



Antelope Valley C.E.R.T. OPERATIONAL GUIDE

*“Do the greatest good for the
greatest number of people.”*

Antelope Valley Community Emergency Response Team (AV CERT)



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 and it confirmed the need for training civilians to meet their immediate needs. The training program 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 believing them applicable to all hazards. CERT provides immediate assistance to victims in their area, organizes spontaneous volunteers who have not had the training, and collects disaster intelligence that will assist professional responders with prioritization and allocation of resources following a disaster.

President George W. Bush called for the initiation of community based programs to prepare our citizens for natural and man-made disasters and in doing so; he created the Citizen's Corps, under which the CERT Program is now managed.

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Mission

***“DO THE GREATEST GOOD FOR THE
GREATEST NUMBER OF PEOPLE”***

Mission Statement:

The Antelope Valley Community Emergency Response Team (AVCERT) is comprised of community based volunteer citizens trained in basic life safety and emergency preparedness skills based on the FEMA curriculum, to provide rapid and safe care for individuals in the event of a major incident or large scale disaster until professional assistance is rendered.

Philosophy:

Emergency responders may not be immediately available in the event of a catastrophic incident; CERT members can make a difference through the implementation of CERT Policies and Procedures. Essential to this implementation is citizen commitment with an emphasis on training, participation, coordination and communication.

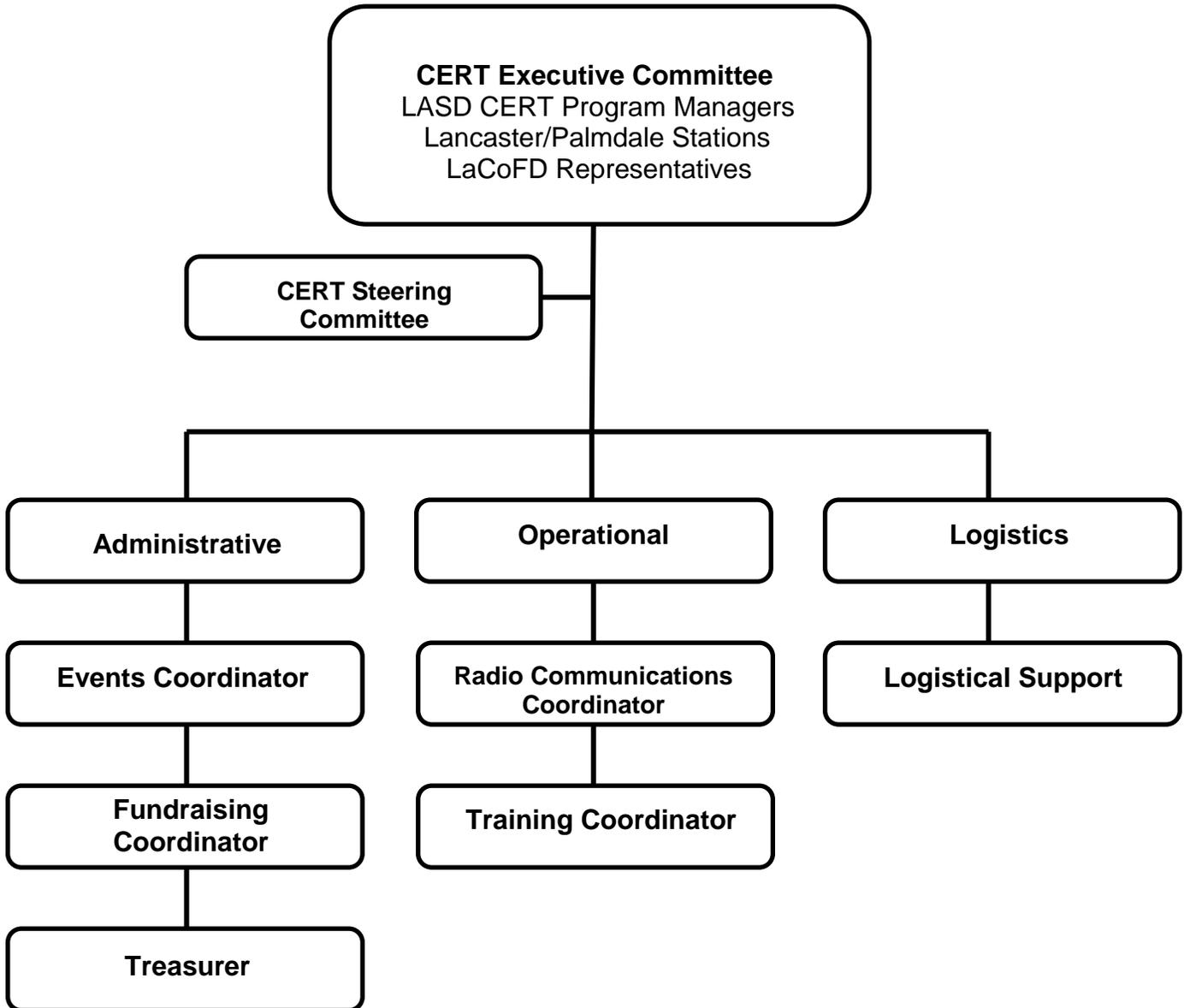
CERT members are not intended to replace emergency responders but to provide basic care, stabilization and information until emergency responders can arrive on scene.

Mission Duties:

The Antelope Valley Community Emergency Response Team will focus on public education and training in order to increase the emergency preparedness of all residents in the community by:

- Informing and educating others about disaster preparedness;
- Maintaining CERT qualifications through provided training and refresher classes;
- Offer advanced training opportunities in areas such as Emergency Medical Responder (EMR), Amateur Radio licensing, Red Cross Shelter Training, Traffic Control etc.
- Assisting public safety agencies and local organizations with preparedness events;
- Participating in community outreach opportunities;
- Responding to local disasters in accordance with CERT protocols;
- Supporting emergency responders upon their arrival or request;
- Assisting agencies in managing spontaneous volunteers at a disaster site.

Logistical/Business Structure



Events Coordinator

Events Coordinator Qualifications:

- Minimum 1 year active CERT member
- Recommended by CERT Steering Committee
- Approved by CERT Executive Committee
- Have good communication skills
- Able to coordinate details with CERT leadership
- Strong record-keeping skills

Events Coordinator Duties:

- Confirm the parameters for each proposed CERT event
 - Assist or ensure the requesting party's Event Request form is complete
 - Verify the event contact person's name & phone number as a **minimum**
 - Verify the requested calendar date/times for each event
 - Check on requested CERT member staffing requirements
 - See that support needs are detailed (Trailer, handouts, shade, chairs/tables etc.)
- Provide details of event to CERT Area Commanders
- Ensure the CERT events are "approved" prior to requesting update of CERT website calendar
- Maintain CERT event logbook
- Coordinate with CERT Logistics regarding materials and equipment needed
- Assists Training Coordinators with locating venues for training events
- Coordinates registration details with event POC
 - Ensures preplanned sign-in forms created to support each event
 - Coordinates number of CERT staff requested to support a given event

Fundraising Coordinator

Fundraising Coordinator Qualifications:

- Active member of Antelope Valley CERT
- Recommended by CERT Steering Committee
- Approved by CERT Executive Committee
- Able to research, plan, organize, promote, implement, and evaluate all activities and duties that are a part of Fundraising.
- Creative

Fundraising Coordinator Duties:

- Research and field fundraising ideas.
- Work with Event Coordinator to secure a date and venue for the event.
- Plan and implement promotion of the event.
- Utilize community resources to promote the event.
- Attend Steering Committee meeting each month with short report.
- Oversee activities the day of the fundraiser.
- Evaluate the results of the event.
- Coordinates volunteers to work the event

Treasurer

Treasurer Qualifications:

- Two years active CERT team experience
- Recommended by CERT Steering Committee
- Approved by CERT Executive Committee
- Current LASD CERT Volunteer or VOP
- Completion of ICS 100.b
- Able to maintain financial records
- Good communication skills

Treasurer Duties:

- Financial record keeping and monthly reporting done by the treasurer and a copy given to the secretary so the information is included in the steering committee meeting minutes.
- Setup appropriate systems for bookkeeping, payments & petty cash, keeping them neat and in order.
- Retrieving relevant documentation
- Understand the financial position of the organization
- Work closely with other members of the Steering Committee to safeguard the organization's finances.
- Ensure everyone handling money keeps proper records and documentation
- Ensure the organization makes efficient use of resources, in particular that all monies are applied to its objects, agreed plans and budgets

Radio Communication Coordinator

Communication Coordinator Qualifications:

- Current valid FCC Amateur Radio Operator License
- Recommended by CERT Steering Committee
- Approved by CERT Executive Committee
- Current LASD CERT Volunteer
- Completion of ICS 100, 200 and 700
- Two years active CERT Team experience

Communication Coordinator Duties:

- Create and maintain an effective Radio Communications plan at all Levels
- Maintain a liaison with DCS and ARES
- Maintain a rapport with Lake's and Valley's CERT leadership regarding the communications repeater
- Establish top echelon Radio Communications for drills, events and real time situations
- Coordinates with Steering committee and Area Commanders regarding Radio events
- Attend monthly Steering committee meeting or send a designee
- Provide updates and revisions to CERT Operation guide and CERT Website
- Promote and encourage Antelope Valley communities to establish community Radio Net's using all forms of radio communications

Training Coordinator(s)

Training Coordinator Qualifications:

- Two years active CERT Team experience
- Recommended by CERT Steering Committee
- Approved by CERT Executive Committee
- Current LASD CERT Volunteer
- Completion of ICS 100.b and 200.b
- Recommend CERT Train the Trainer Course
- Recommend Amateur Radio Operator License
- Recommend CERT Program Manager Course

Training Coordinator Duties:

- Resource training materials and standardize skill checklists to enhance team training meetings
- Maintain AV CERT Training Calendar
- Coordinate 2-4 valley-wide refresher/exercise trainings per year
- Coordinate advanced training classes (i.e., 1st Aid, CPR, Shelter, Emergency Responder and amateur radio) classes. Maintain records of training attendees
- Coordinate 8-10 CERT Basic Level classes per year to include specialized classes for Spanish, Special Needs and Teen CERT. Coordinate with LACoFD regarding instructors; Event Coordinator regarding venue/hospitality; and logistics regarding supplies and equipment.
- Coordinate AV CERT training/exercises with Cities of Lancaster and Palmdale, County of Los Angeles agencies, AV Hospital representatives and other agencies as required.
- Coordinates with Executive Committee, Steering Committee and Area Commanders regarding training requests and recommendations

Logistics Coordinator

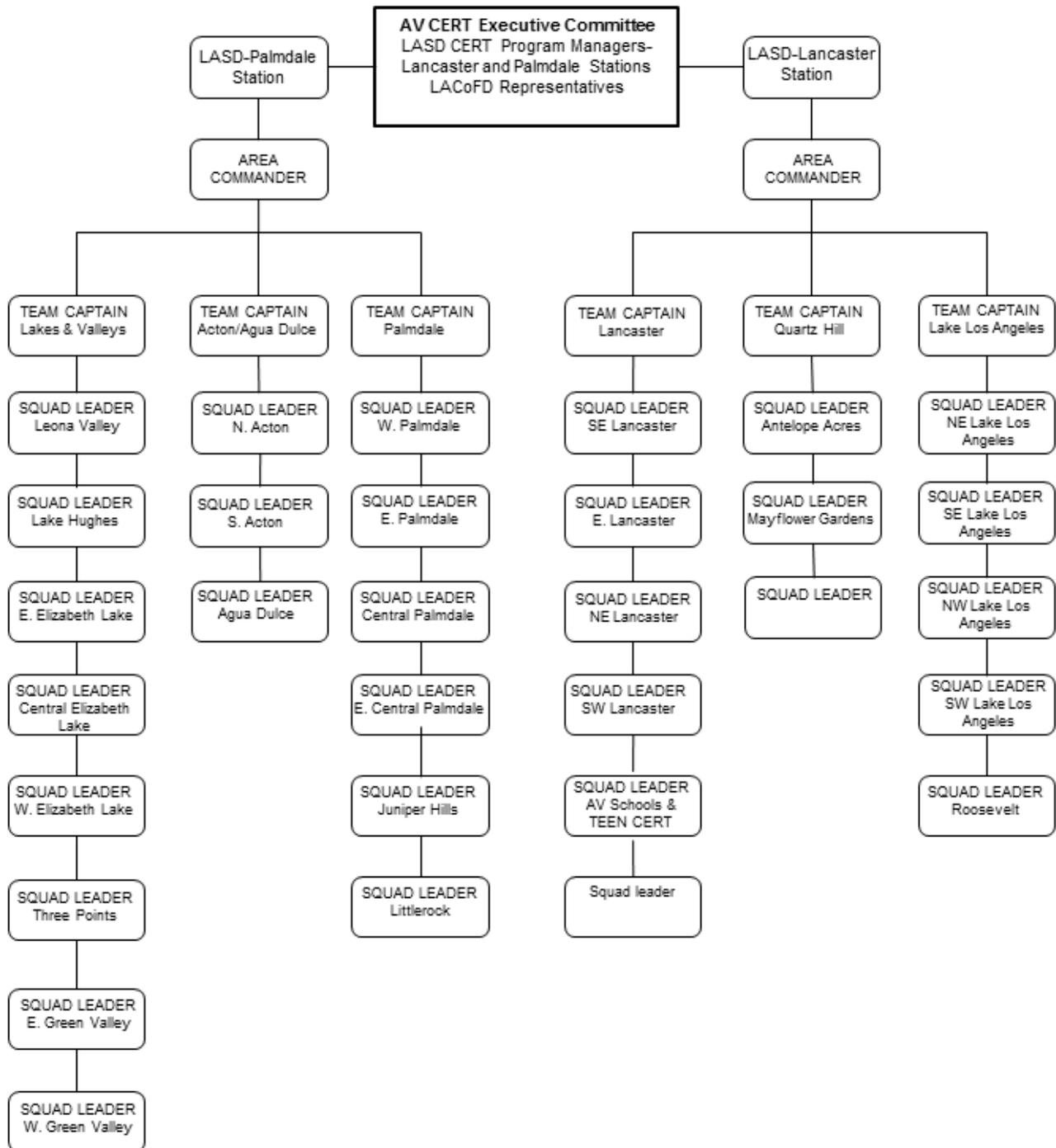
Logistics Qualifications:

- Two years active CERT team experience
- Recommended by CERT Steering Committee
- Approved by CERT Executive Committee
- Current LASD CERT Volunteer or VOP
- Completion of IS 100b, IS 200b
- Proficient in the Incident Command System (ICS)
- Able to maintain records of supplies on hand and that need to be ordered
- Good communication skills

Logistics Coordinator Duties:

- Setup a record keeping system of supplies on hand and report to the Steering Committee monthly
- Setup a system for requesting supplies and the trailer for CERT class's, CERT events
- Work with Events Coordinator, Fundraising Coordinator and Training Coordinator on getting supplies to events
- Work closely with all members of the Steering Committee

Command Structure



Area Commander

Area Commander Qualifications:

- Live in the assigned area of responsibility.
- Work in the Antelope Valley.
- Recommended by CERT Steering Committee.
- Approved by the CERT Executive Committee.
- Current LASD “CERT Volunteer”.
- Leadership Development Skills Class or equivalent training.
- Current First Aid & CPR/AED certification.
- Completion of LASD Radio Procedures training or equivalent training.
- Completion of LASD Emergency Vehicle Operations Course (EVOC) or equivalent training.
- Completion of FEMA ICS 100.b & 200.b.
- Must have served as a Team Captain or have equivalent experience.
- Recommend FEMA ICS 775 (EOC Management and Operations).
- Recommend Amateur Radio operator license.
- Have knowledge of Disaster Communications Services (DCS) and/or Amateur Radio Emergency Services (ARES) and how they relate to AV CERT.

Area Commander Duties:

- Train and prepare backup leadership.
- Attend monthly Steering Committee meetings or send a designee.
- Work on advanced plans with assigned Team Captains to include:
 - Pre-designate CERT member rally point(s),
 - Establish alternative communications (Amateur radio, FRS, runners),
 - Maintain contact with Team Captains,
 - Meet at least quarterly with Team Captains,
 - Maintain relationship with neighborhood Fire Stations.
- In a disaster, proceed to the LACoFD, LASD or CERT designated management location:
 - Set up communications with assigned Team Captains,
 - Assess availability and resources of CERT members,
 - Relay information from or to the Incident Command Post.
- Attend at least two CERT refresher drills annually.

Team Captain

Team Captain Qualifications:

- Live in the assigned area of responsibility.
- Recommended by CERT Steering Committee.
- Approved by the CERT Executive Committee.
- Current LASD “CERT Volunteer”.
- Leadership Development Skills Class or equivalent training.
- Current First Aid & CPR/AED Certification.
- Completion of LASD Radio Procedures training or equivalent training.
- Completion of LASD Emergency Vehicle Operations Course (EVOC) or equivalent training.
- Completion of FEMA ICS 100.b & 200.b.
- Must have served as a Squad Leader or have equivalent experience.
- Recommend IS-775 (EOC Management and Operations).
- Recommend Amateur Radio operator license.
- Have knowledge of Disaster Communications Services (DCS) and/or Amateur Radio Emergency Services (ARES) and how they relate to AV CERT.

Team Captain Duties:

- Train and prepare backup leadership.
- Attend monthly Steering Committee meetings or send a representative.
- Work on plans with assigned Area Commander and Squad Leaders to include:
 - Maintain a current list of their team members,
 - Pre-designate neighborhood rally point(s),
 - Establish alternative communications (Amateur Radio, FRS, runners),
 - Assign a communications operator,
 - Schedule monthly meetings with Squad Leaders and Squads,
 - Maintain relationship with the neighborhood Fire Stations.
- In the event of a disaster:
 - Contact Squad Leaders, activate their Squads and meet at assigned rally point(s),
 - Team Captains, or designee, is/are charged with signing-in all members.
- Attend at least two CERT refreshers annually and other community-based drills.

Squad Leaders

Squad Leader Qualifications:

- Live in the area of assigned responsibility.
- Assigned by a Team Captain.
- Current LASD “CERT Volunteer”.
- Attend Leadership Development Skills Class or equivalent training.
- Completion of FEMA ICS 100.b & 200.b.
- Current First Aid & CPR/AED Certification.
- Recommend Amateur Radio operator license.

Squad Leader Duties:

- Responsible for the Squad’s safety:
 - Members shall have proper personal protective equipment.
- Execute instructions and assignments from the Team Captain or Area Commander:
 - Keeping Team Captains informed,
 - Accountable for squad members and observance of CERT policies,
 - Completion of the assignment.
- Train backup leadership.
- Attend at least two CERT Refresher drills annually.

Geographic Area Assignments and Communities Served

AV CERT covers a huge geographical area and serves all areas of Los Angeles County north from the communities of Agua Dulce and Acton as shown in the map below:



Boundaries:

North: Kern County Line
East: San Bernardino County Line
West: 280th Street West
South: North face of San Gabriel Mountains East of Hwy 14, North face of Sierra Pelona Mountains

This geographical area has been divided into two Area Command regions:

1. LASD Lancaster Station Cities and Communities
2. LASD Palmdale Station Cities and Communities

LASD Palmdale Station Cities and Communities

The LASD Palmdale Station Area Command is comprised of an Area Commander and multiple Team Captains. Areas served are the communities of: Acton, Agua Dulce, Fairmont, Green Valley, Holiday Valley, Juniper Hills, Lake Elizabeth, Lake Hughes, Leona Valley, Littlerock, Llano, Neenach, Palmdale, Pearblossom, Three Points, Tweedy Lake and unincorporated areas and are divided as follows:

Boundaries:

North: Kern County Line
South: Sierra Pelona Mountains
East: San Bernardino County Line
West: 280th Street West

Acton / Agua Dulce Team:



The Acton/Agua Dulce Team is assigned a Team Captain. Areas served are the communities of Acton and Agua Dulce.

Boundaries:

North: Sierra Pelona Fire Road
South: Soledad Canyon Road
East: Palmdale City Boundary
West: Sierra Hwy / Davenport Rd

Lakes and Valleys Team

The Lakes and Valleys Area Team is assigned a Team Captain. Areas served are the communities of: Fairmont, Green Valley, Holiday Valley, Lake Elizabeth, Lake Hughes, Leona Valley, Neenach, Three Points, Tweedy Lake and unincorporated areas.

Boundaries:

North: Kern County Line
South: Sierra Pelona Mountains
East: 110th Street W along Ave M, 60th Street West
West: 280th Street West



Palmdale Team:



The Palmdale Team is assigned a Team Captain. Areas served are Llano, Juniper Hills, Little Rock, Palmdale, Pearblossom, and some unincorporated areas.

Boundaries:

- North: Avenue L
- South: North-side Sierra Pelona Ridge
- East: San Bernardino County Line
- West: Palmdale City Limit Line

Lancaster Station Cities and Communities

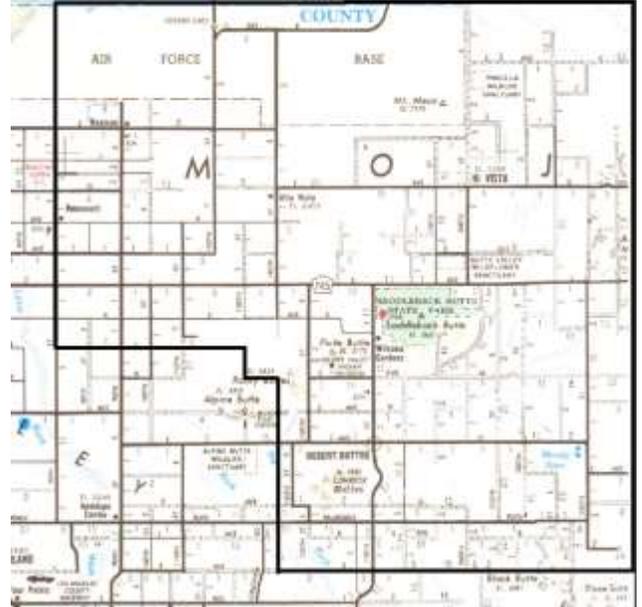
The Area Command for the Lancaster Station cities and communities is comprised of an Area Commander and multiple Team Captains. Areas served are divided as follows:

Lake Los Angeles Team:

The Lake Los Angeles Team is assigned a Team Captain. Areas served are the communities of Hi- Vista, Lake Los Angeles, Roosevelt and other unincorporated areas.

Boundaries:

North: Kern County Line
South: Ave S
East: San Bernardino County Line
West: 70th East & 140th Street East



Lancaster Team:

The Lancaster Team is assigned a Team Captain. Areas served are the main portions of the City of Lancaster, and some unincorporated areas.

Boundaries:

North: Kern County Line
South: Avenue M
East: 70th Street East
West: 40th Street West



Quartz Hill Team:

The Quartz Hill Team is assigned a Team Captain. Areas served are the communities of Antelope Acres, Del Sur, some portions of the city of Lancaster, Quartz Hill, and some unincorporated areas.

Boundaries:

North: Kern County Line
South: Avenue M
East: 40th Street West
West: 110th Street West



Emergency Communications Plan

When normal communications fail, this provides an alternative plan.

Radios:

Types of radios and frequencies should be pre-established and tested regularly. All established frequencies and channels should be documented and shared with CERT members, Law Enforcement, City EOC's and local Red Cross.

The Grass Mountain CERT Repeater is owned, maintained and operated by the Lakes and Valleys CERT Leadership. The CERT repeater's purpose is to provide VHF/UHF radio communications for the Lakes and Valleys residents in addition to CERT radio communications Antelope Valley wide. The CERT Repeater will be used exclusively by CERT in event of Homeland Disasters and Training events. Questions regarding the Repeater will be directed to Lakes and Valleys CERT Leadership.

Family Radio Service (FRS) Radio:

FRS radios are the most common radio for CERT members and will be used for CERT leadership communications and local team interaction. This communications plan will use the Motorola FRS channel and tone numbering convention. FRS radios do not require a Federal Communication Commission (FCC) license and allow members effective short range radio communications.

Amateur Radios (HAM):

Local Amateur Radio clubs are a good source for network information. These include:

- Antelope Valley Amateur Radio Club (AVARC),
- Amateur Radio Emergency Service (ARES).

CERT Amateur Radio:

- Primary contact frequency: 147.645 (-) pl 100 (repeater),
- Alternate contact frequency 145.510 simplex,
- ARES/CERT contact frequency 145.585 simplex.

L.A. County Disaster Communications Service (DCS):

- Primary DCS command frequency 147.645 (-) PL 100 (repeater),
- Alternate contact frequency 145.585 simplex.

A CERT Team's amateur radio operator will communicate with Unified Command Net Operations using the primary frequency. DCS will liaison between Fire, Sheriff and CERT. ARES will liaison between CERT Area Commanders and medical support services including the Red Cross. ARES and CERT have agreed on sharing frequency 145.585 simplex.

Area Commanders: (LASD radio, Amateur Radio & FRS)

- LASD radio or Amateur Radio and FRS frequencies that have been pre-assigned. These will likely have repeaters with battery backup, will be monitored by DCS and have the range needed to communicate with Team Captains.

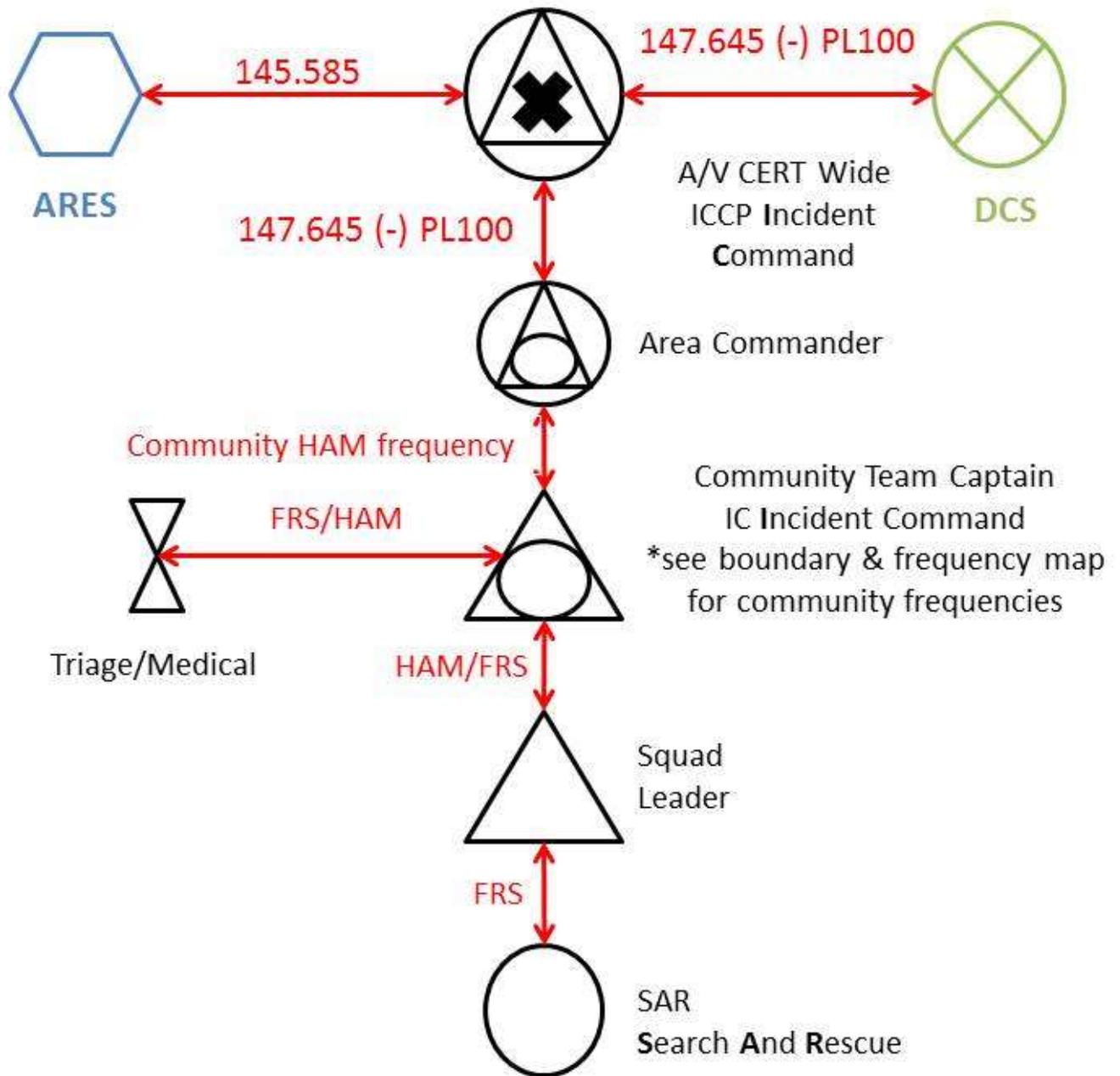
Team Captains: (Amateur Radio & FRS)

- Use Amateur Radio and FRS to communicate with Area Commander and Squad Leaders.

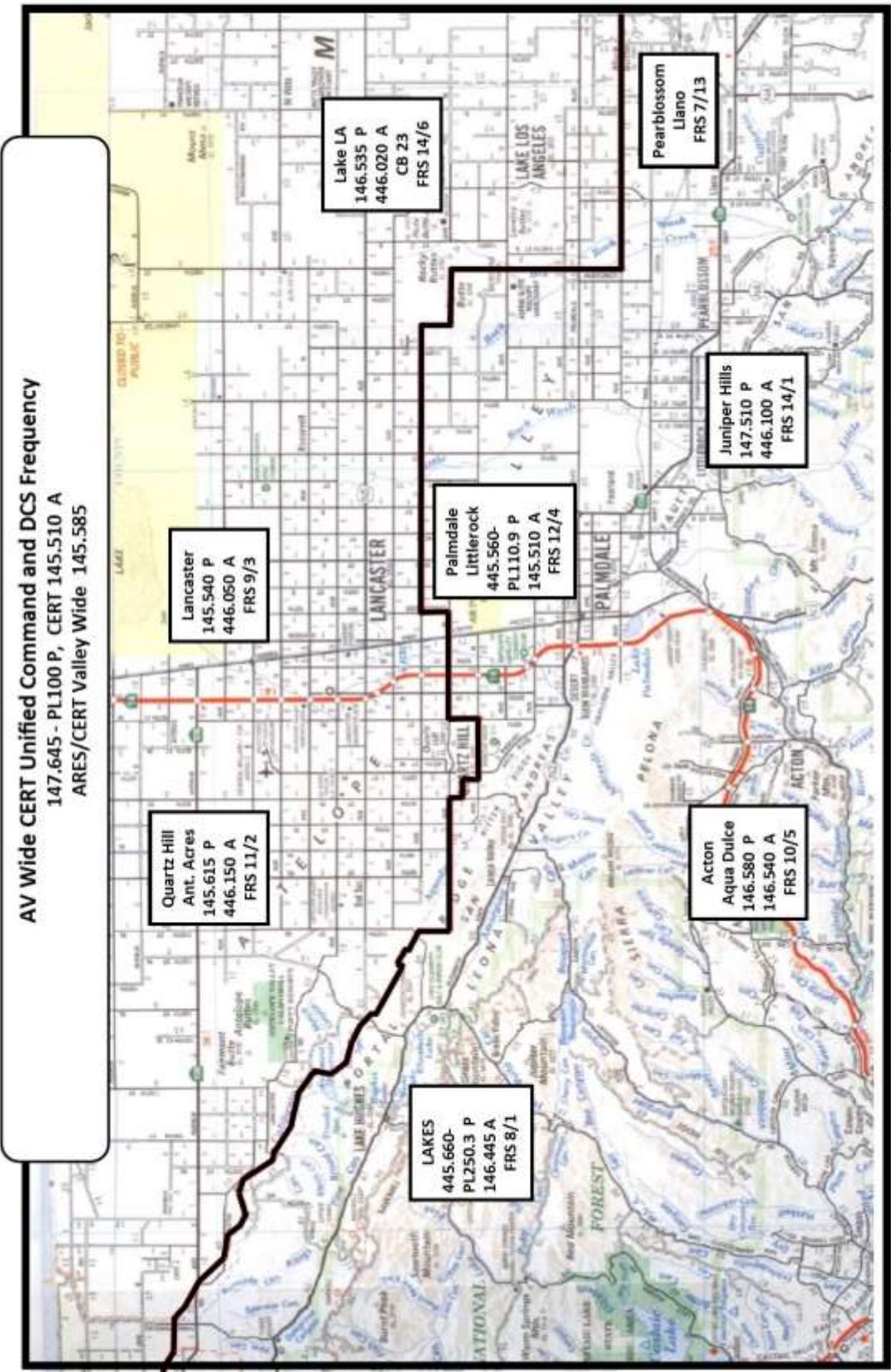
Squad Leaders: (Amateur Radio & FRS)

- FRS radios may not interfere with other FRS communications across the valley; this would allow the same channels to be duplicated without cross communication.

Squads: (FRS)



CERT Radio Communication flow



RMS Gateway
 145.630 KE6RHY-10 (Palmdale)

REV 10/18/17

Policies and Procedures

Code of Conduct

CERT members represent the program to new members, the public and those who receive services. All members are expected to comply with the following Code of Conduct:

1. CERT members are trained to function as an extension of the Los Angeles County Sheriff Department (LASD), Los Angeles County Fire Department (LACoFD), City of Lancaster and City of Palmdale response to a catastrophic disaster or when directed by emergency service officials;
2. Stay within the scope of CERT training;
3. Confine actions to physical resources and safety limitations;
4. Conduct should be professional, appropriate and responsible at all times. Avoid inappropriate behavior. Such behavior includes, but is not limited to the following:
 - a. Offensive or profane language or gestures.
 - b. Public criticism of a CERT team member, leadership or CERT program.
 - c. Jeopardizing another member's safety.
5. Do not respond or report for duty while under the influence of alcohol, drugs or impairing medications;
6. Do not carry firearms or other weapons during CERT activities;
7. Obey all traffic laws when operating as CERT;
8. Treat everyone with respect and courtesy, recognizing diversity of members and those assisted by CERT;
9. Respect the privacy of all persons by keeping private and personal information confidential;
10. Direct anyone looking for "official" statements to the incident Public Information Officer;
11. Keep leadership informed of any progress or concerns while carrying out assigned tasks;
12. All donations shall be directed or reported to the Steering Committee through the chain of command;
13. Do not use your participation in the CERT program for any political or religious agenda.

AV CERT is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations.

Serious violations of this Code of Conduct may result in member's removal from an incident and their actions reviewed by the Steering Committee and Executive Committee.

Policies and Procedures

Activation Procedures

CERT members shall follow this policy and the Code of Conduct when operating as CERT.

During a disaster, CERT members always start operating wherever they are. No official activation is required, nor should any be expected during the initial minutes or hours following a sudden widespread regional disaster (i.e. earthquake, storm, wildland fire or terrorism event). Members should take care of themselves first and then address needs of family, co-workers, by-standers and/or immediate neighbors. The limits of this localized involvement should be confined to the personal safety of the CERT member and their capability. Focus should include basic search & rescue efforts, securing utilities, establishing treatment areas for injured individuals, setting up basic shelter and establishing local communications. If emergencies are encountered 9-1-1 shall be notified.

After taking care of the above items, Area Commanders, Team Captains and Squad Leaders can begin setting up and tracking squads for specific tasks, organizing detailed search and rescue efforts, documenting issues of community concern and hazards, establishing communication links to other CERT members up and down the chain of command and assisting first responders as directed. This maximized level of CERT response will require: tracking forms, designated communications individual(s), runners, and other logistical support.

Area Commanders should have a pre-designated area command site: a local or regional fire station, sheriff station, Incident Command Post (ICP) or city hall Emergency Operations Center (EOC) should be considered. In the event of a wide spread disaster where communications are compromised, a runner should be sent to relay information to the Area Commanders at the area command site.

All official team member activation and major distribution of CERT members from one community to another will be initiated by the Los Angeles County Sheriff or Los Angeles County Fire Department. Notification will come to the Area Commanders and/or Team Captains via cell or landline telephone, Amateur or FRS radio, local public radio broadcasting or face-to-face.

LA County Sheriff-Palmdale Station.

LA County Sheriff-Lancaster Station.

LA County Fire Department.

AV CERT Web Site www.antelopevalleycert.com

Policies and Procedures Membership Categories

The membership of AV CERT is comprised of volunteers from the community who are over the age of eighteen (18), or age sixteen (16) if accompanied by a parent or legal guardian, and have successfully completed the required FEMA-based CERT training. **Parent/legal guardian must accompany minors participating in any activity.**

There are three basic categories of CERT membership.

Category 1	Category 2	Category 3
Completion of FEMA-based 20 hour course		
Information Only	Contactable	
	Ongoing training goals	
	Membership Card indicating team affiliation	
	Available for local utilization	Available for local and state DSW utilization
	Squad members	Leadership training path
		LASD volunteers, Live Scan & background check

Category 1: Members completing the initial 20-hour course to better understand, prepare for, and respond to disasters in their own surroundings, but do not desire ongoing training or team participation. These members benefit the community by being better able to respond and take care of themselves should an emergency arise.

Category 2: Members desiring further participation and training in the CERT program who are interested in responding with other team members and working as squad members. CERT leadership will maintain ongoing contact with these individuals.

Category 3: Members having completed the highest levels of training, certification, background checks, and maintaining these strict requirements. These members regularly assist with training and managing the CERT program in close cooperation with LASD and LACoFD leadership.

- Category 2 and Category 3 members may be issued a Membership Card indicating their team affiliation. Active status is maintained by attending regular CERT drills, meetings and refreshers throughout the year, totaling 24 hours annually.
- Category 3 members are required to complete an application and become LASD Sheriff CERT volunteers “in good standing” in accordance with existing Sheriff Department Policies and Procedures governing department volunteers (including Live Scan & background check).

Policies and Procedures Training Levels

All CERT members must have completed Level I training. CERT Level II & III training courses, indicated below, are recommended but not required for participation in the CERT program.

Training levels do not establish membership categories, but will develop vital skills. Some of the courses listed are required for AVCERT leadership positions.

CERT Level	Hours	Course	Total Hours
I (Basic)	20	FEMA-based Basic CERT Course	20
II (Intermediate)	20	Completion of FEMA-based CERT Course	39+
	3.0	Disaster Cycle Services: An Overview [Online ID:03606936 or classroom] American Red Cross	
	1	Mass Care: An Overview [Online ID: 02327411 or classroom] American Red Cross	
	3	Shelter Fundamentals (Online ID: 01936094 or classroom) American Red Cross	
	5	Shelter Fundamentals Exercise (Classroom) American Red Cross	
	7.5	Standard First Aid with CPR/AED – Adult plus CPR - Child and Infant [OR Standard First Aid with CPR/AED–Adult]	
III (Advanced)	39+	Completion of training levels I and II	89+
	50.0+	Emergency Medical Response Advanced First Aid - American Red Cross [OR EMT training]	

American Red Cross course registrations: <https://embarc-learning.sabacloud.com/Saba/> Location of classes: CA-Palmdale Class titles changed to reflect current courses. (May 25, 2016)

Policies and Procedures

Antelope Valley CERT Booth Staffing Policy

Antelope Valley CERT [AVCERT] will staff a booth in the cities of Lancaster and Palmdale and unincorporated communities, at public safety and other community events, as requested. Requests should be processed through AVCERT, Fire or Sheriff's chain-of command.

The goal of the CERT booth is to maximize exposure of AVCERT to the community through interactive demonstrations such as securing utilities, static displays of emergency preparedness items, and the handing out of preparedness material. When available, visitors to the booth may sign-up for and receive information on future CERT classes.

- ◆ Members shall wear clothing identifying them as CERT such as shirt and/or vest; baseball cap and name/membership tag, and closed toed shoes. Members staffing the booth without some type of CERT identification may be asked to leave.
- ◆ The booth shall not be left unattended during the hours of operation. At least one person shall maintain watch over the booth and all CERT items on display.
- ◆ The booth shall be set-up as safely as possible with considerations of securing tents/easy-ups, not blocking fire lanes or hydrants, and out of the flow of vehicular traffic.
- ◆ Members shall not use foul language at or around the booth, even between members.
- ◆ Members shall not use tobacco products in the vicinity of the CERT booth.
- ◆ Members shall discard all trash into proper receptacles and not leave a mess.
- ◆ Members shall engage persons passing by the booth with encouragements to receive information or watch a basic CERT skill being performed by the member.
- ◆ Visitors to the booth shall not be "held captive" for extended periods of time, but allowed the opportunity to leave or ask additional questions.
- ◆ Materials returned to the CERT trailer will be placed in an orderly manner and secured.