communicate, and the procedure if someone is injured.

**Incident Command Post (ICP):** Location of primary tactical-level, on-scene incident command functions performed; normally identified by a green rotating or flashing light.

**Incident Command System (ICS):** An all-hazards, best practices, scalable, effective and efficient management structure. Mandated by the Federal Emergency Management Agency (FEMA), U.S. Homeland Security, the National Incident Management System (NIMS), Superfund Amendments & Reauthorization Act of 1986 (SARA), the Occupational Safety & Health Administration (OSHA), and state and local regulations for all emergency responders, ICS incorporates management by objectives strategies. The CERT is organized and functions within the ICS management structure.

**Incident Commander (IC):** Performs all major Incident Command System command and staff responsibilities unless the ICS functions are delegated and assigned; provides overall leadership; establishes incident objectives; delegates authority; assesses need for staff; directs staff to develop Incident Action Plan; takes general direction from agency administrator/ official; ensures incident safety; provides informational services to internal and external stakeholders; establishes and maintains liaison with other agencies participating. The Incident Commander

may be assisted by a Deputy, who must be fully qualified to assume IC position. The first responder on the scene becomes the IC until someone of a higher rank and/or greater expertise arrives.

**Leadership:** Providing purpose, direction, and motivation for responders working to accomplish difficult tasks under dangerous, stressful circumstances. A good operational leader will ensure safe practices, take command of assigned resources, motivate, demonstrate initiative, make sound, timely, and effective decisions, communicate, supervise, evaluate, and understand and accept the need to modify plans.

**Logistics (General Section) – Incident Command System Designation:** Provides resources and services required to support incident activities; develops portion of Incident Action Plan and forwards it to the Planning Section; contracts for and purchases goods and services. Branches and units include: Service Branch: *Communications Unit:* installs and tests communications equipment and facilities plans, supervises Incident Communications Center, distributes, maintains and repairs equipment, prepares and supports Incident Communication Plan (ICS Form 205); *Medical Unit:* develops medical plans (ICS Form 206), obtains medical aid and transport for injured and ill responders, and prepares reports and records; *Food Unit:* supplies food needs for responders at all locations, and obtains equipment and supplies to operate food service facilities; Support Branch: *Supply Unit:* Orders personnel, equipment and supplies, receives and stores supplies, maintains inventory, and services non-expendable supplies and equipment; *Facilities Unit:* lays out and activates incident facilities along with sleeping and sanitation facilities, manages base and camps (each facility is assigned a manager), provides security, and provides general maintenance; *Ground Support Unit:* prepares Transportation Plan, supports out-of-service resources, transports personnel, supplies, food and equipment, provides fueling, service, maintenance, and repair of vehicles and other ground equipment, and implements traffic plan. **The CERT Logistics Section responsibilities are related but can differ in degree from the ICS. Please see Section 5 – Organization / Chain of Command, H. Logistics Section.**

**National Incident Management System (NIMS):** Provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. NIMS works hand in hand with the National Response Framework (NRF). NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management.

**Operations (General Section) – Incident Command System Designation:** The Operations Section is responsible for managing tactical operations at the incident site directed toward reducing the immediate hazard, saving lives and property, establishing situation control, and restoring normal conditions. When activated, CERT members will most often (but not always) be assigned duties within the Operations Section.

**Planning (General Section) – Incident Command System Designation:** Gathers, analyzes and disseminates information and intelligence, manages the planning process, manages and provides primary location technical specialists, maintains resource status, maintains and displays situation status, compiles and prepares Incident Action Plan, develops alternative strategies, provides documentation services, and prepares Demobilization Plan. The Planning Section may be divided into the following units: Resources Unit: conducts check-in and

maintains status of all incident resources, plays significant role in preparing written Incident Action Plan; Situation Unit: collects and analyzes information on current situation, prepares situation displays and summaries, develops maps and projections; Documentation Unit: provides duplication services including Incident Action Plan, maintains and archives all incident-related documents; Demobilization Unit: assists in ensuring resources are released from the incident in an orderly, safe and cost-effective manner. (Demobilization planning begins upon activation.) **The CERT Planning Section responsibilities are related but can differ in degree from the ICS. Please see Section 5 – Organization / Chain of Command, G. Planning Section.**

**Staging Area:** Temporary locations where personnel and equipment are kept while waiting for tactical assignments. Resources at the staging area are always in available status. There may be more than one and may be collocated with the Incident Command Post, Bases, Camps, Helibases, or Helispots. The symbol for a staging area is an 'S' in circle.

**USA Freedom Corps (US AFC):** As a US White House office, USAFC is charged with building a culture of service, citizenship, and responsibility in America. USAFC promotes and expands volunteer service in America by partnering with national service programs, working to strengthen the non-profit sector, recognizing volunteers, and helping to connect individuals with volunteer opportunities.

**WSC Advisory Committee:** See Section 4 – Organization / Chain of Command, E. Advisory Committee.

**WSC Coordinator:** A Westshore city employee assigned to provide overall leadership and direction as well as coordinate the WSC and chair the WSC Advisory Committee.

**WSC Deputy Coordinator:** A Westshore city employee assigned to coordinate the local CERT unit, serve in a leadership role on the WSC Advisory Committee, and assume the duties of the WSC Coordinator in his/her absence or assist as needed. A city (unit) coordinator may also be a volunteer appointed to this position by the WSC Coordinator and Advisory Committee. See also WSC Unit Coordinator.

**WSC Unit Coordinator:** A city employee or volunteer appointed to provide overall leadership and to coordinate an individual WSC Unit.

**Westshore CERT Leadership: Criterion and Responsibilities:** Leadership criterion and responsibilities for the various positions within the Westshore Regional CERT.

**Westshore Council of Governments:** A regional governing body of Chief Elected Officials (Mayors) of the following cities: Bay Village, Fairview Park, Lakewood, North Olmsted, Rocky River, and Westlake.

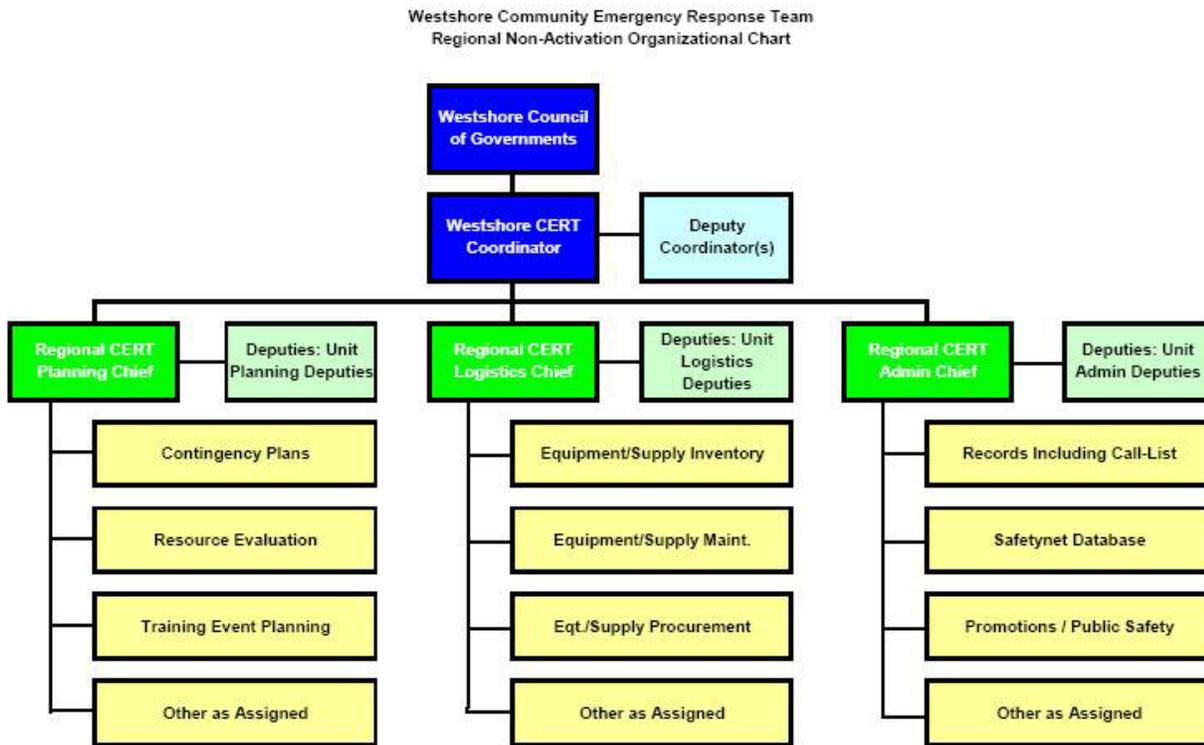
**Westshore Regional Community Emergency Response Team (Westshore CERT or WSC):** A volunteer organization operating under the Westshore Council of Governments, the WSC is comprised of the following city CERT units: Bay Village, Fairview Park, Lakewood, North Olmsted, Rocky River, and Westlake. See Section 2 – Vision, Mission, Values, and Philosophy.

**Westshore Regional Community Emergency Response Team Guidelines:** General guidelines for the Westshore Regional CERT vision, purpose, structure, organization, and duties, both during emergency activation and daily responsibilities. Final authority remains with federal regulations, state laws, Cuyahoga County Citizen Corps By-Laws and guidelines, local ordinances through the Westshore Council of Governments, and the Westshore Community Emergency Response Team Coordinator.

**SECTION 5 – ORGANIZATION / CHAIN OF COMMAND**

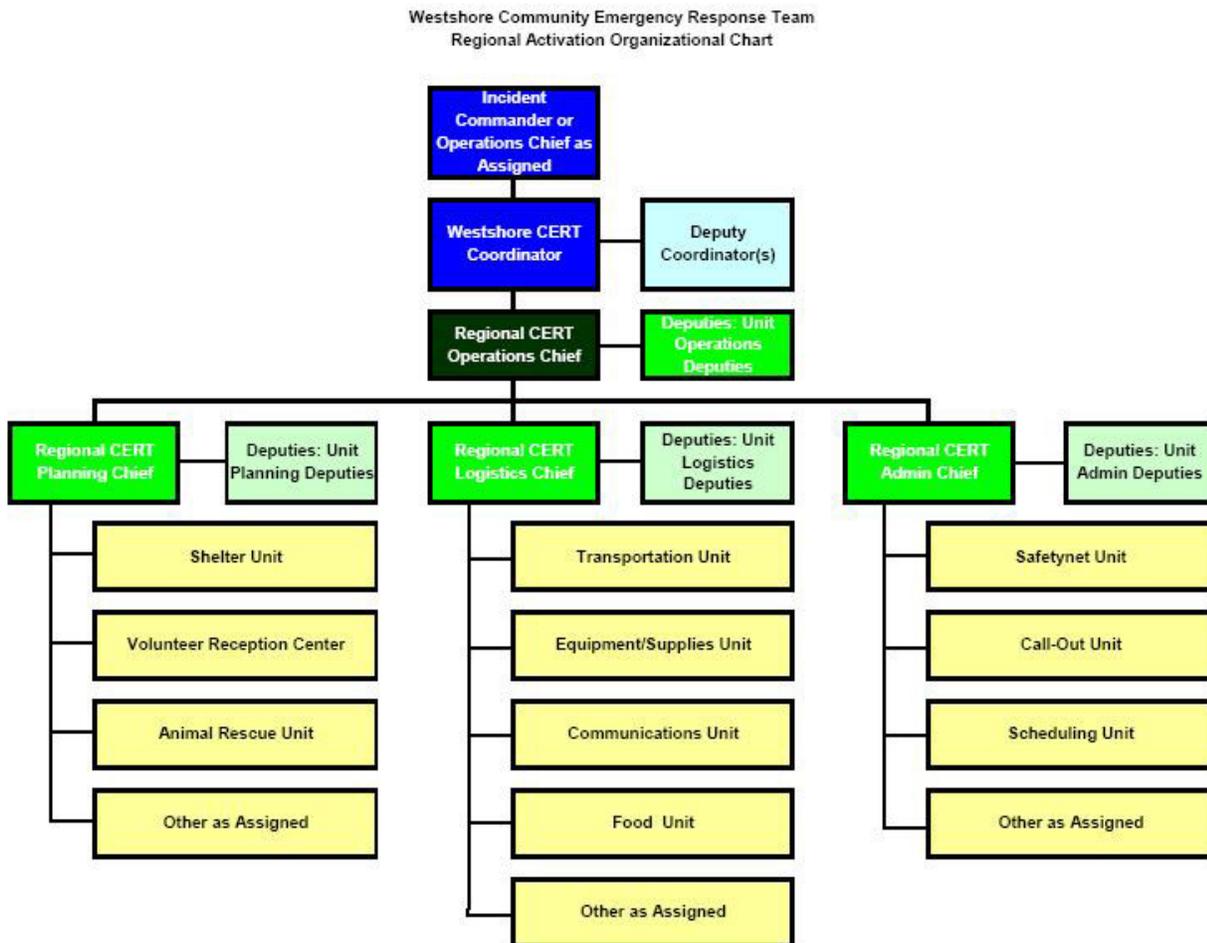
A. The WSC organizational structure is based on the Incident Command System (ICS), an all-hazards, best practices, scalable, effective and efficient management structure as mandated for all emergency responders by the Federal Emergency Management Agency (FEMA) and Homeland Security through the National Incident Management System (NIMS) and state and local regulations.

B. Non-Activation WSC Organizational Chart



Operations Chief and Unit Operations Deputies shall remain up to date on all Westshore CERT issues, training, preparation, and the status of their units. Operations Chief and Deputies shall also serve in Planning, Logistics, or Administration on a day to day basis (non-activation).

### C. Activation WSC Organizational Chart



OrgChart-Activation.xls

August 2010 / TAG

### D. Leadership Positions:

- 1) As diagramed above, WSC leadership positions are available to active, veteran WSC members who have completed the training specified by the *Westshore CERT Leadership: Criterion and Responsibilities* and demonstrated the necessary leadership skills for the position sought.
- 2) Section leadership positions shall be decided by a majority vote.
  - a. Each WSC Unit shall elect one Section Deputy each for the Operations, Planning, Logistics, and Administration sections.
  - b. The regional (combined) Sections Deputies (Operations, Planning, Logistics, and Administration) shall then each elect from among them one Regional Chief for each section.
  - c. Elections shall take place every two (calendar) years at the first General Meeting of that year.
- 3) Candidate for Advisory Committee membership shall be recommended by the current Advisory Committee members. See Section 5, F. Advisory Committee (below).

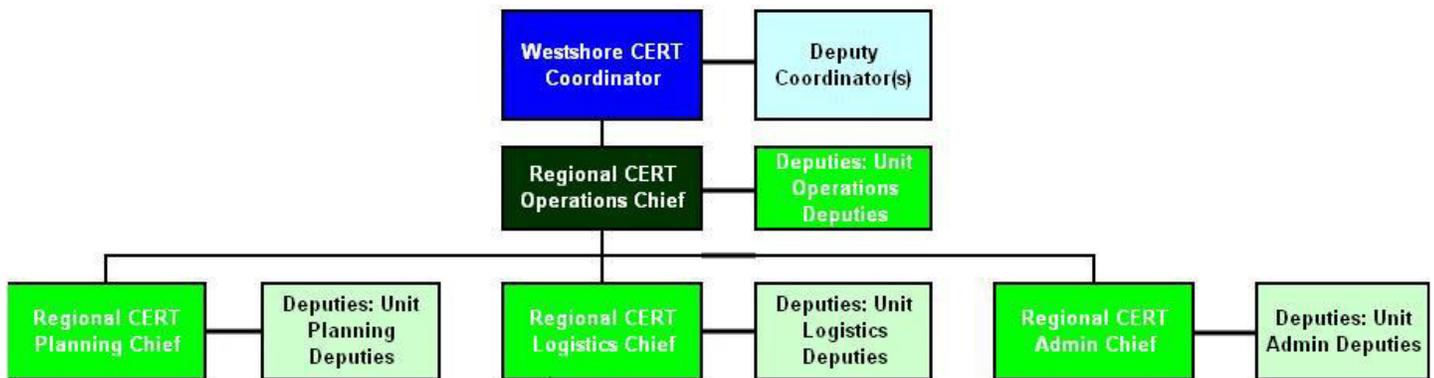
- 4) Final approval of candidates for all WSC leadership and membership positions remains with the WSC Coordinator.

E. Advisory Committee:

- 1) The WSC Advisory Committee shall be comprised of the WSC Advisor (representative fire chief), coordinator, deputy coordinator(s) and one volunteer representative from each member WSC Unit (city).
- 2) Each appointed member shall serve a term of two years and may be reappointed. The appointments shall be staggered, with the current board members making three appointments effective January of each year. Final authority for appointed Advisory Committee positions remains with the WSC Coordinator.
- 3) The Advisory Committee shall meet every other month as scheduled; opposing months in which a General Meeting is scheduled.
- 4) Advisory Committee members are required to attend four Advisory Committee meetings per year.
- 5) Duties of the Advisory Committee include, but are not limited to:
  - a. Oversight and enforcement of the WSC Guidelines;
  - b. Oversight and/or approval of CERT activations, training, and events;
  - c. Oversight and/or approval of regional and unit section projects, recommendations, activities, and actions;
  - d. Establishing annual meeting, training, and activity schedules;
  - e. Research, consideration, and judgment on issues relating to the CERT;
  - f. Participation in Cuyahoga County Citizen Corps meetings and activities; and
  - g. Other management, supervision and administrative duties as required.

F. Operations Section:

Westshore Community Emergency Response Team  
Regional Operations Section Organizational Chart



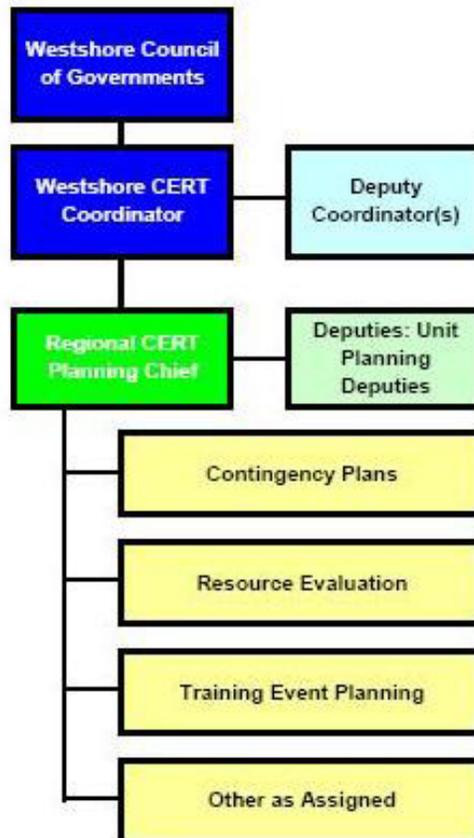
- 1) The WSC Operations Section assists in an emergency or assigned event under the operational control of a City or Incident Command during times of activation. See also Section 7 – Activation.
- 2) Each WSC city unit shall have an Operations Section Deputy in place. This individual may also fill other deputy positions (Planning, Logistics, or Administration) as needed.

- 3) The WSC Operations Deputies shall elect a Regional Operations Chief from among them. Elections shall be held every two calendar years at the first meeting of that year. See also D – Leadership Positions.
- 4) WSC Operations Section Chief: Daily Operations: The Operations Section Chief shall remain up to date on all WSC issues, training, preparation, and the status of the units. The Operations Chief may also serve in Planning, Logistics, or Administration on a day to day basis (non-activation). During Activation: The Operations Section Chief, under the command of the WSC Coordinator, WSC Deputy Coordinator, Incident Commander, or their designee, respectively, shall oversee, manage, and coordinate the goals, objectives, strategies, actions, and safety of the activated CERT members. See also: *Westshore CERT Leadership Criterion and Responsibilities*
- 5) Unit Operations Section Deputies:
  - a. Must be fully capable of taking over duties of the Operations Section Chief as stated above;
  - b. Assist with duties stated above as directed by the Operations Section Chief.

G. Planning Section:

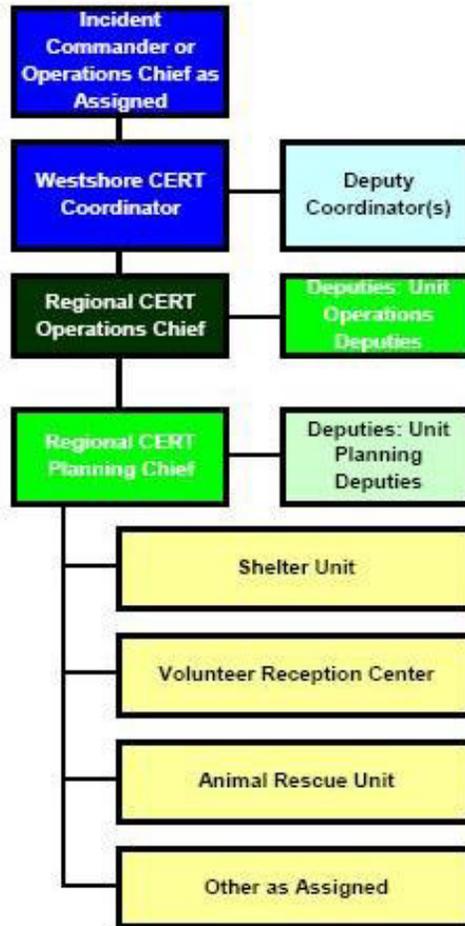
1) Non-Activation Planning Section Organizational Chart

Westshore Community Emergency Response Team  
Regional Planning Section Non-Activation Organizational Chart



2) Activation Planning Section Organizational Chart

Westshore Community Emergency Response Team  
Regional Planning Section Activation Organizational Chart

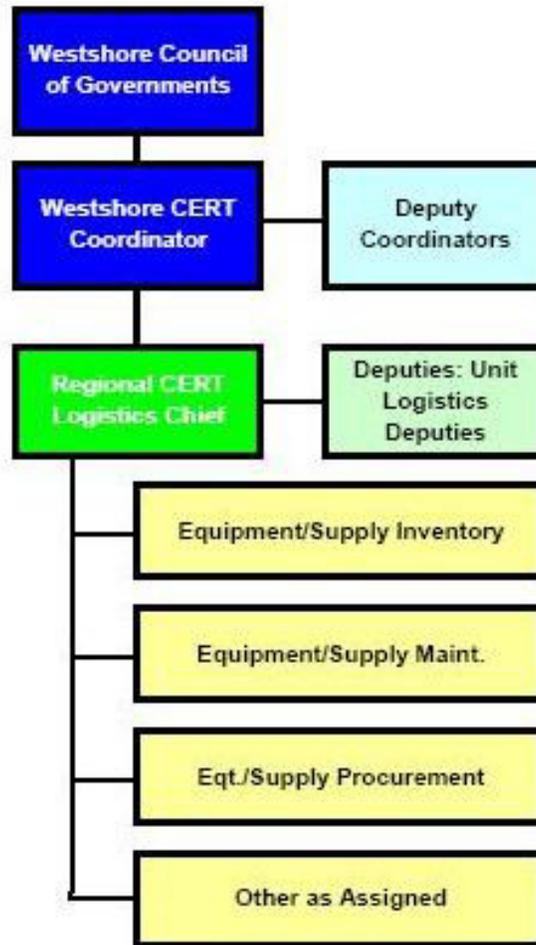


- 3) Daily Operations: The WSC Planning Section plans for contingencies and missions of the team, and evaluates and assures resources (members and equipment) are available to augment emergency response. The Planning Section plans, organizes, and implements training events.
- 4) During Activation: The Planning Section, under the supervision of the WSC Planning Section Chief, will oversee shelter operations, volunteer reception centers, and/or animal rescue as needed, and assist other sections as assigned. See also Section 7 – Activation and *Westshore CERT Leadership Criterion and Responsibilities*
- 5) The Westshore Planning Section Chief shall oversee, manage, and coordinate the goals, objectives, strategies, actions, and safety of the WSC Planning Section members as stated above during both day to day activities and activation.
- 6) Unit Planning Section Deputies:
  - a. Must be fully capable of taking over the duties of the Planning Section Chief as stated above;
  - b. Assist with duties stated above as directed by the Planning Section Chief; and
  - c. Delegate duties to Planning Section members.

H. Logistics Section:

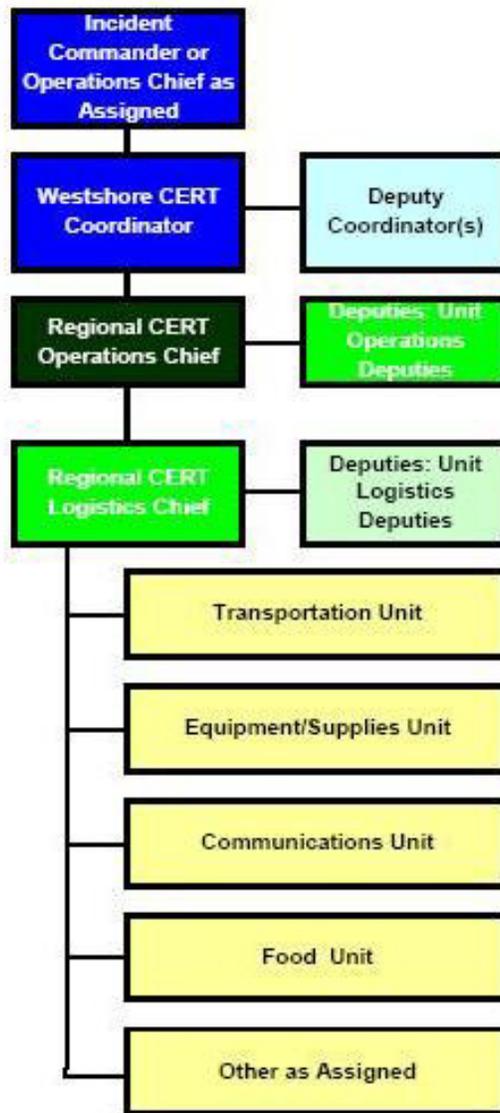
1) Non-Activation Logistics Section Organizational Chart

Westshore Community Emergency Response Team  
Regional Logistics Section Non-Activation Organizational Chart



2) Activation Logistics Section Organizational Chart

Westshore Community Emergency Response Team  
Regional Logistics Section Activation Organizational Chart



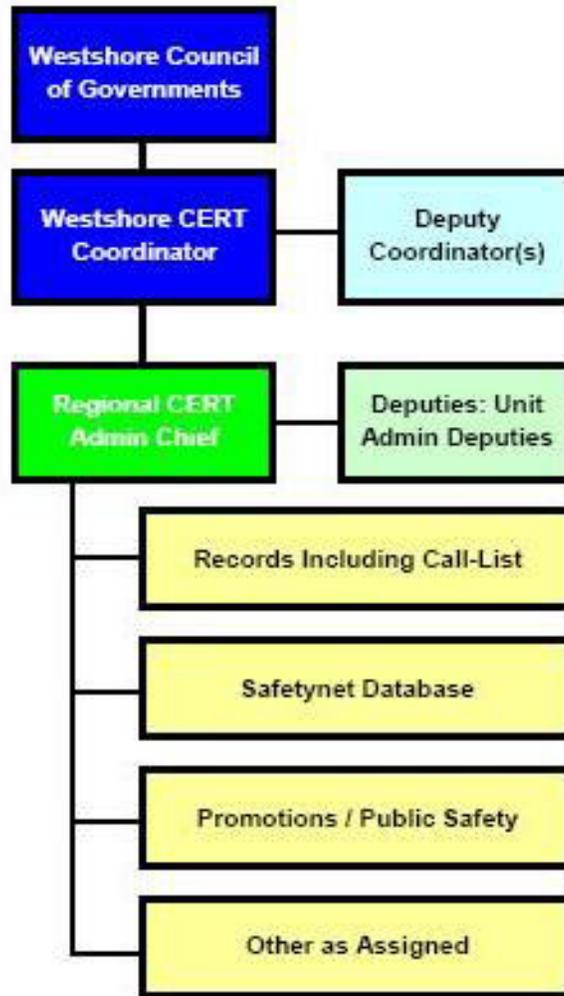
- 3) Daily Operations: The WSC Logistics Section is responsible for managing equipment, supplies, and facilities assigned to the team. The Logistics Section maintains equipment, keeps an accurate inventory, and assists in equipment procurement.
- 4) During Activation: The Logistics Section, under the supervision of the WSC Operations Section Chief, will oversee equipment transport, distribution, and tracking, communications, CERT member needs (food, water, shelter, etc.), and assists the Operations Section as assigned. See also Section 7 – Activation and *Westshore CERT Leadership Criterion and Responsibilities*
- 5) Westshore Logistics Section Chief duties include:

- a. Maintenance, preparation, and administrative duties:
    - Compile and maintain an inventory of all resources;
    - Delegate duties to the Logistics Section Deputy and Logistics members.
  - b. Duties during activation may include:
    - Responding to, transporting, and opening team supply storage trailer and containers and setting up staging area;
    - Issuing radios (walkie-talkies) and establishing communication between team members and other teams;
    - Supplementing the equipment and supplies resources inventory as needed;
    - Dispatching equipment and supplies to WSC members as required (dispensing on a “greatest need” or priority basis);
    - Accounting for, tracking and recovering all dispatched resources;
    - Arranging for needs (e.g., food, water, and shelter, etc.) for all CERT members, and volunteers;
    - Compiling an inventory of consumed, lost, damaged, and destroyed equipment and supplies for replacement; and
    - Delegating duties to the Logistics Section Deputy and Logistics members.
- 6) Unit Logistics Section Deputies:
- a. Must be fully capable of taking over duties of Logistics Section Chief as stated above;
  - b. Assist with duties stated above as directed by the Logistics Section Chief; and
  - c. Delegate duties to Logistics Section members.
- 7) CERT Backpacks: See Section 10 – Equipment Inventory and related addenda.

I. Administration Section:

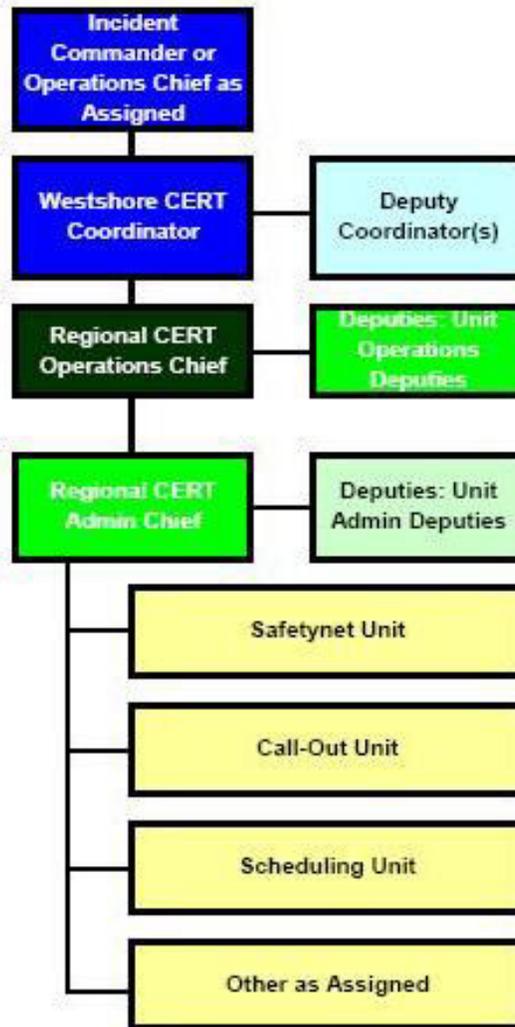
1) Non-Activation Administration Section Organizational Chart

Westshore Community Emergency Response Team  
Regional Administration Section Non-Activation Organizational Chart



2) Activation Administration Section Organizational Chart

Westshore Community Emergency Response Team  
Regional Administration Section Activation Organizational Chart



- 3) Daily Operations: The WSC Administration Section promotes the CERT program and related public safety matters with residents of the Westshore region. The Administration Section is responsible for the development and implementation of a continuing program to recruit and maintains members in the CERT program. The Administration Section also provides timely updates for CERT websites concerning the CERT activities and training exercises, and supports the maintenance and revision of CERT guidelines. The Administration Section also manages and maintains the SAFETYnet Special Needs Database Program. This Section works closely and supplements the duties of the WSC Coordinators.

- 4) During Activation: The Administration Section, under the supervision of the CERT Operations Section Chief, will activate the SAFETYnet Special Needs Database Program, assist with CERT member call-out, assist with scheduling, and other duties as assigned. See also Section 7 – Activation and *Westshore CERT Leadership Criterion and Responsibilities*
- 5) Westshore Administration Section Chief: The Administration Section Chief shall oversee, manage, and coordinate the goals, objectives, strategies, actions, and safety of the WSC Administration Section members as stated above during both day to day activities and activation
- 6) Unit Administration Section Deputies:
  - a. Must be fully capable of taking over duties of Administration Section Chief as stated above;
  - b. Assist with duties stated above as directed by the Administration Section Chief; and
  - c. Delegate duties to Administration Section members.
- 7) SAFETYnet Special Needs Database Program: See Section 9 – SAFETYnet Special Needs Database Program

## SECTION 6 – MEMBERSHIP

### A. Qualifications:

- 1) Eighteen years of age and over
- 2) Valid State of Ohio Driver's License or State of Ohio Identification Card
- 3) Residency:
  - a. Membership is open to all residents or persons employed within the Westshore Communities (Bay Village, Fairview Park, Lakewood, North Olmsted, Rocky River, and Westlake).
  - b. Membership is also open to residents of nearby communities with needed skills, on a case-by-case basis.
- 4) A successful background check (i.e. no felony record or misdemeanor conviction resulting in incarceration)
- 5) Successfully complete the CERT Basic Training Course (~~FEMA IS-317~~)
- 6) Maintain skills learned during CERT training by regularly participating in volunteer and training opportunities.
- 7) Active members are required to attend a minimum of two General Meetings per calendar year and participate in a minimum of three training events per calendar year. See Training and Participation Requirements, below.
- 8) Cuyahoga County Citizen Corps / Cuyahoga CERT Association Credentialing: All WSC members who maintain minimum or greater team qualifications for membership will remain eligible for activation within the Westshore region. For regional or state-wide activations however, for CERT members to be eligible for activation, they must meet county criteria and complete the credentialing process. This may also apply if/when a Westshore incident expands to the level of requiring county or state emergency response assets. Refer to the "NIMS Credentialing Criteria for CERTs" published by the Cuyahoga County Citizen Corps for details on county-level credentialing.

### B. Registration:

- 1) Submit a completed WSC application to the local CERT Coordinator; and
- 2) Submit to a background check (processed at no charge by coordinator).

### C. Identification:

- 1) Upon submittal of application, successful background check, and completion of Basic Training members will be issued a photo identification card.
- 2) The card will remain the property of the issuing city and is to be returned by the member upon resignation or termination, even if the card has expired.
- 3) All CERT members must wear and display their photo identification card during any emergency, active assignment, or community service event.

### D. Resignation:

- 1) Members wishing to resign from the WSC shall submit their dated resignation in writing to the attention of the WSC Coordinator or Deputy Coordinator.
- 2) The identification card issued to the member is to be returned to the WSC Coordinator at the time of resignation.
- 3) The CERT equipment bag issued to the member, all original contents, and any additional equipment issued shall be returned to the WSC Coordinator at the time of resignation.

- 4) Should an individual who previously resigned from the team wish to rejoin at a later date, the standard registration process shall be followed. On a case by case basis, at the discretion of the WCS Coordinator and/or Deputy Coordinator(s), the individual may be required to repeat Basic Training or, depending on the circumstances of the resignation, may be denied membership.

E. Safety:

- 1) Safety is Job One. As a first priority, members are to consider their own personal safety in every task requested of them. Unnecessary risks are not to be taken by members.
- 2) Second, members are to consider the safety of their partner in the Buddy System.
- 3) Third, having assured personal and partner safety, members are to, within the scope of their training, do the greatest good for the greatest number.
- 4) The principal value of each member is to extend the capability and effectiveness of the Westshore's safety and service forces.

F. Workers Compensation:

- 1) WSC members are not covered by Workers Compensation.
- 2) Injuries, regardless of severity, sustained at any CERT or Citizen Corps event shall be immediately reported to the acting supervisor.
- 3) An incident report shall be completed for all injuries and unusual incidents. When in doubt, consult with acting supervisor.

G. Confidentiality:

- 1) Members agree to maintain strict confidentiality relating to any documents, records, reports, or any information witnessed, observed, or heard during their work with the WSC and safety forces.
- 2) WSC members will not provide information to members of the media, of any type, concerning any CERT activation and shall refer all requests for information to the designated Public Information Officer (PIO).
- 3) WSC members will not talk to family, friends, coworkers or acquaintances concerning sensitive information from any CERT activation.
- 4) Confidentiality is especially important when relating to medical conditions, juveniles, or law enforcement.

H. Code of Ethics

- 1) As representatives of the WSC, members are expected to conduct themselves in a professional and responsible manner.
- 2) Unlawful, unruly, and immoral conduct may lead to revocation of membership from the WSC.
- 3) CERT gear shall not be worn in a disparaging manner.

I. Discipline: Members agree to accept the discipline and orders required to effectively assist the Westshore emergency responders and municipal governments.

J. Training and Participation Requirements:

- 1) Applicants are required to complete the CERT Basic Training Course within an 18 month period or begin again.

- 2) Training is provided by the WSC and local emergency response professionals. The CERT curriculum is standard nationwide and may be completed through any authorized municipality or organization.
- 3) As representatives of the WSC, members are expected to conduct themselves in a professional and responsible manner, obey direction from the person to whom they report, provide clear and accurate information, and to seek appropriate guidance and authorization as needed.
- 4) Continuing participation is required by remaining trained and available. Members are strongly encouraged to attend as many training sessions and drills as possible including completion of the Introduction to National Incident Management System (IS-700) course, the Introduction to Incident Command System (IS-100) course, the ICS for Single Resources and Initial Action Incidents (IS-200) course, and CPR/AED certification within 12 months of Basic Training graduation. Minimum participation includes attendance at three training sessions per year, attendance at two general meetings per year, and regular communication with WSC leadership.
- 5) Annual meeting and training calendars will be distributed. E-mail notices will also be sent.
- 6) All members are required to track the training events they attend and report their training quarterly to their Administration Section Deputy or Coordinator as assigned.
- 7) Continual education training subjects include, but are not limited to, the following:

Animal Rescue	Information Management
Communications	Mass Inoculation / PODs
Crowd Control	Pets and Emergencies
Disaster Psychology	Radiation Awareness
Emergency Response Drills	SAFETYnet Program
Field Work	Shelter Management
First Aid	Volunteer Reception Centers
Grid Search	Weapons of Mass Destruction
Incident Command System – Advanced	Weather Spotters
	Working with Media

K. Meetings:

- 1) General Meetings:
  - a. General Meetings shall be held every other month, alternating between a weekday evening and a Saturday morning. Schedules will be distributed in advance.
  - b. Updates, training, and other important information will be provided to all members during the meetings.
  - c. Questions or issues voted upon at the General Meetings shall be determined by a majority vote of members present.
  - d. Attendance at two General Meetings per year (minimum) is required.
- 2) Advisory Committee Meetings:
  - a. Advisory Committee Meetings shall be held every other month in months between General Meetings. Additional meetings may be scheduled as needed.
  - b. A majority of Advisory Committee members must be present (in person or by teleconference) at the meeting to vote on any issue.

- c. Advisory Committee members are required to attend four Advisory Committee Meetings per year minimum to remain on the committee.
  - d. See also Section 5 – Organization / Chain of Command, E. Advisory Committee
- L. Annual Confirmation: Members may be required to confirm their willingness to remain a member annually by completing a re-commitment letter.
- M. Dress/Clothing Items:
  - 1) When funding is available, member cities will provide the following:
    - a. A ball cap for when hard hats are not required;
    - b. A utility T-shirt for activations; and
    - c. A dress polo shirt for public relations activities. The dress polo will be provided to members after their one year anniversary.
  - 2) All items shall have the CERT insignia and/or logo.
  - 3) WSC-issued clothing and equipment will not to be worn at non-CERT activities or events. See Section 6, N. Dress Code, below.
- N. Dress Code:
  - 1) Members reporting for non-emergency meetings or events will dress appropriately for the planned training or activity. CERT backpacks and equipment will be brought if instructed or appropriate.
  - 2) Members reporting for emergency activations must wear long pants, sturdy, closed shoes or boots, and weather appropriate outerwear. A CERT vest will be worn at all times while on active duty. CERT backpacks and equipment will be brought to all activations. CERT caps or helmets will be worn as instructed.
  - 3) Members shall wear their WSC Identification Cards at all times in both emergency and non-emergency situations. Identification Cards shall be worn in a location visible to others.
  - 4) WSC-issued clothing and equipment will not be worn at non-CERT activities or events.
  - 5) Personally purchased CERT Gear may be worn at non-CERT activities or events. See also, Section 5, H. Code of Ethics.
- O. Firearms:
  - 1) WSC members shall not carry or conceal any type of firearm on their person at any CERT or Citizen Corps function.
  - 2) This guideline also applies to State of Ohio issued Concealed Handgun Permit (CHL/CCW) holders.
  - 3) Should a WSC member volunteer the use of a vehicle for CERT purposes, firearms will not be permitted in the volunteered vehicle. Exception: If the WSC member is a dully sworn, practicing law enforcement officer, on duty or off duty, and is legally obligated to carry a weapon, this guideline does not apply.
  - 4) If a WSC member is found to be in violation of this guideline, membership on the WSC will be revoked immediately.
- P. Immunity from Liability: Members of the WSC shall be registered under <http://ohioresponds.gov/> for liability protection under the Ohio Revised Code (ORC). Team members shall keep their records up to date.

Q. Deployment:

- 1) Deployment of members (individually, by teams, units, or the entire Westshore CERT) will be determined by the CERT Coordinators as directed and requested by the Westshore cities' safety and service forces. See Section 7 – Activation.
- 2) Depending on urgency, members will be notified by phone through a reverse 911 system or by e-mail. Members without e-mail may be notified by phone.
- 3) **CERT members will not self-deploy.**

R. Use of Emergency Lights/Sirens: WSC members are not permitted to display any type of emergency lighting or warning device, such as a siren, on their personal vehicles unless permission is officially issued during activation. See Section 7 – Activation.

S. Chain of Command:

- 1) Members shall at all times be aware of and know the chain of command immediately above and below their specific assignment during times of activation. All information will flow through the chain of command as required by the circumstances.
- 2) All suggestions, recommendations and comments should be directed from individual members through the chain of command to the WSC Coordinator and Advisory Committee.

T. Fundraising: Fundraising is permitted with the approval of the WSC Coordinator in consultation with the WSC Advisory Committee. Plans and ideas for fundraising shall be submitted to the WSC Advisory Committee through the chain of command. All funds raised will be used to benefit the entire WSC, not individual units.

## SECTION 7 – ACTIVATION

These guidelines are to be followed during emergency response activations and drills. The guidelines are intended to provide a structure in which to obtain information, make good decisions, support emergency responders, and protect you, your partner, your team, the community, and the environment.

- A. In emergency situations, the Incident Commander, most commonly a Westshore fire chief or his/her designated representative (designee), may initiate activation of the WSC by notifying the WSC Coordinator, Deputy Coordinator(s), and/or emergency dispatch. The Incident Commander determines if and/or when there is a need for CERT activation. **The WSC does NOT self-activate. WSC members shall not report to an incident location until contacted and officially dispatched.**
- B. As per orders, the WSC Coordinator or Deputy Coordinator will initiate a call-out of the WSC unit(s) as directed using the current call-out system. CERT members will be directed where to respond, the nature of the incident, and any other pertinent information.
- C. WSC members are to respond as soon as possible to the call-out indicating whether they will or will not be responding (or as per instructions) with an estimated time of arrival. WSC members are to obey all laws and ordinances including traffic laws. While in transit WSC members shall take note of locations and types of damage witnessed, and report same. **WSC members are to respond only if and when they and their immediate families are safe and provided for.**
- D. WSC members are required to keep their CERT bag and equipment maintained, accessible, and up to date for immediate response. When responding to an activation call, members should wear or bring with them:
  - 1) Long pants;
  - 2) Sturdy shoes or boots;
  - 3) Weather-appropriate outerwear;
  - 4) WSC photo identification (required);
  - 5) CERT safety vest and other personal protective gear (e.g. gloves, goggles, mask, hard hat, etc.); and
  - 6) Other CERT issued clothing, first aid supplies, and equipment issued.**NOTE: Team members may be dismissed from participating in the activation or exercise if not prepared with CERT ID, proper attire and equipment.**
- E. At the staging site, WSC members will be organized into partners (buddies) and teams, a chain of command will be established, equipment will be issued as needed, and specific tasks will be assigned. WSC members shall always:
  - 1) Act in a responsible and professional manner;
  - 2) Obey direction from the individual to whom you report unless it is unsafe to do so;
  - 3) Remain with assigned buddy and/or team and task unless orders change through chain of command;
  - 4) Provide clear and accurate information;
  - 5) Seek appropriate guidance and authorization as needed; and
  - 6) Strictly follow accountability procedures

- F. The WSC General Sections members (Planning, Logistics, and Administration) may be assigned tasks related to those sections. However, WSC members, regardless of assigned sections, will assist in various duties as needed and directed through the chain of command.
- G. In an emergency, an Emergency Operations Center (EOC) may be established at which the WSC Coordinator and/or Deputy Coordinator(s) may be assigned positions. In all cases the Incident Command System will be followed.
- H. Tasks such as the establishment of shelters, volunteer reception centers, animal rescue centers, and the activation of the SAFETYnet Program will commence only as ordered through the chain of command.
- I. Additional WSC member responsibilities and recommendations include:
  - 1) Individual safety and the safety of your buddy (always the highest priority);
  - 2) Having a cell phone that will function during a power outage and an e-mail address that is regularly checked for WSC updates and information;
  - 3) Access to a battery or wind-up radio for emergency announcements;
  - 4) Advising your CERT Coordinator when you will be out of town or otherwise unavailable for more than a few days; and
  - 5) Keeping your WSC contact information up to date.
- J. In wide spread and/or extreme disaster situations communications may be cut off. In addition, depending on your location at the time of the disaster, you may be required to assist others until trained emergency responders arrive. Assist as you are able according to the extent of your training and capabilities without putting yourself or others in unsafe situations. Remember:
  - Step 1: Understand agency policy & direction
  - Step 2: Assess incident situation (conduct size-up)
  - Step 3: Establish incident objectives
  - Step 4: Select appropriate strategy(ies) to achieve objectives
  - Step 5: Perform tactical direction
  - Step 6: Provide necessary follow-up
  - Step 7: Document findings and actions
  - Step 8: Report to emergency responders as soon as possible

**Overall Priorities: Life saving, incident stabilization, property preservation and doing the greatest good for the greatest number of people.**
- K. See also: Section 5 – Organization / Chain of Command

## **SECTION 8 – SHELTER MANAGEMENT**

In the event of an emergency, citizens may be displaced from their homes and businesses and require temporary shelter. If, through the chain of command, the WSC is instructed to establish and operate a shelter, American Red Cross shelter protocols and procedures shall be followed. See American Red Cross shelter protocols for further information.

Although all WSC members may be called upon to assist with the operation of a shelter, official management responsibilities are assigned to the Planning Section Chief and Planning Section Deputies.

Depending on the scope of the shelter and needs of the displaced citizens, management of a shelter can become involved and detailed. It is strongly recommended that all WSC members seek American Red Cross shelter training either directly (preferred) or through WSC members who have completed the training program. All WSC members shall make every effort to complete this training and participate in all shelter drills.

All WSC member cities have designated locations for shelters as part of their emergency operations plan.

## **SECTION 9 – SAFETYNET PROGRAM**

The WSC SAFETYnet Program identifies Westshore residents who are homebound, infirm, disabled, and/or require special care or equipment for medical conditions who would require extra assistance during emergency situations.

- A. Under the Westshore Administration General Section, the SAFETYnet database shall be researched, developed, maintained, and activated as ordered by the Incident Commander as a component of emergency response.
- B. Outreach strategies, registration, partnerships, database and form creation and use, correspondence, confidentiality protocols, and other procedures shall be formally recommended to the WSC Advisory Committee by the Westshore Administration Section Chief or his/her designee for approval and adoption.
- C. The confidentiality of the SAFETYnet Program records shall be maintained.
- D. Registration records shall be updated annually. The Westshore Administration Section Chief or his/her designee shall electronically forward updated SAFETYnet records and rosters to the WSC Coordinator and WSC Deputy Coordinator(s) on a regular basis, no less than annually.
- E. Should enrollees in the program require emergency assistance, the WSC member(s) shall act according to existing protocols, reporting the need via 9-1-1 or as directed through the chain of command.
- F. Assistance available to SAFETYnet Program enrollees includes but is not limited to:
  - 1) Emergency medical transport
  - 2) Delivery of potable water supply
  - 3) Notification calls to emergency contacts, care providers, and support services
  - 4) Assistance in transferring from electric medical devices to back-up systems or battery-powered alternatives
  - 5) Providing transport and/or evacuation assistance as necessary

## SECTION 10 – EQUIPMENT INVENTORY

- A. CERT Trailer (Lakewood): See Inventory
- B. CERT Trailer (Westlake): See Inventory
- C. CERT Backpacks:
  - 1) CERT backpacks (packs), related equipment, and identification badges are assigned to individual members upon graduation from Basic Training and commitment to service on the team. Members shall confirm receipt of the pack and identification badge by signature.
  - 2) The pack, equipment issued, and identification badge remain the property of the community assigning the equipment.
  - 3) Members may and are encouraged to purchase additional safety and emergency response items. Those additional items remain the property of the member. See list of suggested additional items below. It is the responsibility of the member to track personal items and retain those items upon surrender of the pack to the issuing community.
  - 4) Care and Storage:
    - a. By accepting the pack the member assumes the responsibility for the maintenance and care of the pack and equipment.
    - b. CERT backpacks and associated equipment are to be considered a part of your Personal Protective Equipment (PPE) and as such, should always be stocked and ready to go.
    - c. The equipment shall be stored in a dry, safe, and protected location, and for their safety, out of the reach of small children.
    - d. Issuing communities reserve the right to store CERT packs and equipment in a communal area such as an administration building, fire station, police station, or equipment trailer.
    - e. Members shall place their name and phone number inside the pack for identification should the pack be lost. Should a pack, an item of equipment, or the identification badge be damaged or lost, the member shall immediately notify their unit Logistics Section Deputy. The pack will be repaired or replaced as necessary.
  - 5) Upon resignation or removal from the team, the pack, equipment, and identification badge shall be returned to the CERT Coordinator or Deputy Coordinator(s).
  - 6) CERT Backpack Inventory: Pack items may included, but are not limited to, the following:

CERT safety vest	Four-in-one emergency tool
Hard hat with liner	Small multi-tool
Paper dust respirator	Emergency survival blanket
Eye goggles or safety glasses	Poncho or other rain gear
Work gloves	Duct tape
First aid kit (or fanny pack) containing standard first aid supplies	Light sticks
Flashlight with batteries	Whistle

7) Suggested supplemental safety and emergency response items for addition to pack:

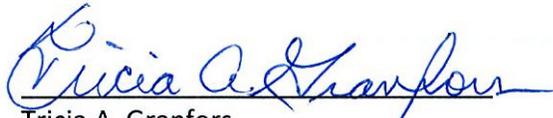
Bottled water	Face wash cloth
Upgraded safety glasses/goggles	Folding knife with clip for attaching to side of pack
Upgraded dust respirator	Leatherman multi-tool or equivalent
Upgraded work gloves (correct size)	Orange spray paint
Additional flashlight(s)	Triage tape
Spare batteries	Crescent wrench
Pens, red and black	Scissors
Magic markers, red and black	
Small note pad	

**SECTION 11 – SIGNATURE PAGE**

Should any portion of these guidelines be declared unconstitutional or otherwise contrary to law, such decision shall not affect the validity of the remaining portions of these guidelines.

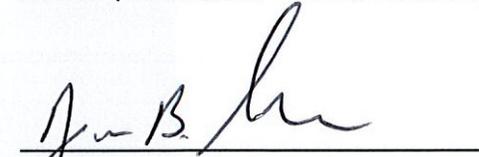
This document shall be reviewed by the WSC Advisory Committee every three calendar years and revised as necessary and appropriate.

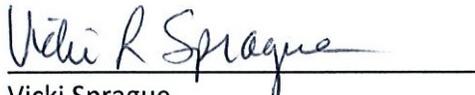
The Westshore Community Emergency Response Team Guidelines have been composed, reviewed, and/or modified and approved by the following:

  
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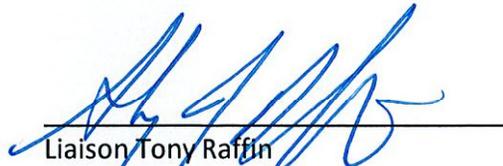
  
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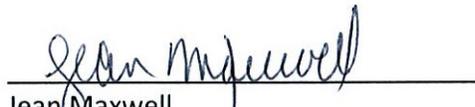
  
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December 16, 2015  
Date

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