

# National CERT Program

## New CERT Training Tools

**2009 Illinois Citizen Corps Council Conference**  
**May 19 - 20, 2009**



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# New CERT Training Tools

- CERT Today
- *Basic Training Course*
- Training Videos
- *Train-the-Trainer Course*
- *Program Manager Course*
- Supplemental Training Modules
- Your Questions



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# CERT Program Today

CERT is a training program that prepares citizens to safely assist their families, neighbors, co-workers, or anyone who needs help in the event of a widespread emergency when professional responders may not be able to reach everyone as soon as help is needed.



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# CERT Program Today

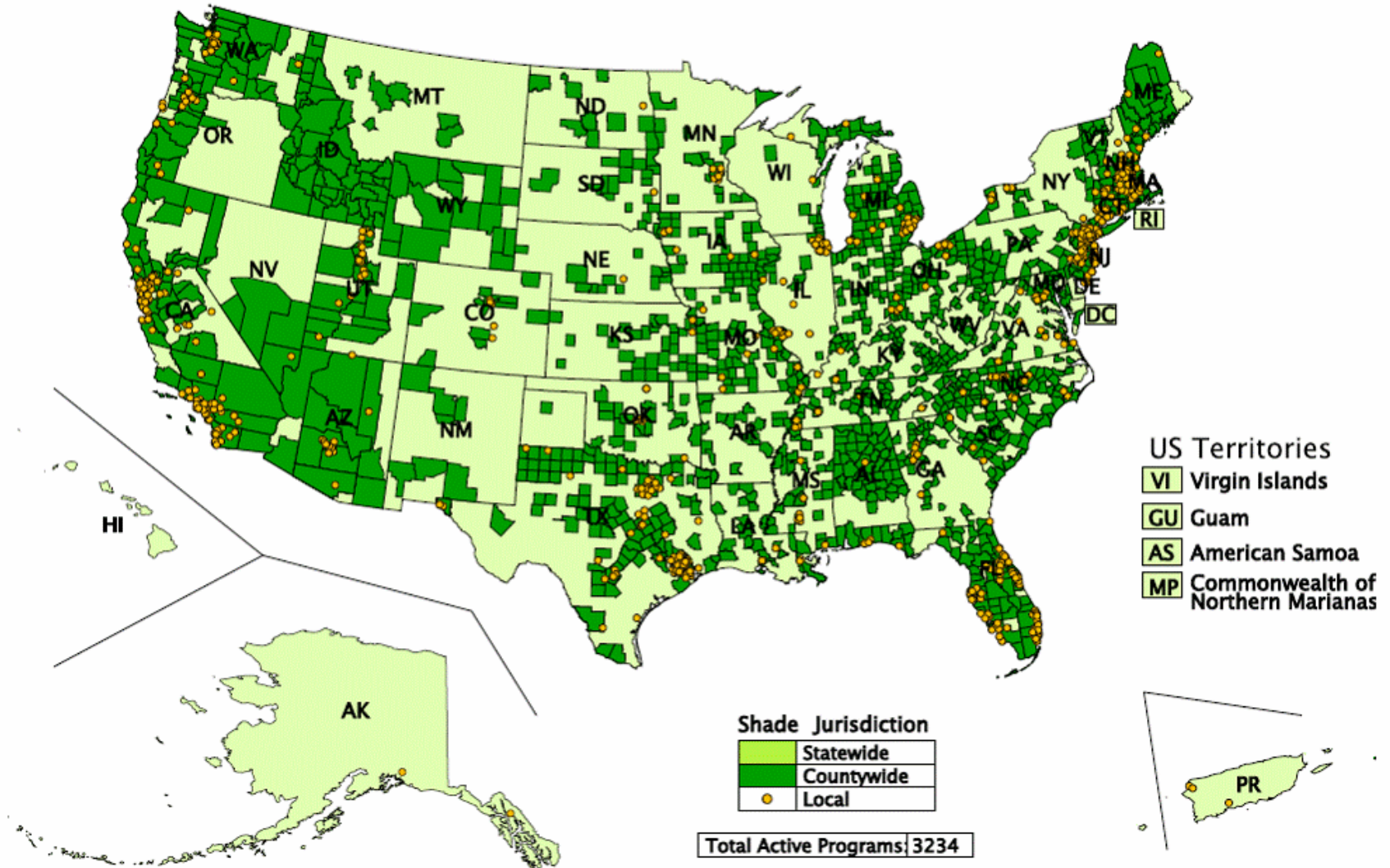
- Over 3,250 local CERT Programs
- Every state and territory
- 44 programs in national registry from Illinois
- Typically supported through Federal Homeland Security Grant Program (HSGP) funding with some additional support from local jurisdictions
- 20% average annual growth over past five years



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# Community Emergency Response Teams



# CERT Program Challenges Today

- Limited resources
- Maintenance of CERTs and CERT members
- Credibility for CERTs as a community resource
- Quality of CERT training and CERT trainer training



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# CERT Basic Training Course

- Updated course content
  - Assure all protocols are current and sufficiently detailed
- Updated course materials
  - Participant Manual (PM) formatted for easier reproduction
  - New format of PM for use by those with low vision
  - New and expanded PowerPoint files



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# New CERT Training Videos

- *CERT in Action!* (19 min. TRT)
- *CERT Triage: Handling Mass Casualty Situations* (22 min.)
- *Disaster Psychology* (42 min.)
- *Fire Safety: The CERT Member's Role* (16 min.)
- *Safety in the After Disaster Environment* (27 min.)



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# CERT Train-the-Trainer Course

- Standard curriculum and course materials for states and regions conducting Train-the-Trainer Course
  - Assure T-T-T Course trains trainers
  - Help reinforce prerequisites for T-T-T participants
- Instructor Guide, Participant Manual, PowerPoint slides
- T-T-T video



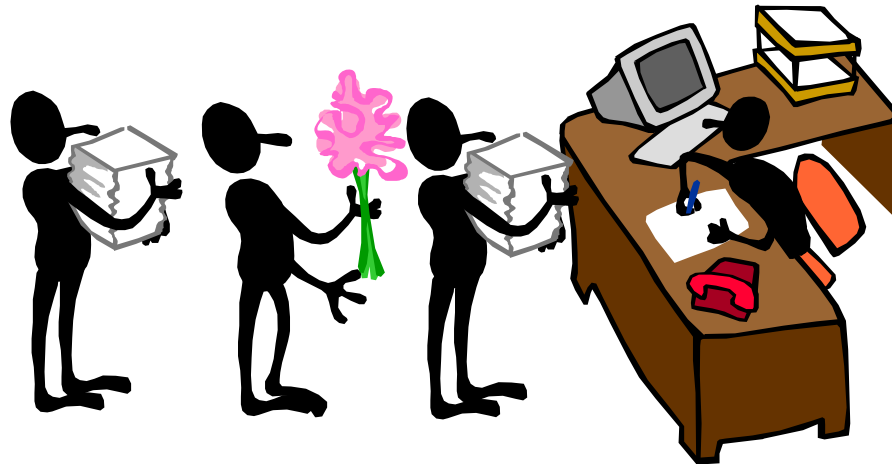
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# CERT Program Manager Course

To prepare current and prospective CERT managers for multi-faceted tasks required to establish and sustain an active local CERT program



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# CERT Program Manager Course

- Course content recommendations by subject matter experts from across the country
  - Program vision and goal-setting
  - Promoting the program
  - Working with volunteers
  - Developing a trainer cadre
  - Managing resources
  - Training and exercises
  - Policies and procedures
  - Program evaluation and maintenance



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# CERT Supplemental Training Modules

- 3-4 hours each
- Animal Response I (summer 2009)
- Animal Response II (summer 2009)
- Emergency Communications (summer 2009)
- CERT Tools for Leadership Success (early 2010)
- Flood Response for CERTs (early 2010)
- Traffic and Crowd Management for CERTs (early 2010)



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# CERT Supplemental Training Modules

## Overall Purpose

- Build on competencies learned in *CERT Basic Training*
- Expand the disaster response skills of CERT members and teams
- Increase CERT's usefulness to professional responders



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# CERT Supplemental Training Modules

## Overall Purpose (continued)

- Provide ongoing opportunities for members' active participation in their local CERT Program
- Not required; offered at discretion of local program manager to those who have completed CERT Basic Training Course



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# Design and Development Process

- Supplemental training topics identified by survey of all local CERT Programs in national registry
- Top topics include animal response, emergency communications for CERTs, CERT leadership, flood fight, traffic control, crowd control
- Subject matter expert (SME) panels for each topic recommend module content
- Instructor Guide, Participant Manual, PowerPoint file for each module



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# CERT Animal Response I and II

## Overall Purpose

- Prepare CERT members for situations they may encounter in performing broader CERT response functions
- Generally address companion animals, service animals, “for-profit” animals, wildlife, exotics



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# CERT Animal Response I and II

## Overall Purpose (continued)

- Emphasize animal response, not rescue (CERT role differs from CART, SART, DART)
- Identify CERT limitations (training will not impart professional animal handler skills)



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# CERT Emergency Communications

- Build on team organization and operation training already delivered *CERT Basic Training Course*
- Reinforce importance of communications in emergency response
- Emphasize CERT role in communications during an activation
- Train on how to use a communications plan
- Identify communication modes and their advantages and disadvantages in emergency response
- Train on how to properly communicate using communication devices



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# CERT Tools for Leadership Success

- Define leadership and followership
- Reinforce leadership concepts from *CERT Basic Training Course*
- Describe traits and responsibilities of leaders and followers
- Explain situational leadership and its application to CERT operations
- Practice the assessment and use of leadership styles in various CERT scenarios

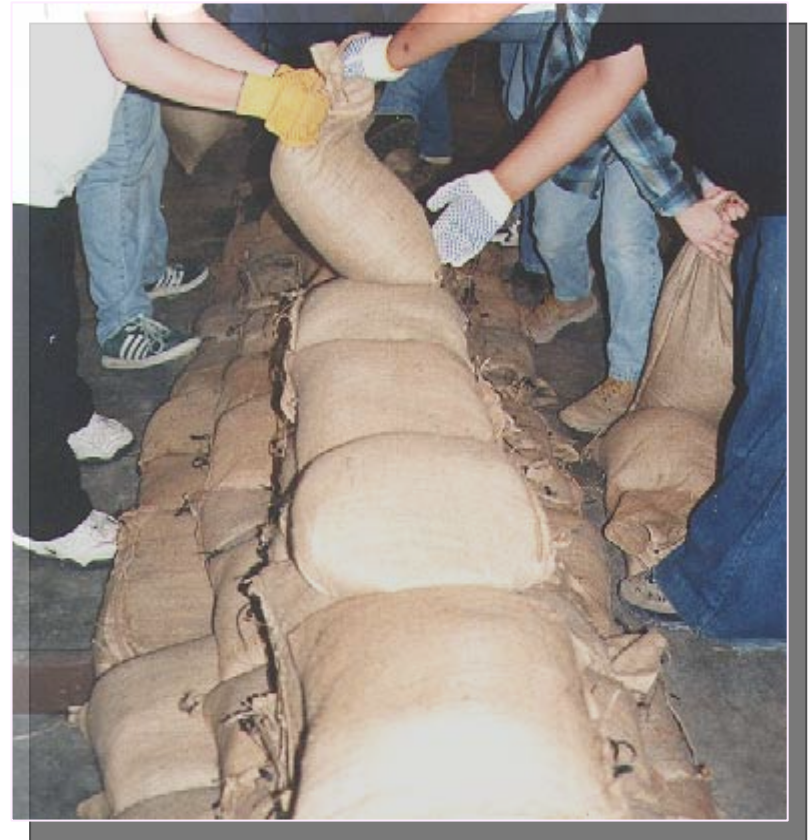


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# Flood Response for CERTs

- Describe how Emergency Management System responds to floods
- Explain the dangers of floods and flood water and how to work safely around them
- Train on how to work correctly, effectively and safely with sandbags
- Reinforce operation concepts from *CERT Basic Training Course* that apply to flood response



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# Traffic and Crowd Management

- Define crowd management and CERTs' potential roles
- Describe crowd psychology and behavior in various scenarios
- Present and practice tactical fundamentals and techniques of crowd management
- Define traffic management and CERTs' potential roles
- Describe traffic pattern considerations and special conditions
- Demonstrate and practice directing traffic
- Reinforce CERT safety practices when activated for crowd or traffic management
- Reinforce use of ICS in crowd and traffic management



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# Questions/Comments



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# More About CERT

FEMA's CERT website:

**<http://www.citizencorps.gov/cert/>**

FEMA's subscription service to receive CERT alerts and news:

**<http://www.govdelivery.com>**

Contact national CERT office:

**[cert@dhs.gov](mailto:cert@dhs.gov)**



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