

# Arlington Community Emergency Response Team Standard Operating Guidelines

A PROGRAM OF ARLINGTON COUNTY EMERGENCY  
MANAGEMENT

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## **OVERVIEW AND MISSION**

### **1. INTRODUCTION**

The Arlington Community Emergency Response Team (ArlCERT) is a volunteer program operating under the sponsorship, supervision, and control of Arlington County Emergency Management (ACEM), a division of the Department of Public Safety Communications and Emergency Management. ArlCERT was created in the wake of 9/11 by concerned residents wanting to assist in their communities during emergencies. Since 2004, nearly 1,000 community members have completed ArlCERT training. ArlCERT members currently participate in nine neighborhood teams, covering the entire county.

The program has strong partnerships with Arlington County public safety departments, including the Arlington County Fire Department (ACFD), the Arlington County Police Department, and the Cherrydale Volunteer Fire Department (CVFD), all of which help to provide ArlCERT's 30-hour core basic training program.

Nationally, Community Emergency Response Team (CERT) is one of five Citizen Corps programs under the Department of Homeland Security that provide training to assist in the recovery following an emergency.

#### **1.1 PURPOSE**

The purpose of the ArlCERT Standard Operating Guidelines is to provide coordination between ACEM and ArlCERT volunteers, operating under the supervision and control of ACEM, as well as to outline proper protections for volunteers while serving their community.

This document details the principles and procedures necessary for the efficient coordination of ArlCERT resources before, during, and after community-wide disaster response and recovery efforts, including:

- program management structure.
- procedures for ArlCERT activation.
- ArlCERT training and equipment requirements.
- ArlCERT team functions, capabilities, and limitations.
- standard operating guidelines for ArlCERT to support emergency preparedness, response, and recovery activities in Arlington County.

#### **1.2 MISSION**

The mission of Arlington CERT is to serve as emergency support volunteers to assist Arlington County Emergency Management in building a more prepared and resilient community through preparedness, response, and recovery activities.

### **2. PROTECTION FROM LIABILITY**

Arlington County protects volunteers from liability when they are acting under the direct supervision and control of the County. When acting outside of County supervision and control, ArlCERT volunteers receive liability protection from Good Samaritan laws and from the following state and federal statutes:

- Immunity from Liability: Va. Code Ann. §44-146.23 (2009)

- State and Government Volunteers Act: §Va. Code S. 2.2-3065(D)
- Federal Volunteer Protection Act: 42 U.S.C.A §14503 (1997)

## **OPERATIONS**

### **1. GENERAL**

The County's professional emergency services personnel are best trained and equipped to respond to emergencies. ArlCERT members may be requested to provide critical support to response and recovery efforts following an emergency.

During non-emergency situations, ArlCERT members work to build their communities' resilience through community training, education, and educational programming.

### **2. PROGRAM MANAGEMENT**

ACEM is the local sponsoring agency for ArlCERT and is responsible for ArlCERT program management and administration, training, and assisting with recruiting and team development. The ArlCERT program is managed for the County by the ACEM Community Engagement Manager.

#### **2.1 VOLUNTEER MANAGEMENT**

ACEM utilizes VolunteerHub as their volunteer management system. ArlCERT volunteers must complete a profile vetted by the ArlCERT Coordinator prior to becoming Active members with the program.

#### **2.2 MEMBERSHIP**

##### **2.2.1 MEMBER STATUS**

- Probationary Member: Has completed an online profile in VolunteerHub but has not completed the CERT Basic Training (CBT). While probationary members generally should not be called upon to serve in response or recovery efforts, ACEM recognizes that during extraordinary circumstances, probationary members may be asked to do so to the extent of their completed training.
- Teen CERT: High School student between age 14-19 who is enrolled in or has completed the CERT Basic Training program.
- Active Members: Has successfully completed the CERT Basic Training, been vetted by the ArlCERT Coordinator, is actively participating in ArlCERT activities.
- On Leave: Members may request to be placed on leave for personal reasons at any time. Members on leave may request to receive notifications and other program messaging to keep them informed of program activities. Members who have asked to be placed on leave can reactivate their status with the request and upon the review of the ArlCERT Coordinator and ACEM.
- Suspension and Removal: ArlCERT members can be suspended and/or removed from the ArlCERT program for disciplinary and/or safety reasons upon the review of the ArlCERT Coordinator and ACEM. Neighborhood Team Leaders can request to the ArlCERT Coordinator to suspend a team member.

- Inactive Members: Members may be designated as inactive due to a change of residence, health, suspension, removal, or due to personal reasons. Inactive members will no longer receive ArlCERT program correspondences and will lose all rights and privileges that were conferred to them as an active ArlCERT member.

### **2.2.2 MEMBERSHIP REQUIREMENTS**

ArlCERT Training is available to those interested in becoming better prepared to mitigate an emergency situation.

Those who complete ArlCERT training are encouraged to become active members of ArlCERT. The following are requirements to become an Active Member of the program:

- Be at least age 18 years of age. (Teen CERT members must be age 14-19 and a fulltime student)
- Reside or work in Arlington County
- Complete a user profile in VolunteerHub
- Successfully complete the CERT Basic Training
- Successfully complete the follow FEMA Independent Study Course:
  - IS-100.C: Introduction to the Incident Command System, ICS 100
  - IS-700.B: An Introduction to National Incident Management System
  - IS-317: Introduction to Community Emergency Response Teams
- Pass ACEM the background checks

### **2.2.3 MEMBERSHIP SUSPENSION/REMOVAL**

ArlCERT members are subject to suspension or removal from membership at the discretion of ACEM. The following are some, but not all, of the actions that could lead to suspension or removal.

- Conduct unbecoming a member (which includes, but is not limited to causing harm to others, insubordination, or causing program reputation loss).
- Reporting to events under the influence of drugs or alcohol or carrying weapons.
- Identifying themselves as ACEM or associated with any other County department or agency in an official capacity.

## **2.3 TEAM ORGANIZATION**

ArlCERT is designed to operate within a team structure. During deployments or activations, the team operates under the Incident Command System (ICS), a nationally standardize management tool for meeting the demands of small or large emergency or nonemergency situations. During all other times, activities are coordinated via sub-committees.

### **2.3.1 CERT TEAMS**

- Arlington has nine Neighborhood ArlCERT teams and will continue to build upon that base; members are referred to their Neighborhood Team based upon where they live or work.

- As existing teams grow, they may choose to divide into geographically smaller neighborhoods.
- Neighborhoods that do not have enough members to constitute their own team can work with the ArlCERT Coordinator to join a larger neighboring team.
- During an emergency or incident, ArlCERT teams should follow ICS under the direction and supervision of ACEM.
- During non-emergencies, ArlCERT team sub-committees working under the direction and supervision of ACEM organize, implement, and conduct non-emergency programs. Such sub-committees include, but are not limited to, Community Outreach and Engagement, Until Help Arrives, Moulage, and Ham Radio.

### 2.3.2 TEAM LEADERSHIP

- ArlCERT Coordinator: ArlCERT is led by a volunteer Coordinator who reports to the ACEM Community Engagement Manager. The ArlCERT Coordinator's responsibilities include, but are not limited to, the following. The ArlCERT Coordinator may delegate these responsibilities only with ACEM's written approval, which may be in the form of email, or SMS:
  - Communicating with, and taking direction from, ACEM.
  - Overall management of team including delegating tasks and assigning deputies.
  - Primary contact for information from ArlCERT volunteers and for team program correspondence.
  - Submit program paperwork to ACEM quarterly, including:
    - Quarterly statistical reports
    - Member status
    - Completed after-action reports for deployments and planned events
  - Coordinate outreach for team recruitment.
  - Be able to respond to requests from ACEM in a timely manner, defined as within 48 hours during non-emergencies and 24 hours, or as instructed, during emergencies.
- ArlCERT Deputy Coordinator: The ArlCERT Coordinator may assign one or more deputies to assist in the coordination of the team. Responsibilities of the deputy(ies) include:
  - Serve as the ArlCERT Coordinator when the coordinator is unable to fulfill his/her role.
  - Fulfill specific roles, as delegated, by the ArlCERT Coordinator.
- Community Outreach and Engagement Liaison: Serve as the primary point of contact between the Community Engagement program of ACEM and ArlCERT team members. This position should be filled by a member other than the ArlCERT Coordinator. Responsibilities include:

- Manage outreach/education and speaking requests from ACEM and encourage trained members of ArlCERT to present at these events.
- Maintain a list of active and trained presenters.
- Work with ACEM, ArlCERT, and community members to set up Ready Arlington events in the community.
- Submit program paperwork to ArlCERT Coordinator quarterly.
- **Neighborhood Team Leader:** Serve as the point of contact for the Neighborhood Team. Responsibilities include:
  - Coordinate, in conjunction with the ArlCERT Coordinator, neighborhood teams, including team meetings, trainings, and activations.

## 2.4 CREDENTIALING

ArlCERT members may be asked at any time to identify themselves as an ArlCERT volunteer member. Active status ArlCERT members will receive an official identification card issued by ArlCERT and ACEM. Any deliberate misuse of this credential may result in dismissal from the ArlCERT program and legal proceedings against that member.

## 3. DEPLOYMENT

### 3.1 DEPLOYMENT AUTHORIZATION

ArlCERT members may deploy (i.e. meeting, training, exercise, activation, etc.) only with the authorization of, and upon request by ACEM. ArlCERT members may be deployed outside of Arlington County boundaries with ACEM’s request and authorization.

Should a member respond to a car accident, assist with a medical or other emergency, etc., without the request of ACEM, he or she would be acting as a Good Samaritan and would not be extended any protections by Arlington County as an ArlCERT member. Further, in such a situation, the individual should not identify as an ArlCERT member, but rather as an individual trained in CPR, First Aid, or other skills.

### 3.2 TYPES OF ACTIVITIES

ACEM may request ArlCERT to assist in the following types of activities. The chart below outlines who is authorized to approve the use of ArlCERT for each activity. All activities are coordinated through ACEM Community Engagement program and recorded in VolunteerHub by the ArlCERT Coordinator.

<b>Activity</b>	<b>Description</b>	<b>Approval</b>
ADMINISTRATION	Provide administrative support to ACEM, ArlCERT programmatic support, attend working groups as a representative of ArlCERT, etc.	ACEM Engagement Program
EXERCISE	Provide support during an exercise in Arlington County.	ACEM Engagement Program
MEETING	Conduct a neighborhood or all-team meeting.	ACEM Engagement Program

MUTUAL AID REQUEST	Provide support to a National Capital Region (NCR) or VA jurisdiction during a no-notice or planned event upon the request of that jurisdiction. OR attend a training/exercise in a NCR/VA jurisdiction upon the invitation of that jurisdiction.	PSCEM Director/Deputy Director/EOC Manager
NO-NOTICE EVENT	Provide support during an emergency event, such as a natural disaster or act of terrorism.	PSCEM Director/Deputy Director/EOC Manager
OUTREACH/ENGAGEMENT	Provide preparedness or ArlCERT recruitment information within the County.	ACEM Engagement Program
PLANNED-EVENT	Provide support to a planned event within Arlington County, such as a race, inauguration, or celebration.	ACEM Engagement Program
TRAINING	Conduct/Participate in a training activity within Arlington County.	ACEM Engagement Program
OTHER	Any other activity that does not meet the above standards.	ACEM Engagement Program/PSCEM Director/Deputy Director, as appropriate

### 3.3 PLANNED EVENTS

ACEM will request ArlCERT support through the ArlCERT Coordinator, or designated representative, for planned events. The ArlCERT Coordinator, or designee, should contact Emergency Support Function (ESF) 17 (Volunteer and Donations Management), or ACEM, as directed, at the start and end of the deployment.

### 3.4 NO-NOTICE/RESPONSE EVENTS

When no-notice events occur, ArlCERT may be requested to provide various forms of support.

- ACEM will notify the ArlCERT Coordinator via Everbridge, phone, text, or email when the EOC will be opening for situational awareness.
- ACEM will provide the ArlCERT Coordinator with unclassified Situation Reports, for situational awareness, throughout the incident.

Should ArlCERT support be needed, ESF 17, the EOC Manager, the Watch Desk, or ACEM staff will notify the ArlCERT Coordinator, or designees via Everbridge, phone, text, or email.

### 3.5 CERT ACTIVATION

The ArlCERT Coordinator, or designee, is the sole point of contact with ACEM during all activations. Neighborhood Team Leaders/ ArlCERT Members should not contact ACEM.

#### 3.3.1 NOTIFICATION

ACEM uses the Volunteer Alert System (VAS), the volunteer alerting system of Everbridge, as the primary volunteer notification system, via SMS, phone, and email alerts. Volunteer information is imported from VolunteerHub routinely. ACEM will provide administrative access to VAS to the ArlCERT Coordinator and other ArlCERT leaders, as designated, for notification, training, and exercise purposes.

- The ArlCERT Coordinator, or designee, maintains primary responsibility for ArlCERT notification through the VAS system.
- The DPSCEM Watch Desk and ACEM maintains secondary and tertiary responsibility for ArlCERT notification through the VAS system.
- If routine communications (phone, text, email, etc.) are unavailable, ACEM will use local media (WERA, WTOP, NBC4, NBC7, NPR) to disseminate activation information to ArlCERT volunteers.

### 3.3.2 ACTIVATION STATUS

The ArlCERT Coordinator, or designee, will be notified of the request for ArlCERT support for planned or no-notice events. Activation information should include:

- Activation Status:
  - Standby – Sent preemptively to notify ArlCERT members assistance *may be* needed within the next 12-24 hours, or to assess ArlCERT availability over the course of upcoming operational shifts.
  - Activation – Request ArlCERT members to report for duty. All ArlCERT members must sign in before beginning any shift.
  - Demobilize – Call for ArlCERT members to terminate activation. All ArlCERT members must sign out with their Team Leader prior to demobilizing.
- Reporting Location
- Time of shift
- On-site Point of Contact
- Assignment
- Position Qualifications (for coordinator or self-screening)
- Uniform requirements
- Safety Information
- Other

### 3.3.3 ACTIVATION PROTOCOLS

- ArlCERT members should always work in pairs while activated.
- No ArlCERT member should serve more than a 12-hour shift in a 24-hour period.
- ArlCERT members must sign in/out of the ICS Form 201 for each shift, and rosters must be maintained in VolunteerHub.

## 4. TRAINING AND EXERCISE

### 4.1 BASIC TRAINING

The CERT Basic Training Course (CBT) follows the nationally established CERT curriculum and is taught by local emergency response/management personnel. It includes eight classes, table-top and team-building exercises, a final exercise, and a practical exam. Areas of training include:

- Disaster Preparedness in Arlington County
- Personal and Family Preparation and Safety

- Recognizing and Treating Life-Threatening and Non-Life-Threatening Emergencies
- Triage and Treatment Area Management
- Incident Command System
- Disaster Psychology
- Fire Safety Techniques
- Team Organization
- Light Search and Rescue Operations
- Terrorism Awareness

The ArlCERT Coordinator is the Primary Instructor for the CBT, and, with coordination with ACEM, ensures content delivery of the program. The ArlCERT Coordinator must have attended the FEMA CERT E0428 CERT Train-the-Trainer and Program Manager courses. ACEM will provide assistance, as requested:

- Administrative Support (securing facilities, photo copies, etc.)
- Instructors from official and unofficial sources
- Other

### **4.2 ADVANCED TRAINING**

ArlCERT provides opportunities for optional advanced training, including training conducted by other jurisdictions, to members throughout the year to enhance operational and response capabilities.

### **4.3 DRILLS AND EXERCISES**

Each year, ArlCERT members participate in at least two notification drills, the Great ShakeOut Drill and the VAStatewide Tornado Drill, to evaluate the capability for activation and response of volunteers through the VAS system, as well as volunteer capacity to support an emergency.

ArlCERT participates in other local, regional and statewide drills and exercises upon the request of ACEM and may also plan and execute internal drills and exercises in coordination with ACEM.

## **5. COMMUNITY OUTREACH AND ENGAGEMENT**

ArlCERT is one of the key methods for engaging community members in emergency preparedness activities. ArlCERT is a program of ACEM, and thus, when members conduct outreach, they are representing both ACEM and ArlCERT.

### **5.1 OUTREACH EVENTS**

ACEM may request ArlCERT to attend community events and fairs to promote community readiness and preparedness. The ArlCERT Community Engagement Liaison also may request permission from the ACEM Community Engagement Manager to coordinate community engagement events; however, ArlCERT may not schedule outreach events independent of ACEM.

- ArlCERT Members agree to represent ACEM and ArlCERT and must act in a professional manner.
- An “Outreach Box” with talking points, literature, and other engagement materials will be available for checkout for events. The Community Engagement Liaison should coordinate

with ACEM regarding the target audience of events so that appropriate materials, such as multi-lingual or age-appropriate materials, can be provided.

- ArlCERT Members should only speak to topics about which they are knowledgeable.
  - If there is any information ArlCERT members are not 100% certain about, they should clarify before commenting, or get contact information from the community member and forward to the Community Engagement Liaison and/or ACEM Community Engagement Manager for follow-up.
  - Questions regarding Arlington County Government, the Department of Public Safety Communications and Emergency Management (and all its divisions) should be referred to the ACEM Community Engagement Manager for follow-up.
- ArlCERT Members should be clearly identifiable as Arlington CERT when conducting community engagement. This includes the ArlCERT ID and ArlCERT logo shirts, vests, and/or hats.

## 5.2 ENGAGEMENT AND EDUCATIONAL PROGRAMS

ACEM has established multiple programs to engage and educate the community. ArlCERT members are critical in extending ACEM's capacity to engage and prepare community members. ACEM engagement and educational programs include, but are not limited to:

- Disaster Relief Trials
- Emergency Chef
- Extreme Event Game
- Great ShakeOut
- HERricane Arlington and The Aftermath
- Prepping Food When the Power's Out
- Until the Help Arrives\*
- VA Tornado Drill

\* See Annex for program guidelines.

## 2.1 EQUIPMENT

### 6.1 ARLCERT UNIFORM

For the duration of all public-facing events (activations, engagement/outreach activities, etc.), ArlCERT members will, at minimum, wear ArlCERT issued logo vests and IDs.

Personal Protective Equipment, such as hardhat, goggles, N95 face masks, nitrile gloves, leather palm gloves, and kneepads should be worn as directed, or as members assess appropriate to the situation based upon their training. Personal clothing appropriate to the situation, such as boots, long sleeve shirts, etc. will be worn as well.

### 6.2 ISSUED EQUIPMENT

Issued Equipment belongs to ArlCERT and is issued to members for their use during ArlCERT activities. All equipment must be signed out from the ArlCERT Coordinator, and returned upon a change of status, for any reason.

### **6.3 ACTIVE STATUS MEMBER EQUIPMENT**

Active Status members are issued the following items:

- ArlCERT backpack
- Vest
- Hardhat
- ArlCERT Identification Card.

### **6.4 EQUIPMENT CACHES**

Four team equipment caches are located at Arlington County Emergency Management, 1400 N. Uhle St, Arlington VA, 22201, and can be requested for use by the ArlCERT Coordinator. Equipment caches must be signed out from ACEM with the following information:

- Name ArlCERT member responsible for materials
- Time/Date removed and anticipated date of return
- Completed inventory checklist

The ArlCERT Coordinator agrees to conduct an annual inventory of the Equipment Caches each January to confirm inventory levels, condition of equipment, and report of damaged or missing equipment to ACEM.

## **7. COMMUNICATIONS**

### **7.1 MEDIA AND PUBLIC SPEAKING**

From time to time, media outlets (including TV, newspaper, radio, blogs, others) may inquire directly to team leadership or members about ArlCERT, a neighborhood team, or team activities. ArlCERT members should use the following guidance:

- In a non-emergency, contact the ArlCERT Coordinator with any interview requests regarding ArlCERT. The ArlCERT Coordinator will coordinate all media inquiries with the ACEM Community Engagement Program and provide the following information:
  - Name of the publication
  - Anticipation date of publication
  - General summary of media request
- The ACEM Community Engagement Program will determine if the inquiry should be managed by ACEM, or if the ArlCERT Coordinator can respond directly.
- During an emergency response, refer all questions from the media to the ACEM Public Information Officer or the ESF 15 Desk (External Affairs) at the Emergency Operations Center.
- There may also be times when ACEM will ask ArlCERT members or leadership to speak to the media to provide information about their activities. Such requests will be coordinated through the ArlCERT Coordinator.

## **7.2 ACEM LOGO AND NAME USE**

Any printed use of the names and logos of Department of Public Safety Communications and Emergency Management (DPSCEM), its divisions and programs must be reviewed and approved by ACEM Community Engagement Manager, or designee, prior to use.

## **7.3 ARLCERT LOGO AND NAME USE**

Any printed use of the ArlCERT logos and names must be approved by the ACEM and the ArlCERT Coordinator.

# **8. DOCUMENTATION**

ACEM must document all ArlCERT activities (administrative activities, meetings, trainings, exercises, outreach/engagement, activations, etc.) for administrative and grant purposes, as well as to benchmark programmatic accomplishments.

## **8.1 VOLUNTEERHUB**

All records must be maintained in VolunteerHub, and must include at least, but not limited to, the following information:

- Name and Description of event
- Date of event
- Address of event
- Roster of Volunteers
- Times in/out of volunteers (volunteer hours)
- Handouts provided

## **8.2 QUARTERLY REPORTS**

The ArlCERT Coordinator is responsible for submitting a report no later than the 5th of the month at the end of each quarter (April 5, July 5, October 5, January 5). If the 5th falls on a weekend or holiday, the report should be submitted on the closest weekday prior to the 5th. Reports are submitted to ACEM via the ACEM SharePoint page.

Quarterly reports submitted include, but are not limited to, the following information:

- Number of volunteers.
- Hours served, types of, and number of volunteers to attend trainings.
- Hours served, types of, populations served, and number of volunteers participating in engagement and outreach activities.
- Hours served, types of activities, and number of volunteers who participated in emergency response and planned activations.
- Hours served, types of activities, and number of volunteers who participated in administrative support activities.

## **8.3 ADDITIONAL REPORTING REQUIREMENTS**

Following ArlCERT activities, ACEM may request additional items to be submitted, including, but limited to:

- ICS Form 201, Hotwash Notes, Post-Event Surveys/Summaries
- Meeting notes
- Training handouts, Trainer Bios

## **9. FUNDING**

Funding of the ArlCERT program is contingent on Urban Area Security Initiative (UASI) grants and the County Board approval of the Adopted Budget on an annual basis. All ArlCERT budgetary requests must be in compliance with adopted Board guidance.

The ArlCERT Coordinator will, on an annual basis, submit a budget request by the end of May to the Community Engagement Manager for the next fiscal year, including anticipated expenses for operations, training, and equipment. ACEM will review and meet budget requests, to the best of the division's financial ability, based upon departmental priorities and resources.

## **10. SOG REVIEW AND UPDATE**

This document will be reviewed and updated by ACEM, as appropriate, at least every three (3) years.

## **APPENDIXES**

**APPENDIX A: UNTIL HELP ARRIVES STANDARD OPERATING GUIDELINES**

**APPENDIX B: ARLINGTON CERT EQUIPMENT CACHE**

## **APPENDIX A: UNTIL HELP ARRIVES STANDARD OPERATING GUIDELINES**

### **1. OVERVIEW**

Citizens play a critical role in saving lives in the minutes following any intentional violence or terrorist attack. **Until Help Arrives** provides the training to recognize and respond safely to acts of violence and other emergencies.

### **2. TYPES OF CLASSES**

ACEM, in collaboration with the ACFD, offers Until Help Arrives to two different audiences, internal classes targeting Arlington County employees, and external classes targeting community members.

#### **2.2 ARLINGTON COUNTY EMPLOYEE CLASSES**

Internal classes are offered to employees of the Arlington County government system, including Arlington Public Schools.

- ACEM and ACFD lead all internal classes targeting county staff.
- ArlCERT may serve as Assistant Instructors in support of internal classes.

#### **2.3 ARLINGTON COUNTY COMMUNITY CLASSES**

External classes are offered to community members, as well as faith based and community groups, such as civic associations and citizen groups.

ACEM and ACFD may lead classes targeting key community groups, however, ArlCERT may lead most classes offered to the community.

### **3. OPERATIONS**

#### **3.1 PROTOCOLS**

UHA provides participants with training in critical life-saving skills, and thus it is imperative that course standards are maintained. The following protocols must be employed by ArlCERT when conducting a community UHA class:

- Maximum class size is 30 participants.
- The maximum student to instructor ratio is 6:1 (including Assistant Instructors).
- Any changes to the UHA curriculum must be approved by ACEM.
- ACEM/ACFD may audit classes at any time, without warning.

#### **3.2 INSTRUCTORS**

- ArlCERT members may serve as Assistant or Lead Instructors for the Until Help Arrives program targeting community members.
- Train-the-Trainer: All Lead Instructors must successfully complete the two-day UHA Train-the-Trainer course, offered through the National Capital Region High-Threat Unit, or other comparable training program approved by ACEM.

- Lead Instructors: Conduct UHA training and are responsible for ensuring course content is successfully delivered. Lead Instructors must have served as an Assistant Instructor at least twice and have successfully completed the UHA Train-the-Trainer course.
- Assistant Instructors: Assist in the hands-on portion of the class to ensure student technique is correct. Prior to serving as an Assistant Instructor, members must maintain Active status, have successfully completed the UHA training, and have completed a skills session with a UHA Lead Instructor.

### 3.3 SCHEDULING AND COURSE REGISTRATION

UHA is managed by ACEM; all course scheduling and registration should be directed to the ACEM Community Engagement Manager.

#### 3.3.1 UHA CLASS SCHEDULING

A schedule of upcoming UHA classes, as well as a form and additional information to request a course can be found on the ReadyArlington.com website. ACEM will schedule all UHA classes offered to the community. ArlCERT members should direct community members to ReadyArlington.com to request a class or register for an upcoming class. ArlCERT **members should NOT schedule any UHA courses.**

ACEM:

- Will coordinate dates, times, and facilities, as needed with the ArlCERT UHA Team Lead

The ArlCERT UHA Team Lead:

- Is responsible for scheduling qualified Lead and Assistant Instructors from the ArlCERT instructor cadre.
- Will submit the Instructor roster to ACEM Community Engagement Manager no less than one week prior to class.
- Will notify ACEM no less than one week prior to class if qualified instructors are unavailable.

#### 3.3.2 UHA REGISTRATION

Registration for UHA classes offered to the public will be hosted on the ReadyArlington.com website. ACEM will be responsible for all communication with participants. If there is any information to be included in the follow-up email resulting from class questions, the Lead Instructor must send it to the ACEM Community Engagement Manager within 24 hours of the course.

ArlCERT is welcome, and encouraged, to help promote upcoming courses through their internal and external communications, such as newsletters, websites, social media, etc.

Some community and/or faith-based groups who are hosting an UHA training may use an internal registration for their members, rather than use ACEM's registration process. In this case, ACEM may not maintain the registration list or promote the course on its website.

ACEM will provide the Lead Instructor the following registration information:

- Number of confirmed participants one week prior to the course. Note: registration for UHA typically closes the day before the actual class, so registration numbers may fluctuate.
- Final Roster (Sign-In Sheet)

### **3.4 CLASS MATERIALS**

ACEM maintains and will provide the course materials necessary for ArlCERT to conduct the UHA training. Materials can be checked out before, and returned, after each class.

#### **3.4.1 PRINTED MATERIALS**

ACEM will provide the following printed materials:

- Student Manual
- Participant Sign-In
- Participant Feedback

#### **3.4.2 ELECTRONIC MATERIALS**

ACEM will provide the following electronic class materials to UHA instructors who successfully complete the UHA Train-the-Trainer program:

- Presentation, PPT
- Instructor Guide

#### **3.4.3 UHA TRAINING KITS**

ACEM will maintain two UHA training kits that can be signed out for UHA classes. ArlCERT members must complete the inventory list each time the training kit is used and notify ACEM of any items that are missing or need to be replaced.

The UHA Training Kit includes:

- Tourniquets (20)
- Ace bandages (20)
- Gauze Roll (10)
- Foam Roller (2)

## **4. DOCUMENTATION**

Records for Lead/Assistant Instructors must be maintained in VolunteerHub. Additionally, the following records must be returned to ACEM within 48 hours of a UHA class:

- Completed Participant Sign-In Sheet
- Completed Instructor Sign-In Sheet
- Completed Participation Feedback Forms
- Participant Certificates of Completion for prerequisite training
- UHA Training Kit and Inventory List
- Unused Student Manuals

## APPENDIX B: ARLINGTON CERT EQUIPMENT CACHE

<b>Location of Box</b>	1400 N. Uhle St, Suite 300 Arlington, VA 22201
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### TRIAGE AND TREATMENT

Item Description	Quantity	CERT ID#/Name
Triage tape (set = one roll each of red, green, black and yellow)	4 sets	
Triage tape strap/holder	1	
Triage tarps (plastic tablecloths)	1/triage color	
N95 masks	5	
Safety glasses (UVEX Astrospec 3000)	2 pair	
Safety goggles (V-Maxx; wear over regular glasses)	2 pair	
Nitrile gloves (100/box; size large)	1 box	
Triage shears	2	
Abdominal pads		
4x4" compresses	200	
2x2" compresses	200	
triangular bandages	12	
H-bandages	6	
Sam Splint (36")	2	
4" roll gauze (4 foot rolls)	12	
3" roll gauze (75" rolls)	12	
Coflex	one roll	
Cold packs	5	
TQS Met-Gen III Tourniquet (must return after use)	2 to be added	
Bio bags for hazmat trash	small roll	

**GENERAL SAFETY**

Item Description	Quantity	CERT ID#/Name
Green hard hat	1	
Reflective vests	10	
Canvas/leather gloves – size large	3 pair	
Caution/Do Not Enter Tape (1000'rolls)	6	
4-in-1 emergency tools	2	
Rain ponchos	5	
Reflective emergency blankets	12	
Hand and body warmers		
AM/FM radio with batteries	1	
Fluorescent orange spray paint	1 can	
12-hour glow sticks	15	
Eight function warning light/flare	1	
"Puck" light for inside box lid	2	
Tarp – 12x16' all purpose	1	
Tarp – 8x10' heavy duty reversible	1	
Terrycloth towels (white)	4	
Gorilla tape – 2" and 1"	1 roll of each	
Heavy duty drum liner trash bags (black) -- 16/roll	1 roll	
Clear drum liners – 30/roll	1 roll	
Collapsible 5 gallon water container	1	
White plastic shower curtain (weatherproof signs, tarp?)	1	
Wooden clothes pins	24	
2" heavy duty spring clasp	2	
Builders crayons	2	
Truck rope	1	

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**COMMUNICATION AND OFFICE SUPPLIES**

Item Description	Quantity	CERT ID#/Name
Rite-in-the-Rain CERT Field Operating Guide	1	
Clipboard	1	
Sharpie markers – regular and king size	10	
Pens, pencils, pads, binder clips, ruler, post-it notes, etc.	assortment	
Expanding file (for forms)	1	
Fluorescent green poster board	4 sheets	
Rain ponchos	5	
Incident Command Board	to be added	
Hand and body warmers		
AM/FM radio with batteries	1	
Fluorescent orange spray paint	1 can	
12-hour glow sticks	15	
Eight function warning light/flare	1	
“Puck” light for inside box lid	2	

**OTHER**

Item Description	Quantity	CERT ID#/Name

