City of Walnut Creek Community Emergency Response Team Mobilization Protocol

August 1, 2020

City of Walnut Creek CERT

This document covers the City of Walnut Creek’s Community Emergency Response Teams (CERT) mobilization and subsequent activation in an emergency situation or large-scale disaster. This document governs the initial activities of the CERT Areas who are activated by the City, mobilized to a designated area and deployed to an emergency scene.

This document is intended for CERT volunteers in good standing who have completed the Federal Emergency Management Agency (FEMA) standard CERT basic training course and are assigned to a Walnut Creek CERT Area.
**Definitions:**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<td>Activation</td>
<td>The City of Walnut Creek requests CERT to be called into service, or an emergency situation that satisfies the self-activation criteria (see below.)</td>
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<td>CERO</td>
<td>CERT Emergency Radio Operations</td>
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<td>Deployment</td>
<td>the act of being assigned to a specific task or role within a proscribed area of operation</td>
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<td>EOC</td>
<td>City of Walnut Creek Emergency Operations Command</td>
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<td>Everbridge</td>
<td>a communications system used by municipalities to communicate to a targeted population</td>
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<td>Mobilization</td>
<td>prepare for imminent activation that might include reporting to an assigned area of operation</td>
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Activation Protocols

Only an official City of Walnut Creek employee (e.g., Emergency Preparedness Manager, police or dispatch staff, or other designated City official) shall mobilize and activate CERT members, with the exception of the self-activation procedure to be utilized in the event of a major earthquake. In case of a major earthquake as defined in CERT Alert Level 3 below, CERT members in good standing are authorized to report to their assigned Walnut Creek CERT staging area or another CERT Area if circumstances dictate (road blocked etc.).

CERT members are prohibited from self-mobilizing or deploying to routine everyday emergencies in which they are not involved or requested. Such inappropriate self-deployment may result in immediate removal from the Walnut Creek CERT program.
Walnut Creek CERT Alert Levels

Walnut Creek CERT defines three alert levels. Walnut Creek CERT members will be notified of an emergency that may require their assistance via an automated community emergency alert system called Everbridge. Everbridge sends texts, automated phone calls, and email to registered CERTs. If Everbridge is not available, City staff and CERT leadership will utilize other communication means (e.g., CERTs shall use FRS radio channel 8 CTCC at zero or WC CERT Repeater - HAM radio preset 16). CERTs will follow the directions of the received alert and report to the requesting City Official or their CERT Team leader (formerly Team Leader.)

Alert Level 1 – Advisory Alert – Partial Mobilization

This level requires no immediate response action by CERT members. This is only an advisory to CERT members of an emergency that may require CERT assistance. CERTs will receive this notification via text, voice-call, and email, all through Everbridge.

Alert Level 2 – Full Mobilization and Activation Request

After receiving a Level 2 alert and responding to the Everbridge notification, CERT members are to mobilize by reporting to their pre-designated location (Area Incident Command Post or other staging area) and prepare for activation and full deployment within three hours. They are to remain on standby until activated and notified of an assignment (deployment) or to stand down as their services are not required.

If Everbridge is not operational, City staff will work with Emergency Radio Operations (CERO) or request CERT Area Team Leaders to direct their CERT Area Communications to broadcast City messages. Team Leaders may also use email, telephone calls, text messages or any other coordinated means of communicating the mobilization request.

During the mobilization period, personal protective equipment and supplies should be checked, assembled and otherwise made ready for deployment (see CERT Equipment Checklist in CERT Field Operations Guide).
Alert Level 3 – Automatic Self-Activation and Deployment

If a large-scale earthquake(s) occurs, as defined as very strong shaking for roughly 20 seconds or longer, CERT members should first check on themselves, their families and neighbors and then report to their area staging areas for further directions (including deployment) from the Team Leader (the first arriving CERT, until a more qualified senior CERT arrives). City staff will activate the EOC and work with CERO to communicate requests from the EOC to CERT Staging Areas and receive situational reports from the Area CERT teams.

Note: Many CERT Area members possess skills beyond what is taught through the CERT program (e.g., medical and health professionals, fire professionals, heavy equipment operators, etc.). While these skills may be helpful during an emergency or large-scale disaster, they are outside the CERT scope-of-practice and not authorized activities while acting as a CERT Area member.

Administration

Disaster Service Workers

After basic training certification, CERTs must maintain active Disaster Service Worker (DSW) status with the City of Walnut Creek by participating in a qualifying event every two years to maintain consideration for workers compensation coverage. Qualifying events are listed in the Walnut Creek Disaster Service Worker policy and may include a training or drill authorized by the Walnut Creek CERT ACS, an actual emergency, or a relevant continuing education course (e.g., FEMA IS 100, 200, 700, 800, or other). More information on the California Disaster Service Worker Volunteer Program is available at the link below.

https://www.caloes.ca.gov/cal-oes-divisions/administrative-services/disaster-service-worker-volunteer-program
Development and Maintenance

This document will be reviewed and updated regularly by the City of Walnut Creek’s Emergency Preparedness Manager and selected CERT Leadership Team representatives. These protocols may be tested periodically through exercises and drills conducted by the City of Walnut Creek’s Emergency Preparedness Manager and selected CERT Leadership Team representatives.