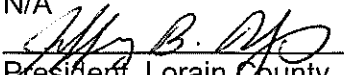


LORAIN COUNTY FIRE DEPARTMENTS

Standard Operating Guidelines

Management of Volunteers from Public Sector	SOG: 020 Effective Date: January 27, 2011 Supersedes: N/A Approved:  President, Lorain County Fire Chiefs Association Page 1 of 5
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.10 PURPOSE

The Lorain County Fire Chief's Association recognizes the need to be able to utilize volunteer help when it is available. Volunteer programs have been on the rise as ever more citizens have stepped forward to fill a nationwide call to volunteerism.

The Lorain County EMA (LC EMA) and cooperating emergency response agencies have been organizing and training citizens to be part of a Community Emergency Response Team (CERT). The utilization of spontaneous or activated volunteers can supplement manpower and increase the effectiveness of a response.

Resources from Lorain County CERT are to be activated by having LC 911 contact LC EMA for team activation (If the Emergency Operations Center (EOC) is activated, the request must go to the EOC).

Therefore, the purpose of this SOG is to establish:

- Guidelines for utilizing CERT volunteers during disaster and emergency situations
- An understanding of the capabilities and limitations of volunteers
- A procedure for injury or incident reporting involving volunteers
- The management of spontaneous volunteers

2.0 DIVISIONS AFFECTED

All Lorain County emergency response personnel

3.0 RESPONSIBILITY

- This procedure is applicable to all Lorain County fire departments. This procedure is intended to comply with the operational concepts provided under and in support of the National Incident Management System (NIMS), the Unified Incident Command System (UCS) and Incident Command System (ICS) principles.

- All fire officers are responsible to comply with and ensure that personnel under their command are adequately trained, fully understand, and comply with this guideline.
- All fire department personnel have the responsibility to learn and follow this guideline.

4.0 DEFINITIONS

Emergency	Situation that occurs suddenly that creates an urgent need for response.
Disaster	Situation of wide spread destruction or of a large enough magnitude to overwhelm the fire department's ability to handle it in a given amount of time. This may or may not be officially declared a disaster during the initial response.
CERT Member	Member of the Lorain County CERT Team who has received basic training from instructors associated with Lorain County response agencies in the areas of disaster preparedness, fire suppression, first aid, light search and rescue, team building and the incident management system.
Spontaneous Volunteer	Any individual who spontaneously provides assistance during an emergency or disaster without any expectation to do so placed on them by any entity. These volunteers may or may not possess the training, equipment, or physical or psychological ability to handle the tasks they are undertaking. All spontaneous volunteers must be registered and sworn in at the Volunteer Reception Center (VRC) before being utilized. This assures that the spontaneous volunteer is appropriately covered for injury and liability and is compliant to Ohio Revised Code (ORC) 121.404 and is compliant to the Volunteer Protection Act of 1997.
Volunteer Reception Center	The Lorain County Center is located at the New Russia Township building at 46268 Butternut Ridge Road, Oberlin, OH 44074. The phone number (440) 775-7782 and the fax number is (440) 774-5004. If an alternate VRC is needed that location will be determined by the EOC.
Activated Volunteer	Volunteer requested to assist in a disaster or emergency operation. That volunteer has been summoned to duty by an existing volunteer call out system through an organization. These volunteers may either be on the scene or be sent to the scene from a staging area or the VCR.

5.0 POLICY

The incorporation of CERT members into an emergency scene or a disaster situation will be at the sole discretion of the Incident Commander (IC).

Fire department personnel must directly stage and supervise any CERT member who has been incorporated into an emergency or disaster situation by the fire service.

Only CERT members with a current identification, who are properly equipped, may be utilized. (The ID is green, their yellow tag is their accountability tag, and it has emergency contact information for the CERT member)

Fire department personnel overseeing the activity of CERT volunteer shall ensure that the volunteer is utilizing safety equipment and following safety procedures. CERT members are issued backpacks, gloves, helmets, goggles, and safety vests, lanterns, tools, tarp, glow stick, and first aid supplies and they shall utilize them during operations.

CERT members shall not carry or possess any weapons while undertaking activities as a CERT member.

CERT members who suffer an injury while performing an assigned task must immediately report the injury.

The IC must establish a staging area for volunteers.

6.0 PROCEDURES

6.1 Utilizing Volunteers

Upon arrival at an emergency scene or disaster site, a fire department may find CERT members and other spontaneous volunteers engaged in emergency activities as volunteers. This will require a rapid size up by the IC to determine the scope of the situation, the degree of volunteer assistance needed, the type of volunteer, and the hazard that may affect the safety of the volunteers.

Spontaneous volunteers must be directed as soon as practical to the VRC to be processed and sworn in. CERT volunteers may be put to work immediately and do not need to be sent to the VRC.

The IC must either disengage the volunteers or give them instructions on how to continue to help. Note: *Engage* means to utilize volunteers and *disengage* means that volunteers are to cease their involvement in the operation and are not to be considered activated to assist at the incident. Activated volunteers need to have specific instructions and be closely supervised. They may not be

given any task that is beyond their scope of training or mental and/or physical ability to perform.

As soon as practical, the IC shall have unused volunteers report to a staging area or direct them to the Lorain County Volunteer Reception Center.

The IC is responsible to maintain safety and accountability of volunteers, whether assigned or spontaneous during operations.

6.2 Utilizing CERT Volunteers

A CERT volunteer is under the direct supervision of the IC. Activated CERT members may perform the following support functions:

- Basic First Aid
- Triage of victims
- Extinguish small incipient stage fires utilizing makeshift aids or fire extinguishers (No CERT member may be involved in interior firefighting and they shall not be placed in a position where smoke inhalation or heat endangers their safety)
- Light search and rescue that includes cribbing, leveraging and removal of patients from danger
- Setting up treatment, rehabilitation of other similar sectors
- Maintain accountability of other CERT members
- Supervising CERT sectors or groups
- Demobilize assets according to existing CERT procedures
- Any other operation required to remedy a given scenario that does not directly endanger the volunteer or move outside their scope of practice (Many members of CERT have skills beyond what was taught them through the CERT program, e.g., physicians, and other health professionals, heavy equipment operators, etc.) While these skills may be helpful, they are outside the CERT scope of practice and are not authorized as a CERT volunteer activity.

6.3 Accountability

CERT members have yellow accountability tags and should be utilized. Accountability will conform to the Lorain County Fire Chief's Association Standard Operation Guideline 011.

7.0 DOCUMENTATION

All CERT activities require documentation. Items to be included:

- Name of CERT member and ID number
- Check in and out times
- Location of the assignment
- Nature of the assignment
- Actions taken prior to arrival of the FD
- Actions assigned after FD arrival
- Outcomes, positive or negative including injuries sustained