**Roles & Responsibilities Section of the Plan**

**12. Community Emergency Response Team (CERT) – Coordinated by (fill in)**

* Provide information to the City about the status of CERT zones and critical infrastructure
* Assist with search and rescue, medical operations and communications according to procedures
* Assist with Mass Care activities (human and animal shelters)
* Assist with Point of Distribution/Dispensing activities

**13. Ham Radio Operators**

* Provide emergency communication between the City and CERT locations, County, shelter locations, command posts and other cities.
* Provide information to the City about the status of critical infrastructure
* Assist CERT with communication activities

**Volunteers as Disaster Service Workers**

**Volunteer Disaster Service Worker Program**

The City may not have enough staff resources to manage all aspects of emergency response and recovery. They may rely on volunteers through the State’s Disaster Service Worker Volunteer Program for assistance.

Disaster Service Worker Volunteer Program Guidance (DSWVPG) October 2016

CCR Title 19 § 2572.1. Classifications and General Duties.

“The various classifications of disaster service worker volunteers and the general duties of the members of each classification shall be limited to those described below. It is the responsibility of the accredited disaster council (or designated agency or authority) to determine the appropriate level of background check, if any, for each classification.

(a) Animal Rescue, Care and Shelter. Veterinarians, veterinary support staff and animal handlers/specialists providing skills in the rescue, clinical treatment, euthanasia, disposal and transportation of all animals, including but not limited to companion animals, livestock, avian, fish, equine, exhibition animals, zoo animals, laboratory and research animals, and wildlife; assisting in the procurement of shelters, equipment, and supplies; documenting arrival, sheltering, treatment, and discharge or placement of animals.

(b) Communications. Install, operate and maintain various communications systems and perform related service, to assist officials and individuals in the protection of life and property.

(c) Community Emergency Response Team Member. Under the direction of emergency personnel or a designated team leader, assist emergency units within their block, neighborhood, or other area assignment; survey area conditions; disseminate information; secure data desirable for emergency preparedness planning; report incidents; and generally assist officials and individuals in the protection of life and property.

(d) Emergency Operations Center/Incident Command. Under the direction and supervision of the EOC/IC assist at the city, county, region, State, or departmental level of government in the coordination of overall response and support to an incident including performing in one or more of the Standardized Emergency Management System functions.

(e) Human Services. Assist in providing food, clothing, bedding, shelter, and rehabilitation aid; register evacuees to promote reuniting families and to support the needs of special populations; compile authoritative lists of deceased and missing persons; and other phases of emergency human services, such as maintaining morale and administering to the mental health, religious or spiritual needs of persons suffering from the effects of the disaster.

(f) Fire. As auxiliary fire fighters or auxiliary wildland fire fighters, assist regular fire fighting forces or fire protection agencies to fight fire, rescue persons, and save property; control forest or wildland fires or fire hazards; instruct residents in fire prevention and property defense methods, methods of detecting fire, and precautions to be observed in reducing fire hazards.

(g) Laborer. Under the direction and supervision of the responding agency, performs general labor services and supports emergency operations.

(h) Law Enforcement. As Auxiliaries, assist law enforcement officers and agencies to protect life and property; maintain law and order; perform traffic control duties; guard buildings, bridges, factories, and other facilities; isolate and report unexploded ordnance.

(i) Logistics. Under the direction of the emergency organization, assist in procurement, warehousing, and release of supplies, equipment materials, or other resources. Assist in mobilization and utilization of public and private transportation resources required for the movement of persons, materials, and equipment.

(j) Medical and Environmental Health. Staff casualty stations, establish and operate medical and public health field units; assist in hospitals, out-patient clinics, and other medical and public health installations; maintain or restore environmental sanitation; assist in preserving the safety of food, milk, and water and preventing the spread of disease; perform laboratory analysis to detect the presence and minimize the effects of nuclear, chemical, biological, radiological or other hazardous agents.

(k) Safety Assessment Program Evaluator. Survey, evaluate and assess damaged facilities for continued occupancy or use; assist in safety evaluations of facilities for utilities, transportation, and other vital community services; and provide recommendations regarding shoring or stabilization of damaged or unsafe buildings or structures.

(l) Search and Rescue. Under the direction of the appropriate authority, perform search and rescue operations in one or more of several areas including, but not limited to: search and rescue; SAR conducted evidence searches; urban search and rescue; or mine and confined space rescue.

(m) Utilities. Assist utility personnel in the repair and restoration of public utilities damaged by disaster.

**§ 2572.2. Scope Of Disaster Service Duties**

Each disaster service worker volunteer in any classification shall, without regard to a formal designation or assignment, be considered to be acting within the scope of disaster service duties while assisting any unit of the emergency organization during a PROCLAIMED emergency or during a SAR mission, or performing activities to mitigate an imminent threat of extreme peril to life, property and resources either:

(a) under the authorization and supervision of a duly constituted superior in the emergency organization; or,

(b) under the supervision and direction of the American Red Cross while carrying out its programs in consonance with state and local statements of understanding, or in carrying out a mission assigned to that agency by a responsible state or local authority.”

DSW volunteers “shall have the same degree of responsibility for their actions and enjoy the same immunities as officers and employees of the state and its political subdivisions performing similar work” (Emergency Services Act Section 8657).

Registered volunteer Disaster Service Workers may file claims for Worker’s Compensation for injuries sustained while performing disaster service under the authority and guidelines used for paid government employees. They are also covered during classroom training, drills and exercises that are approved by the City Disaster Council.

**City Emergency Volunteer Programs**

Two emergency responder volunteer groups are part of the City’s Emergency Management program; Community Emergency Response Team (CERT) and Ham Radio Operators coordinating ham radio. Members must be registered as volunteer Disaster Service Workers (DSWs) and fingerprinted.

Ham Radio operators and CERT are activated and conduct activities according to their Standard Operating Guidelines and Checklists (Annexes H & I).

City Disaster Service Worker volunteers are authorized to respond anywhere in California, upon agreement of the jurisdictional authority for that area.

**1. Community Emergency Response Team (CERT)**

Community Emergency Response Team members are trained by (Fill in).

CERT training follows FEMA guidelines and includes 21 hours of training in personal preparedness, SEMS/NIMS, ICS, disaster organization, disaster medicine, light search and rescue, disaster psychology, terrorism awareness, hazardous materials awareness, fire safety & suppression, triage, building safety assessment, cribbing and utility control.

CERT units report through the Operations section, Fire & Rescue Branch of the EOC.

**2. Ham Radio**

Ham radio is coordinated by the (fill in).

Ham radio plays a significant role in EOC operations. Ham radio operators are federally licensed and trained to provide reliable communications between City and County EOCs. Ham radio volunteers also provide situation status information to the EOC. Ham radio team and CERT support these functions.

Ham Radio reports to the Planning & Intelligence Section of the EOC.

**Activation of CERT and Ham Radio Volunteers**

There are four situations when Disaster Service Worker volunteers (DSWs) are activated for emergencies:

1. A request for DSWs is made by the City or by the Santa Clara County Office of Emergency Services, if City staff are unavailable, during an emergency proclamation;
2. Volunteer observes an imminent threat of extreme peril or the need to mitigate a potential imminent threattolife, property or the environment, when time is of the essence and this policy identifies specific activities that may be performed;
3. Volunteer observes an earthquake that causes things to fall over or off shelves;
4. Volunteers are directly requested to assist by a first responder (law, fire, utility worker or City staff) for an emergency satisfying the situation #2 requirement.

**Activation Process**

*See Table 5 DSW for details of activation.*

During business hours, City Staff will obtain Mike-Mike report from the Ham radio team and, if appropriate, issue an activation number, notify volunteers, per the DSW communications plan, and coordinate the DSW volunteer response as necessary.

During periods when the City offices are closed, or communication has failed, and a rapidly developing, time critical emergency occurs that satisfies any of the situation requirements listed above, all volunteers should secure their homes and families first and prepare for possible activation.

Ham radio operators who are part of the ham radio tea, (with Net Control Operator (NCO) authorization) and Community Emergency Response Team (CERT) may immediately activate, check in, and coordinate to establish a home-based communications net reporting Mike-Mike (Modified Mercalli Scale) for earthquake. NCO will evaluate Mike-Mike reports to determine need to mobilize. The Ham Radio team may also respond to the City Emergency Operations Center (EOC) to further establish communications, when possible, after checking in.

CERT members who are not on the ham radio team may secure their homes and families and must check in before conducting any activities per CERT Annex I of the City Emergency Operations Plan (EOP).

All DSW volunteers may perform volunteer activities requested by first responders during incidents described above and should document their activities per Annex H and I of the City EOP.

No volunteer will respond to any act of Terrorism or manmade disaster (including Active Shooter) unless specifically requested by City staff or first responders.

Activation numbers are used as reference numbers to track events. Number is configured as LAH - Year - number series between 100 and 200. City Staff will issue an Activation number as soon as possible but the activation number is not needed for initial activation if the activation requirements are met.

The City Manager or EOC Director may cancel a volunteer activation under any situation at any time.

**Notifying City or County Staff**

Whatever the Activation situation, a member of the ham radio team should immediately establish contact with City staff to begin coordination.

If text and cell phone contact have failed to reach City staff within thirty minutes of the start of the event, the ham radio team will coordinate with County OES. The ham radio team may contact County OES while attempting to contact City staff to establish that link in the event City staff is unable to be reached and a government entity is needed for guidance.

If the ham radio team is unable to reach any City staff or County staff within 30 minutes, CERT and ham radio team volunteers should commence their Standard Operating Guidelines for critical infrastructure and zone checks if they determine it is safe to do so. If not safe, track and document information only. The ham radio team will continue to attempt to reach City and County staff. The ham radio team will attempt to staff the EOC with the ham radio team and CERT Supervisors.

**Supervision**

Any City staff member or first responder may directly request use of DSW volunteers for activities aligned with CERT and the ham radio team training and satisfying any of the situation requirements. At no time will a DSW volunteer perform any activity that puts them in harm’s way.

Requestor must assign supervision for the activity. As soon as possible, first responders should notify City staff of DSW use. Proper documentation must be prepared including the names of members assigned, activity performed and time in and time out.

Unless redirected by City Staff or first responders, CERT and the ham radio team Supervision will be conducted as follows:

At the start of an activation, CERT ham radio will be supervised by Net Control until CERT ham radio Net Control is established. Both are authorized to make assignments per standard operating guidelines.

Net Control will continue to supervise the response of ham operators who declare themselves as ham radio team members for the emergency.

CERT Incident Commander and CERT Supervisors supervise CERT resources, including CERT ham radio teams.

Supervision may be in person, by telephone, or by ham radio.

All established Net Control points, Incident Command Posts and volunteer coordination areas report to a City staff representative or first responder.

**Opening the EOC**

When activation requirements are satisfied, any ham radio team member or CERT Supervisor with required NIMS training, as listed on call-out sheet, may open the Emergency Operations Center to begin gathering information and making notifications, per the EOC checklists, until City Staff arrive to assume EOC Operations.

**Check-In**

When any activation situation requirements have been met, the ham radio team, and CERT volunteers must check and be acknowledged before commencing activities.

Preferred check in is over ham radio, telephone/text or email because it does not require movement from a safe location.

If CERT members are unable to check in via the methods outlined above, they should respond to the nearest Command Post, or ham radio operator to check in - ONLY if it is safe to do so. If the area is unsafe, do not activate.

No volunteer may perform any City authorized emergency response functions unless they have checked in and their identity is logged on an ICS 211B.

Once check in has occurred and an assignment is received, including standard protocols, the California Office of Emergency Services considers DSW volunteers to be activated while traveling in their personal vehicles to and from an emergency assignment and during the assignment. Individual’s own personal auto insurance should be in effect.

**Registering Spontaneous Unaffiliated Volunteers During Disasters**

During proclaimed emergencies, when monitored and screened by the Director of Emergency Services, the City Manager, City Clerk, Assistant Director of Emergency Services, CERT Coordinator, Emergency Communications Committee Officers, the CERT Incident Commander and CERT General Staff may administer self-certification volunteer DSW registration forms for spontaneous volunteers. (City Emergency Ordinance)

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| Table 5 DSW **Summary of Volunteer Activation** | | |
| **Time of Day / Type of Event** | **Volunteer Activation Process** | **City Notification Process** |
| Earthquake during **business** hours | If things fall over, or off shelves, check in and wait for Mike-Mike confirmation of the impact before commencing activities. | City is aware. Confirm need to activate through Mike-Mikes. |
| Earthquake during **non-business** hours | If things fall over, or off shelves, check in and wait for Mike-Mike confirmation of the impact before commencing activities. | Ham radio team to call City staff and County EOC to inform them of activation and obtain an activation number. |
| Manmade emergency (including Active Shooter) or Terrorist event during **business** hours. | No response unless notified by City or requested by a first responder. Ham radio net established from homes to share information. | City will be notified by first responders. Ham radio team may make contact to share status updates received from hams. |
| Manmade emergency (including Active Shooter) or Terrorist event during **non-business** hours. | No response unless notified by City or requested by a first responder. Ham radio net established from homes to share information. | Ham radio team to call City staff and County EOC to share information and confirm they are aware. |
| Other natural disasters/emergencies during **business** hours. | If activation situation requirements are met, activate and check in. No City request required. | Ham radio team to call City staff to confirm they are aware and advise of volunteer activation. City will issue activation number or cancel the activation. |
| Other natural disasters/emergencies during **non-business** hours. | If activation situation requirements are met, activate and check in. No City request required. | Ham radio team to call City staff and County EOC to confirm they are aware and advise of volunteer activation. City or County will issue activation number or cancel the activation. |
| First responder request for volunteer assistance. 24/7 | Create a sign in sheet per procedures and have it signed by the requestor. Take a photograph of it and email to CERT Command Post and EOC. | Ask first responder to notify City staff of activation. |
| If No Contact made with the City or County within 30 minutes. | Ham radio team will confirm no-contact and notify CERT, Ham radio team, and Associates to begin to follow standard operating guidelines if it is safe to do so. If unsafe, perform documentation function from a safe location. Ham radio team will attempt to staff the EOC with Ham radio team and CERT Supervisors. | Ham radio team will continue to attempt to reach City and County staff. |

**G. Volunteer Preparedness Activities**

Many volunteer support activities fall outside the scope of the State Volunteer Disaster Service Worker Program.

Labor Code, Division 4, Part 1, Chapter 2 provides a means of providing Worker’s Compensation Insurance to volunteers performing authorized preparedness activities.

**3363.5.** (a) Notwithstanding Sections 3351, 3352, and 3357, a person who performs voluntary service without pay for a public agency, as designated and authorized by the governing body of the agency or its designee, shall, upon adoption of a resolution by the governing body of the agency so declaring, be deemed to be an employee of the agency for purposes of this division while performing such service.

(b) For purposes of this section, voluntary service without pay shall include services performed by any person, who receives no remuneration other than meals, transportation, lodging, or reimbursement for incidental expenses.

On September 20, 2018, a resolution was passed by City Council, making volunteers unpaid employees and receiving the same Worker’s Compensation benefits as paid employees. Workers’ compensation benefits are finite and limited to medical, disability, and retraining costs associated with a specific impairment.