

EAGLE RIVER VALLEY (ERV)

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

STANDARD OPERATING PROCEDURES AND GUIDELINES

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1. Introduction

The Eagle River Valley Community Emergency Response Team (ERVCERT) program engages Eagle River valley citizens in disaster preparedness education, training and volunteer service. The intent of the program is to strengthen individual, neighborhood and community readiness and resilience to disaster situations. In major disasters, professional emergency response capabilities are often quickly overwhelmed. Depending on the nature of the event, assistance from neighboring communities or the state and/or federal government may be needed but response time can depend on many factors, making the timeliness of such assistance uncertain. All disasters start locally, and CERT prepares citizens to take actions that can make a positive difference in the lives of those affected. Volunteers are taught basic preparedness, safety and response skills so they can help others without placing themselves in unnecessary danger. In addition to the basic CERT training, volunteers also participate in ongoing training, exercise and drills as well as preparedness-related outreach and community service.

2. Mission Statement

The ERVCERT Program is composed of committed volunteers who are trained to work in conjunction with emergency first-responders to bridge the “response gap” during large scale disasters and other community emergencies. Volunteers also assist with disaster preparedness outreach, education and other safety-related community services.

3. Purpose

The purpose of this document is to provide:

1. ERVCERT Program operating guidelines for ERVCERT volunteers and the agencies and organizations who work with them,
2. An understanding of the expected capabilities and limitations of ERVCERT volunteers, and
3. An understanding of liability issues and to establish a process for reporting accidents or injuries involving ERVCERT Volunteers

4. Scope

These guidelines apply to the Eagle River Valley CERT operations and administration from the date of promulgation until formal deactivation of the program. The guidelines will be reviews every three years and may also be reviewed and revised as needed with the approval of the Eagle River Valley Community Council.

5. Program Background

The concept of training community volunteers to assist emergency first response personnel began after the 1985 Mexico City earthquake, which killed 10,000 people and injured more than 30,000. In the aftermath, an investigation team from the City of Los Angeles witnessed ordinary citizens performing search and rescue operations. Volunteers were credited with more than 800 successful rescues; unfortunately, more than 100 of these untrained volunteers died during the rescue operations.

In 1986 after revisiting the lessons learned in Mexico City, the Los Angeles Fire Department developed a pilot program to train volunteers to help themselves and others. This program became an essential part of the City's overall plan for emergency preparedness, survival and recovery. In 1993 FEMA decided to make the training available nationwide. The Emergency Management Institute (EMI), in cooperation with the Los Angeles Fire Department, expanded the CERT materials to make them applicable to all hazards. Following the events of September 11, 2001, Citizen Corps was launched as a grassroots strategy to strengthen community preparedness and resilience. CERT was incorporated under the Citizen Corps program umbrella as an important tool.

The Eagle River Valley CERT program is a partnership between the Eagle River Valley Community Council (ERVCC), the State of Alaska, the Municipality of Anchorage, local emergency response organizations and the citizens they serve.

6. Membership Requirements

The premise of the ERVCERT program is Alaskan's help other Alaskans. This premise takes into consideration that the volunteer base will consist of individuals with varying levels of skills and physical capabilities. The key to program success is matching assignments with individual capabilities. There are not barriers in the ERVCERT program on the basis of physical capability, gender, sexual orientation, ethnic group or race, disability or religion. Each CERT member is required to:

1. be a resident of the Eagle River Valley and be at least 18 years old, unless having the signed consent and supervision of a parent or legal guardian;
2. complete the basic CERT course (FEMA IS-317.a. Introduction to CERTs) and be able to execute competencies taught during the training either independently or with the support of a reliable accompanying assistant;
3. complete FEMA's online Incident Command System (ICS) courses IS-0100 and IS-0700 within six months of completing the basic FEMA CERT training (www.training.fema.gov/IS/crslist.asp);

4. participate in a minimum of two CERT sponsored training sessions or exercises each year. Exceptions will be made if training/exercises are not reasonably available;
5. pass a basic background check;
6. be of a character that can reasonably be trusted to work in the community under adverse conditions and to treat people and their property with the highest respect and dignity;
7. complete and return the following documents:
 - a. ERVCERT Volunteer Hold Harmless Agreement
 - b. ERVCERT Volunteer Application
 - c. ERVCERT Equipment Use Agreement
 - d. ERVCERT Standard Operating Procedures and Guidelines Signature Page
 - e. ERVCERT Background Check Consent Page
8. Agree to assist in the community in the event of a disaster or other emergency, after first taking care of themselves and their family;
9. Volunteers must re-apply to the program every two years providing updated information and consent forms. Updated background checks will be conducted upon re-application.

7. Volunteer Utilization

The use of ERV CERT members(s) during a disaster or at an emergency scene will be at the discretion of the Eagle River Valley Community Council (ERVCC) or the professional public safety official in charge.

1. Normally, the ERVCC will be responsible for activating ERVCERT volunteers. In the event phone, cell phone, email, text messages and emergency broadcast system communications are disrupted and unavailable, ERVCERT volunteers may report directly to the nearest Fire/EMS department or emergency response official. The Emergency Response official must agree to supervise any volunteer they incorporate into a disaster response before the ERVCERT volunteer is activated. For good cause, the Emergency Response official may also refuse to authorize the participation of an ERVCERT member in emergency operations.
2. Only ERVCERT members with appropriate safety gear and identification may be activated as ERVCERT volunteers.
3. ERVCERT members are issued gloves, hard hats, safety glasses/goggles and safety vests and should use their equipment during emergency or disaster operations. The supervising official(s) must ensure volunteers have the proper safety equipment and follow safety procedures appropriate to their assignment.
4. Spontaneous volunteers, including CERT volunteers from other jurisdictions, may be incorporated into response operations provided they have proper

identification (such as a drivers license or passport), pass a background check and have the appropriate skills to safely assist with the incident. Personal safety equipment must be available before the volunteer is activated.

5. ERVCERT volunteers are primarily intended for use during disasters or large-scale local emergencies when emergency response services are overwhelmed and there is a need for immediate assistance to help save lives and property. ERVCERT teams and/or members are not to be activated for routine emergencies such as structure fires, motor vehicle accidents and medical emergencies when normal, day-to-day emergency response capabilities are available and adequate.
6. ERVCERT volunteers can operate in the Eagle River valley or be directed by the ERVCC or a local public safety official to operate at a specific location relevant to the disaster.
7. ERVCERT volunteers may only be used in situations and for tasks within the scope of their training and/or expertise. They can operate in buildings with moderate to light damage if, in the judgment of the emergency response official, the structure is safe to enter. They can conduct light search and rescue, suppress small fires, conduct medical triage and basic first aid and organize the area for relief by appropriate agencies when they arrive.
8. Without direct supervision by a trained and qualified official, ERVCERT volunteers may not be used for law enforcement, heavy fire fighting, heavy search and rescue, direct hazardous materials or terrorism response, or complex and technical medical treatment and procedures.

8. Operating Procedures and Guidelines

A. Spontaneous Volunteers

Upon arrival at an emergency scene or disaster site, public safety personnel may find ERVCERT members and other citizens engaged in emergency response activities as spontaneous volunteers. Depending on the scope of the incident, the professional Incident Commander (IC) may wish to maintain the operations of ERVCERT volunteers who are performing critical functions or who can assist in other capacities. The IC will ascertain the scope of the situation, the degree of volunteer assistance needed and any hazards that may affect the safety of the volunteers. If the IC has adequate professional resources to respond to the incident, the ERVCERT team leader/members should provide a situation update and transfer control and management of the incident to the responding IC.

B. Activated Volunteers

An activated ERVCERT member is under the direct supervision of the ERVCC unless they are detailed to assist another response entity (Incident Management Team,

Fire/EMS or Law Enforcement Officials). Volunteers should expect normal activation communications to be used by email, telephone, texts, emergency broadcast or verbal request. The decision to use ERVCERT members is at the discretion of the Incident Commander or public safety agency in charge.

Activated volunteers should be given specific task instructions and be supervised by a responsible agent. They must not be assigned tasks that are beyond their scope of training, expertise, or mental and/or physical ability to perform. **Volunteer safety is paramount and ERVCERT members should request reassignment if there is a foreseeable possibility they may not be able to safely perform an assigned task.**

ERVCERT Volunteers often have skills beyond what is taught through the CERT program. If an ERVCERT volunteer needs to use specific skills to ameliorate a dangerous situation, render aid to a victim or victims, or render assistance to emergency response officials, under the Good Sam State of Alaska legislation the ERVCERT member may do so under personal liability considerations.

Activated ERVCERT members can be used to assist with basic scene or support functions, including:

1. Basic first aid and casualty triage;
2. Putting out small incipient-phase fires using makeshift aids or fire extinguisher; (Note: ERVCERT members should not be put into positions where their safety is endangered.)
3. Light search and rescue to include cribbing, leveraging and moving patients;
4. Setting up treatment, rehabilitation or casualty collection areas;
5. Maintaining accountability for fellow ERVCERT members and non-CERT trained spontaneous volunteers;
6. Supervising ERVCERT teams and tracking and/or providing ERVCERT trade-outs and breaks;
7. Shelter set-up and operations;
8. Any other required operation that does not directly endanger the ERVCERT member or move outside of the members' scope of practice or training.

C. Activation Procedures

ERVCERT volunteers will be activated by the ERVCC or local emergency response personnel to provide specific assistance within their scope of training and practice. Normal activation communications will be by email, telephone, text, emergency broadcast or verbal request.

1. Area-specific protocols may be developed in cooperation with individual fire/EMS/Law Enforcement departments and other public safety officials as teams are developed in communities operating in the Eagle River Valley. The ERVCC should be involved in the activation of ERVCERT resources.
2. ERVCERT members will act first to aid their families and adjacent neighbors in the event of a disaster or emergency affecting the Eagle River Valley. Their next task will be to join ERVCERT team members and conduct accurate damage assessments in route to predetermined staging areas, if assigned and accessible, or to the nearest Fire Department, law enforcement or responding Emergency Services Incident Command location.
3. ERVCERT members reporting to a staging area will select a team leader from the members present. The first ERVCERT member to arrive will assume the Team leader position and remain in that role until a more qualified ERVCERT member is elected or a public safety office arrives. The team leader is responsible for signing in each ERVCERT member as they arrive and confirming that team members have identification, appropriate safety equipment and are physically capable of performing the assigned tasks. Team leaders or the designated team member should also make note of any specialty training, equipment or qualifications team members may possess (medical, ham radio training and equipment, experienced fire fighter, etc.).
4. ERVCERT leaders will contact ERVCC and/or local Fire/EMS or Law Enforcement officials with evaluations of the situation and available resources and ask for activation/deployment instructions.
5. ERVCERT leaders will set priorities and delegate responsibility and specific assignments for each team member.
6. ERVCERT leadership will strive to have a minimum of two (2) ERVCERT members assigned as a team before deploying. ERVCERT members will not “freelance” away from the assigned task without informing and obtaining direction from ERVCC, Incident Command or an on-scene first responder (fire/EMS/Law Enforcement) .
7. ERVCERT leaders will be responsible for communications with the public safety officials or Incident Commander in charge at the scene, including requests for assignment, relaying of information, and dismissal.
8. ERVCERT members will be familiar with and use the FEMA Incident Command System (ICS) in operations and planning efforts.
9. After dismissal from an incident, each ERVCERT member will return to a predetermined staging location to debrief and critique the response. The ERVCERT leader will relay the deployment critique to the ERVCC and to the Incident Commander or Fire/EMS/Law Enforcement official in charge of the incident response.

10. ERVCERT members may be asked to assist with traffic control, health/safety fair outreach, shelter set-up and operations, first aid and rehabilitation stations, evacuations, information hotlines, lost person searches or other types of light-duty operations.
11. ERVCERT members must be prepared to sustain themselves and their families for a minimum period of seven (7) days (food, water, medicine, money, fuel, etc.) without outside assistance.
12. When an ERVCERT is activated, each team member should be provided the following information by Incident Command/ERVCC/leading Public Safety official:
 - a. Situation update;
 - b. List of equipment to bring;
 - c. Time and location to show at;
 - d. Name and contact information for the Reporting official;
 - e. Number of ERVCERT members needed to respond;
 - f. Other pertinent information as needed.
13. Activated ERVCERT members should have their CERT photo identification and ERVCERT safety gear upon reporting to the appropriate authority.

D. Self-Activation

ERVCERT members may self-activate under the following conditions:

1. A large-scale community emergency or disaster has occurred;
2. Regular communications are disrupted;
3. ERVCC or public safety personnel cannot be contacted;
4. It is reasonable to assume that if communications were available, the ERVCC or public safety personnel would be attempting to contact ERVCERT members to request assistance with the situation.

If the preceding conditions exist, ERVCERT members are not obligated but may choose to self-activate. If self-activated, ERVCERT members will, to the extent feasible, follow standard activation procedures as provided above and make every effort to contact ERVCC, Incident Command or other public safety organizations as soon as possible. If the Incident Commander or responsible public safety official decides to not use self-activated ERVCERT members, the ERVCERT members are de-activated until such time as they are notified otherwise.

ERVCERT members who self-activate should, upon completion of any response activities, prepare a written report of their response effort for ERVCC. This report should include but is not limited to:

1. Date, time and nature of the emergency or disaster;
2. Efforts made by ERVCERT members to contact ERVCC, Incident Command or Public Safety officials;

3. Reasons why self-activation was warranted;
4. Description of all response activities done by the ERVCERT member;
5. Any contacts with other ERVCERT members and Public Safety responders;
6. Description of any injuries incurred by ERVCERT members during the response;
7. A description of how and who made the decision to terminate activation, either by the ERVCERT member, Incident Command/ERVCC or the Public Safety Official.

E. Documentation

Any time an ERVCERT member is activated, either by self-activation or by another official, the following information should be documented, either on the incident report, ICS Form 214 Incident Log Form, or on the EMS report form:

1. Name of ERVCERT member;
2. Actions taken prior to arrival of ERVCC, Incident Command, or public safety officials;
3. Any outcomes, including injuries sustained;
4. Any injury suffered by an ERVCERT member while performing an assigned task must be documented, including the time and nature of the injury, events leading up to the injury, and a description of the treatment and disposition of the injured ERVCERT member.

F. Team Structure

Activated ERVCERT members should organize using the Incident Command System (ICS). If ERVCERT members are the first on scene, one member will be designated as Incident Commander (IC) and will form and coordinate teams until trained public safety personnel arrive, at which time the ERVCERT IC will relinquish incident command to the professional responders.

Whenever possible, an ERVCERT will include a Team Leader and not be smaller than a two person team.

G. ERVCERT Incident Command (IC) Duties

When the ERVCERT leader is fulfilling duties of the Incident Commander, every effort should be made to direct the efforts and resources of the ERVCERT members operating on the scene, including:

1. Making an initial assessment of the scene and determining the appropriate course of action for ERVCERT members;
2. Establishing and maintaining internal and external communication;
3. Checking ERVCERT members prior to deployment to ensure they are safe and equipped for the operation and assigned task;
4. Determining safe and unsafe working environments;
5. Assigning ERVCERT members roles if not already assigned;

6. Designating operational areas, staging areas, triage areas, treatment areas, morgue and vehicle traffic routes;
7. Coordinating and directing team operations, determining logistical needs and determining ways to meet those needs through available resources;
8. Ensuring ERVCERT accountability and that operations are properly documented for handoff to incoming IC's or public safety officials when IC duties are passed;
9. Providing a liaison to be stationed at the discretion of the IC. The liaison will communicate directly with the official IC as long as ERVCERT remains operational during the incident.

H. ERVCERT Chain of Command

Chain of command is a critical function that maintains continuity of operations and ensures there is a structure conduit for operational communications and decision. It also establishes a line of succession for leadership of the organization.

1. In an emergency or disaster, the ICS will be used to establish leadership and operational and support functions of the available resources.
2. Initially, the first person of competent authority arriving on scene will be designated as the IC.
3. The day-to-day chain of command is as follows:
 - a. Public Safety (Fire/EMS/Law Enforcement) Official
 - b. ERVCC Chair
 - c. ERVCERT Leader
 - d. ERVCERT members

I. Injuries

ERVCERT members activated by the ERVCC or a public safety official who are subsequently injured as a result of emergency operations are covered by the Alaska Good Samaritan Law, Title 09 Code of Civil Procedure, Chapter 65 Actions, Immunities, Defenses and Duties, Section 09.65.090.

ERVCERT members injured while participating in authorized activities must as soon as practicable report the injury to the supervising entity and the ERVCC. Injury report forms must be completed and returned to Incident Command within 72 hours. Failure to immediately report an injury may jeopardize the member's ability to receive compensation for any injuries.

J. Liability

Incumbent with any disaster or emergency is the risk of loss of life, limb or property. After the emergency has passed, if loss is experienced an assessment of responsibility and liability will need to be done.

1. Loss due to the action or lack of action by an ERVCERT member is always a possibility. If it is found that the ERVCERT member stayed within the scope of the training while acting as a volunteer during an emergency, state and federal Good Samaritan Laws should offer some protection to the member as well as to the local agency responsible for his or her training and deployment.
2. There are important rules to follow to be reasonably safe from liability:
 - a. Instructors have taken a FEMA CERT Train-the-Trainer course or have the equivalent or greater professional expertise in the subject matter.
 - b. CERT Instructors should ensure each student has demonstrated competencies in all topics of discussion.
 - c. ERVCERT members have completed the FEMA CERT course, received their training certificate and are ERVCERT members in good standing.
 - d. ERVCERT members operate within the limits of their CERT training. If an ERVCERT member has other specialized training and chooses to go beyond ERVCERT guidelines when responding to an emergency, they must step outside of their CERT role when doing so.

K. Personnel Accountability

In all ERVCERT operations, training or action emergency response, personnel accountability will be established and maintained.

1. Team Leaders will always know the location and mission of their Team members.
2. Personnel will be accounted for at the initiation of an emergency operation, training or exercise, at regular periods thereafter and at the end of the operation.

L. Identification

ERVCERT members will wear identifying safety garments and be issued an ERVCERT picture identification that will be openly displayed when in duty status. Safety gear and clothing will be returned to ERVCC if the ERVCERT member leaves the program. ERVCERT identification will expire every two years and must be renewed with the program coordinator.

M. Code of Conduct

As an ERVCERT member, you represent the ERVCERT program to new members, the public, Public Safety Officials and to those to whom we render our services. It is important to portray a positive image. All ERVCERT members are expected to comply with the following:

1. Understand you are not a firefighter, emergency medical technician (EMT), paramedic or law enforcement officer. You are trained to support professional responders during large-scale disasters or in other emergencies as directed by emergency service officials.
2. When disaster occurs, your first responsibility is to ensure the safety of yourself and your family.

3. **Unless there is a widespread communication outage, you should wait to be activated by telephone, text message, email or emergency broadcast message by the Municipality Of Anchorage (MOA).** If normal channels of communication are not functioning, you should respond to the nearest fire/EMS department or your designated ERVCERT meeting place. You should observe and document damage and provide this information to the ERVCERT leader, ERVCC and public safety officials.
4. If established communication links are operating, you will not self-deploy or interfere with professional response to localized emergencies, such as fires, accidents, etc. Notification of events in progress should not be considered official activation instructions or authorization unless specifically stated.
5. You shall confine your actions to the scope of the training you have received. Bring or wear your ERVCERT photo identification, your personal safety equipment, and any other items you think may be needed and appropriate to the situation.
6. Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times while assisting others.
7. Treat fellow ERVCERT members, visitors, other program participants, guests, neighbors and property with respect and courtesy.
8. Direct anyone looking for official statements to the Incident Commander or the responsible Public Safety Official.
9. Respect the privacy of persons served by ERVCERT and hold in confidence all sensitive, private and personal information.
10. Keep ERVCERT leadership informed of any progress, concerns or problems with assigned tasks.
11. Report for duty sober and do not partake of alcohol or any other substance which could interfere with safety, sound decision-making and judgment during the performance of your duties.
12. Without approval of the ERVCERT Program Coordinator or ERVCC Chair, do not authorize the use of the name, emblem endorsement services or property of the ERVCERT program.

13. Do not accept or seek on behalf of yourself any other person or organization any money or gifts offered as a result of your affiliation with the ERVCERT program.
14. Do not use your membership or participation in ERVCERT to promote any partisan politics, religious matters or positions on any issue.
15. Avoid inappropriate conduct, both on and off duty, which would jeopardize program effectiveness. Such behavior includes but is not limited to the following:
 - a. Offensive or profane language or gestures
 - b. Public criticism of a ERVCERT member, its leaders or the ERVCERT program
 - c. Jeopardizing another team member's safety.

N. Inactive Status and Resignation

ERVCERT members can request to be taken off the active organization roster for up to one year. Members who move or anticipate being inactive for longer than a year should return their gear and ERVCERT identification. They will be eligible to rejoin the organization at a later time provided they pass the background check and agree to refresher training as needed. ERVCERT members are free to resign from the organization at will. All issued safety gear and photo identification should be returned to ERVCC at the time of resignation.

O. Dismissal

An ERVCERT member may be involuntarily dismissed for failure or refusal to fulfill basic assignment expectations, for misconduct because of convicted civil or criminal violations, or demonstration physically or verbally that the individual is unable to work within the guidelines of ERVCERT. The ERVCERT member may be dismissed if it is found that he/she has or is engaged in any type of conduct that is unbecoming of an ERVCERT member, as each member can be viewed by the public as a representative of the Eagle River Valley. The member's ERVCERT identification card and any issued equipment or clothing must be returned upon dismissal.

All reported ERVCERT Guideline violations will be thoroughly investigated by ERVCERT and ERVCC leadership. During the investigation, involved members will be temporarily suspended from all ERVCERT activities, pending the outcome of the investigation. Said members will be notified of their status by the ERVCERT or ERVCC leadership. Progressive discipline includes, but is not limited to, counseling and/or written notice restricting involvement with ERVCERT deployments, meetings, exercises or refresher training sessions.

P. Background Check Policy

The ERVCERT program operates under the auspices of the Alaska State Office of Emergency Management. It is important that ERVCERT members be of the highest integrity and moral

character possible in service to the public. These members are trained to assist their neighbors and the community in times of extreme crisis and vulnerability.

All ERVCERT members will be subject to a background check. The member background check only looks for criminal history, not financial, medical or civil matters. The information gathered during the background check will be used solely by the Office of Emergency Management, ERVCC and ERVCERT to determine volunteer suitability and will not be released to any other party. As a prerequisite for approval to join the ERVCERT program, volunteers must consent to an initial background check in addition to periodic recurring checks to reveal any changes in their status. Current ERV CERT members will be required to submit to periodic background checks in order to remain eligible for participation.

All personnel applying to join the ERVCERT must sign a separate consent form authorized by the Office of Emergency Management to conduct a background check before their application can be processed. A wide variety of sources may be used to determine if any disqualifying offenses have occurred or are pending.

OEM will screen for the following offenses in a pending or convicted status upon obtaining the criminal background check:

1. Driving While Intoxicated (DWI) or Driving Under the Influence (DUI) charges
2. Drug and/or narcotics charges
3. Theft, burglary, breaking and entering or any other charge that involves stealing or dishonesty
4. Any charges involving violence
5. Any sexual assault or stalking charges
6. The existence of any civil protective orders
7. Any other pending charges or convictions that demonstrate serious lack of judgment or that would be detrimental to the ERVCERT program mission and image as described in the ERVCERT Guidelines or ERVCERT Code of Conduct (Section 8.M.)

If a pending arrest warrant or charge is disclosed during the background check, the Director will notify the applicant that the decision to approve their membership application will be postponed pending resolution of the matter. Any convictions listed above will result in the ERVCERT applicant or member being denied membership in the program.

If there is reason to deny the membership application, the ERVCERT and ERVCC leadership will contact the applicant or member and explain the items that have caused the denial. If the applicant or member decides to challenge the accuracy of the information included in the criminal history report, the applicant or member should inform the ERVCC and ERVCERT leadership and any further decision about participation in the program will be placed on hold until the matter is resolved. Information about this procedure and other rights the applicant or member has under the Federal Fair Credit Reporting Act, which considers a criminal background check a type of "consumer report" covered by the Act, will be provided if the ERVCC and

ERVCERT leadership uses information from the background check to deny participation in the ERVCERT program.

The ERVCERT program values the privacy of its members and understands that background check reports may contain sensitive information. As such, these reports will be kept in a confidential file separate from other application and certification materials, under lock and key.

If an ERVCERT member is charged with one of the crimes listed above at any time during their participation in the ERVCERT program, they must disclose such information to the ERVCERT and ERVCC leadership as soon as practicable. Failure to report changes to criminal history may result in dismissal from the ERVCERT program. An ERVCERT member who is charged with one or more of the crimes described above may be placed on temporary suspension pending the outcome of their case.

Q. Driving Policy

If an ERVCERT member is involved in an accident while responding to or during an activation, they will notify their IC and the ERVCERT leadership of the event.

R. Definitions and Acronyms

ERVCC: Eagle River Valley Community Council

ERVCERT: Eagle River Valley Community Emergency Response Team

ERVCERT member: An individual who has received a certificate of completion for the FEMA CERT training, met the age and application requirements to become an ERVCERT member, and was voted into the organization.

Activated ERVCERT Member: An ERVCERT member who has been requested by the ERVCC or ERVCERT leadership, or an official responding public safety officer to assist in an emergency or disaster operation.

Self-activated ERVCERT Member: An ERVCERT member who is unable to communicate with leadership or public safety officers and sees the need to respond to a large-scale disaster or an emergency.

Disaster: Any situation of widespread destruction or of a large enough magnitude to overwhelm the Fire/EMS/Law enforcement departments' ability to handle in a given amount of time. It may or may not be an officially declared disaster during the initial response.

FEMA: Federal Emergency Management Agency

Incident Command System: A standardized, on-scene, all hazard incident management concept which provides clear leadership and an integrated organizational structure for responding to single or multiple incidents to improve the effectiveness of response efforts.

Spontaneous Volunteer: Any individual who spontaneously provides or offers assistance during a disaster or emergency without any expectation to do so placed upon them by any entity. These individuals may or may not possess the training, equipment, physical or psychological ability to handle the tasks they are undertaking. These volunteers may or may not be members of the CERT program.

LETTER OF UNDERSTANDING AND HOLD HARMLESS AGREEMENT

I understand I am not a member of any law enforcement fire or EMS organization, the State of Alaska, or the Municipality of Anchorage. I am not entitled to payment for services rendered, nor am I entitled to compensation or fringe benefits. I wish to volunteer my services to the Eagle River Valley Community Emergency Response Team (ERVCERT) and/or observe members of the ERVCERT perform their duties. I understand that my status as a volunteer or member may be revoked at any time. In consideration of the above granted authority to observe and other good and valuable consideration, I, my assigned heirs, executors, or agents hereby agree to hold harmless the State of Alaska, the Municipality of Anchorage, the Alaska State Troopers, the Anchorage Police Department, the Anchorage Fire Department, the Eagle River Valley Community Council and the Eagle River Valley Community Emergency Response Team. I agree to indemnify the State of Alaska, the Municipality of Anchorage, The Alaska State Troopers, and the Anchorage Police and Fire Departments, and their agents and employees from any and all claims, damages, losses and expenses arising out of the above-described observations, volunteer work, and related activities, which is for bodily injury, illness, death, or property loss of use.

Signature: _____ Date: _____

Eagle River Valley Community Emergency Response Team

Standard Operating Procedures and Guidelines

Acknowledgement Form

I have read and understand the Eagle River Valley Community Emergency Response Team (ERVCERT) Standard Operating Procedures and Guidelines. I agree to follow these procedures and guidelines while participating in the ERVCERT program or responding to a disaster or emergency as an ERVCERT member.

Further, I acknowledge that in my decision to respond as an ERVCERT member to emergency or disaster situations within the Eagle River Valley, it is my duty to obey all federal, state and local laws. I agree to follow the directions of the leadership of the Eagle River Valley Community Council (ERVCC), the Eagle River Valley Community Emergency Response Team (ERVCERT) and the public safety officials responding to the incident, if they are available. In the event that I am unable to receive direction from the emergency response agencies, I will operate within the scope of CEDRT training and these Standard Operating Procedures and Guidelines in a prudent and reasonable manner at all times.

I understand that I will be subject to a criminal background check before my application can be processed as well as periodically throughout my tenure as a ERVCERT member if I am accepted into the program. I understand I will be required to sign a separate form authorizing the ERVCC to perform a background check and investigate the circumstances of any pending charges and previous criminal proceedings pursuant to the policies outlines in this document.

I understand that not following these guidelines may result in my removal from the ERVCERT program.

Signature

Date

Printed Name

Region/Team

Alaska Good Samaritan Law

Note: This version includes the changes made in 1998 as a result of House Bill 395 concerning automated external defibrillators.

TITLE 09 CODE OF CIVIL PROCEDURE

CHAPTER 65 ACTIONS, IMMUNITIES, DEFENSES, AND DUTIES

SECTION 09.65.090

CIVIL LIABILITY FOR EMERGENCY AID. (a) A person at a hospital or any other location who renders emergency care or emergency counseling to an injured, ill, or emotionally distraught person who reasonably appears to the person rendering the aid to be in immediate need of emergency aid in order to avoid serious harm or death is not liable for civil damages as a result of an act or omission in rendering emergency aid.

(b) A member of an organization that exists for the purpose of providing emergency services is not liable for civil damages for injury to a person that results from an act or omission in providing first aid, search, rescue, or other emergency services to the person, regardless of whether the member is under a preexisting duty to render assistance, if the member provided the service while acting as a volunteer member of the organization; in this subsection, “volunteer” means a person who is paid not more than \$10 a day and a total of not more than \$500 a year, not including ski lift tickets and reimbursement for expenses actually incurred, for providing emergency services.

(c) The immunity provided under (b) of this section does not apply to civil damages that result from providing or attempting to provide any of the following advanced life support techniques unless the person who provided them was authorized by law to provide them:

- (1) manual electric cardiac defibrillation;
- (2) administration of antiarrhythmic agents;
- (3) intravenous therapy;
- (4) intramuscular therapy; or
- (5) use of endotracheal intubation devices.

(d) This section does not preclude liability for civil damages as a result of gross negligence or reckless or intentional misconduct.

(e) A person who uses an automated external defibrillator to treat another person in cardiac arrest is not liable for civil damages as a result of an act or omission in treating the other person if the person was properly trained to use the device and activates the emergency medical services system by notifying the appropriate emergency medical services agency.

(f) In this section, “properly trained” means that the individual has completed an automated external defibrillator training course from the American Heart association, the American Red Cross, or another automated external defibrillator training course approved by the Department of Health and Social Services. <http://cprinstructor.com/AK-GS.htm>