

CITY OF RIVERSIDE



COMMUNITY EMERGENCY RESPONSE TEAM

ADMINISTRATIVE/OPERATIONAL GUIDELINES

August 2004

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PREFACE

The mission of public safety agencies is to provide a high level of service and safety during emergencies or disaster events. Because of staffing and resource limits and the need to respond to unanticipated demand, occasionally all public safety agencies find their influence diluted. Their ability to serve the needs of the entire community can be strained at times, especially during a regional disaster event. Public safety agencies must plan for the unknown, and must build the necessary relationships within the community to provide for the care, safety and support of the residences.

These agencies have a responsibility to the community to work as efficiently and effectively as possible, given current budget realities and an expectation of greater service. A partnership of community volunteers and public safety agencies is therefore required to achieve this higher level of service. Hence, partnerships such as the Riverside Citizen Corps (CC) are born.

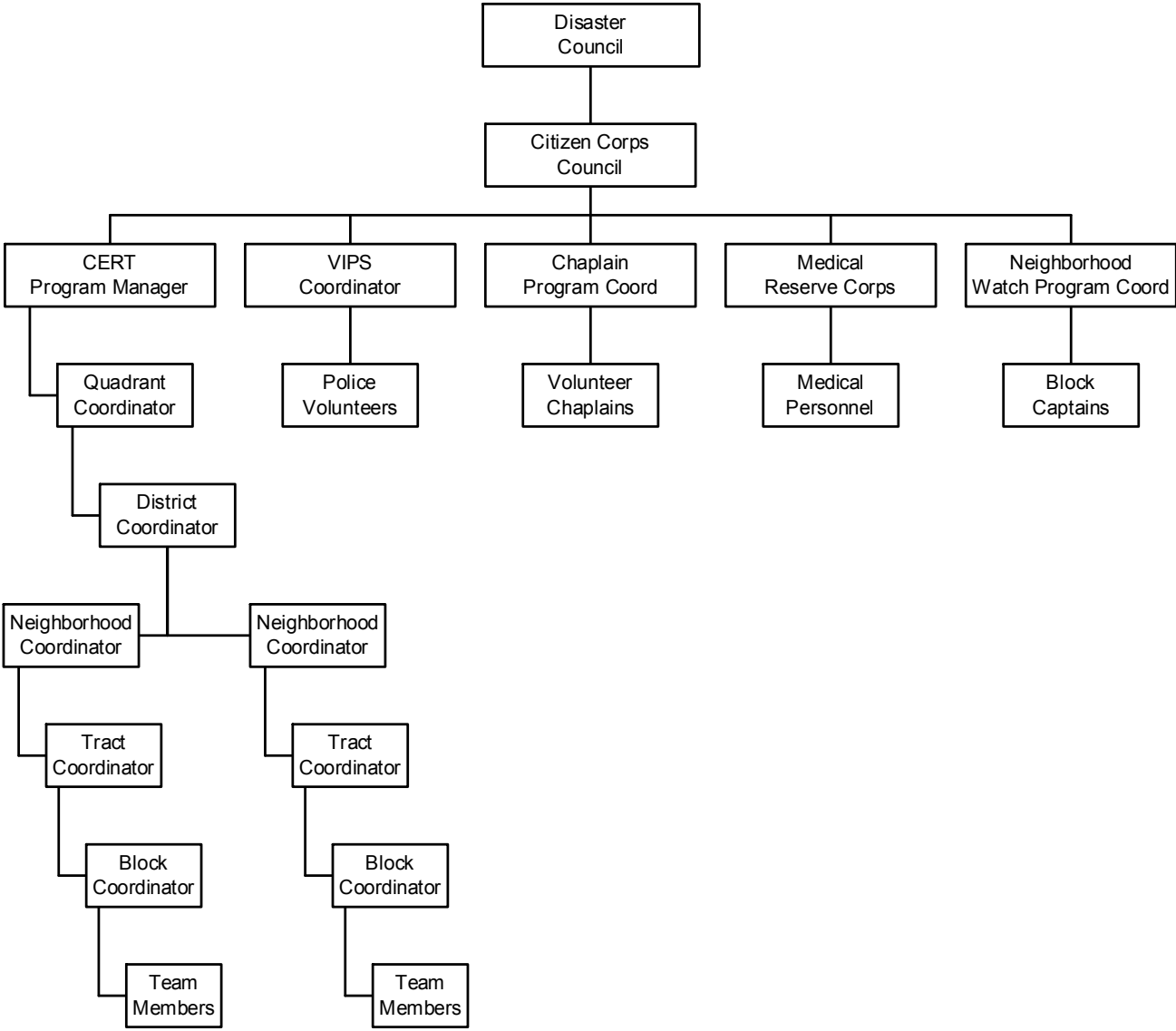
The CC is comprised of Neighborhood Watch (NW), Volunteers in Police Services (VIPS), Medical Reserve Corps (MRC), Community Emergency Response Teams (CERT) and the Chaplain Program. These groups of community volunteers are the additional hands that will assist public safety during a natural or man-made disaster.

The jurisdiction of natural and man-made disasters falls automatically to public safety agencies that work cooperatively with municipal and community resources. It is imperative that these agencies, the police and fire departments, retain absolute control of the field management of these events.

One fundamental purpose for the existence of the CC is to augment the abilities and service of the local public safety agencies. Though this manual may be used for each of these volunteer organizations, the main purpose is to provide operational and administrative guidelines for the CERTs. Volunteers who cannot or will not follow these instructions hinder the ability of the involved public safety agencies, and thus negate a fundamental purpose of their mission and existence. The instructions contained in this manual are not optional, nor can they be discussed or negotiated at the scene of a public safety operation.

By following the contained instructions, volunteers become part of the overall public safety effort, and their contributions, while at the time and place may seem small, lend support to a greater cause. These volunteers then become especially noteworthy for their service and take their place alongside the professionals with whom they serve in the noble effort to serve and protect.

ORGANIZATIONAL CHART



PURPOSE AND DISTRIBUTION OF INSTRUCTIONS

PURPOSE OF INSTRUCTIONS

The purpose of the Riverside Citizen Corps (CC) Administrative/Operational Instructions is to provide specific parameters to Community Emergency Response Team (CERT) volunteers and support personnel mainly in the areas of duties, attendance, training, meetings, special events, equipment, and other requirements.

The Volunteer in Police Services (VIPS) program, through the Riverside Police Department, will establish Standard Operating Procedures (SOPs) for their volunteers. When completed the SOPs will become part of these Administrative/Operational Guidelines for members of the CCC.

The Neighborhood Watch program, which is a Riverside Police Department program, will follow the nationwide guidelines as established by the National Sheriffs' Association. The guidelines are located on the Internet at <http://www.usaonwatch.org/>

Members of the newly formed Chaplain Program will develop SOPs. When completed, the SOPs will become part of these Administrative/Operational Guidelines for members of the CC.

At the time of this writing, the Medical Reserve Corps (MRC) is in a development stage. Once established, SOPs will be developed and become a part of these Administrative/Operational Guidelines for members of the CC.

DISTRIBUTION OF INSTRUCTIONS

All members of CERT shall receive these instructions upon joining the organization. These instructions are provided with the intent to assist and sufficiently guide members in the performance of their official CC duties. All CERT members shall sign a form acknowledging receipt of these instructions and responsibility for the information contained therein. All CERT members are further instructed to read and to become familiar with the contents of this instructional manual.

Members of Neighborhood Watch, Chaplain Program, Volunteer in Police Services and the Medical Reserve Corps will receive a copy of these Guidelines when their respective SOPs have been completed.

MISSION STATEMENT, GOALS & RESPONSIBILITIES

MISSION STATEMENT

The mission of Riverside Citizen Corps (CC) is to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues, and disasters of all kinds.

MOTTO

“The Riverside Citizen Corps... Train Together, Respond Together”

GOALS

The CC has been developed because of the need for a well-trained civilian emergency work force. CERT teams will assist local government by responding during disaster situations where the number and scope of incidents may have overwhelmed conventional emergency services. In addition, these teams of volunteers will assist in maintaining conventional neighborhood safety year round.

The ability of the community to effectively recover from the devastating effects of a terrorist act or disaster requires the active participation, planning, and cooperation of all levels of the population. The fundamental responsibility for preparedness still lies with every individual.

The CC will:

- Involve City neighborhoods and commercial districts in the program
- Actively recruit volunteers to fill key positions
- Create effective communication programs
- Provide training related to the Mission Statement
- Provide opportunities for Police and Fire employees to interact with the citizens they serve
- Create databases of qualified volunteers that can assist in a disaster
- Allow direct input to elected/appointed officials
- Develop a public education program in support of the Mission Statement
- Allow individual volunteers to become subject matter experts and conduct training with the assistance of staff members

RESPONSIBILITIES

The CC will:

- Assist with community needs in times of disaster
- Promote citizen self-sufficiency for a week following a major incident
- Streamline communication with professional emergency personnel in times of disaster
- Render and/or summon assistance for the victims of a disaster
- Facilitate damage assessment of buildings/homes
- Encourage and assist with home disaster preparedness
- Promote and provide training related to crime prevention and neighborhood/personal safety.

JURISDICTION, RESIDENCY AND AGE ISSUES

JURISDICTION OF PROGRAM

The Riverside CERT is a City-sponsored program. While the model of the program may be shared with other municipalities or communities, the Riverside CERT shall only develop and function within the city limits.

RESIDENCY ISSUES

CERT is available for all persons interested in contributing to the efforts of the City of Riverside. Preference for CERT training will be given to those who live or work within the City limits. Depending on class availability, participation in the program for those who do not work, go to school and/or live within the city limits will be considered on a case-by-case basis.

Interested prospective Quadrant Leaders or District Leaders who wish to serve in another quadrant/district of the City from where he/she lives, may do so upon approval from the Riverside Citizen Corps Council.

AGE

The minimum age for CERT training is 16 years. Anyone under the age of 18 will be required to have signed parental or guardian approval.

Programs designed and sponsored by high schools will abide by the age and restrictions placed upon them by their high school representative.

CITIZEN CORPS COUNCIL GUIDELINES

CITIZEN CORPS COUNCIL (CCC) CHAIR

The City's Emergency Services Coordinator will chair the Citizen Corps Council (CCC) meetings. In his/her absence, the Division Chief, Fire Training, shall chair the CCC meeting. If the Chair and Vice Chair are both absent, the Council shall elect a Chair Pro-Tem who shall perform all the duties of the Chair.

COMMUNITY REPRESENTATION ON THE CCC

The CCC voting body shall consist of one representative from the following community entities:

- Alvord Unified School District
- American Red Cross
- CERT member
- Chaplain Program
- EOC Volunteer
- Medical Reserve Corps
- Neighborhood Watch Block Captain
- Riverside Fire Department
- Riverside Police Department
- Riverside Office of Neighborhoods
- Riverside Volunteer Coordinator
- Riverside Unified School District
- Riverside County Volunteer Center
- Volunteer in Police Services

In addition to the Council members, the Riverside City Attorney's Office will provide representation at the meetings to answer any legal questions.

This executive body will meet at least monthly to provide policy guidance and support to CC volunteer personnel. To remain eligible to vote, members must attend, at a minimum, two meetings per year.

The Emergency Services Coordinator does not have a vote on the Council.

APPOINTMENT OF CCC REPRESENTATIVES

The Emergency Services Coordinator, law enforcement, and fire department shall appoint CCC members. Should CCC representatives from the police or fire departments, or the City of Riverside, rotate to another assignment or become unable to fulfill their CCC duties, the appointment of a replacement shall be made by their respective organizations.

RESPONSIBILITIES OF CCC MEMBERS

The duties of CCC members, referred to in the Oath, include all duties and responsibilities assigned under the administrative authority of the City of Riverside as defined in this Manual.

The manner in which CERT members perform their duties is vitally important. CERT members will be asked to interact with the public in preparation for disaster mitigation. A member may be asked to perform their duties under significant stress. It must be understood that their performance may mean the difference between life and death, the efficient use of critical resources, insurance of timely assistance, and the guarantee of the orderly restoration of services.

All CERT members are subject to the laws, ordinances, rules and policies of the City of Riverside that regulate the work and conduct of employees and shall familiarize themselves with such regulations.

All members of CERT are responsible for performing their assigned duties as prescribed, unless excused by the CCC.

All members of CERT are responsible for maintaining the security of information, and for maintaining a standard of conduct, which does not bring discredit to the organization.

All CERT members shall adhere to the following rules:

1. No member shall violate the laws of the United States, State of California or any country, county, city or special district.
2. The City of Riverside has a drug-free work place policy. Use or being under the influence of drugs and/or alcohol is detrimental in the work place.
3. No member of the Citizen Corps shall arrive in the work place under the influence of an intoxicant. Furthermore, the odor of an alcoholic beverage on his/her breath is prohibited.
4. Members of the CERT, while in CERT attire, shall not circulate subscription papers, sell tickets, or collect money from any person for any purpose, without the permission of the CCC.
5. The City of Riverside is committed to a "tobacco-free" work place standard. CERT members shall not violate State and City tobacco usage policy while performing duties on behalf of the program.

6. All members must exercise courtesy and respect.
7. Should a volunteer member of CERT become the subject or focus of a criminal investigation by a law enforcement agency, that member has a duty to notify, as soon as reasonably possible, the CCC. This policy does not apply to traffic infractions.

In addition, CCC members are also responsible for:

1. The success or failure of the CC mission and the morale of subordinates.
2. Maintaining, by their conduct, an example of excellence for all subordinates.
3. Assisting with staff functions, as assigned.
4. Taking immediate action when any CERT member is jeopardizing the honor or reputation of the CC or City by immediately reporting such action to the CCC Chair or Vice Chair.

COUNCIL MEETING PROTOCOLS

MEETING ETIQUETTE

There are accepted conventions of meeting protocol that are a part of a well-run meeting. While these conventions may seem overly formal, their usage contributes greatly toward a professionally conducted meeting. Critical to a successful meeting is its orderly progression and the attention of all those in attendance. Attentiveness and respect by each member of the meeting is paramount.

ELEMENTS OF A SUCCESSFUL MEETING

1. Meeting must have a recognized chairperson.
2. The meeting must start on time. If not, an explanation must appear in the Meeting Minutes.
3. Agenda must previously have been communicated to the participants. If additional items need to be added, they must be communicated to the chairperson before the beginning of the meeting. Items not received prior to the meeting will be scheduled for the next meeting.
4. Minutes from the previous meeting will be read and after review/correction be approved.
5. Previous minutes must be available for review by the Council.
6. The financial spreadsheet must be available for review by the Council.
7. There must be a Secretary.
8. The meeting will be called to order by the chairperson. All chatting, discussions, and conversations will cease at that time.
9. Members must abide by a code of conduct. The Robert's Rules of Order may be used as a reference. A copy is in the CERT office. Respect will be shown for all members and guests at all times.
10. Action Items must be identified and acted on.
11. The Finance Committee shall approve expenditures over the amount of \$3000.00.
12. All members must participate and strive for solutions for the good of the organization.
13. All members must remain focused on the task(s) at-hand.
14. All members must adhere to the decision protocol/process.
15. Members must be given time to bring up new business/items for the next meeting agenda.
16. The next meeting must be scheduled (date, time and location) prior to adjournment.
17. The meeting must be formally adjourned.

COUNCIL MINUTES

Council minutes shall be typed and forwarded to all council members within one week of the meeting date. Council minutes will be e-mailed to all members.

COUNCIL AGENDA

Council agenda shall be sent to the Council members one week prior to the scheduled meeting.

REQUEST FOR AGENDA ITEM

Any CERT team member or Council member who wishes to have something placed on the Council agenda will complete the "Request for Agenda Item" form and submit to the EOC office. Request must be received two weeks prior to a Council meeting for it to be placed on the agenda. However, the Council Chair has the discretion to place an item on the agenda if it is deemed as an emergency, a discipline issue, or injury claim. The "Request for Agenda Item" is in the forms section of this manual.

CERT MEMBER GUIDELINE

OATH OR AFFIRMATION OF ALLEGIANCE

All CERT volunteers must take the Oath or Affirmation of Allegiance for Public Employees and Disaster Service Workers.

Every volunteer must read and sign the “Oath or Affirmation of Allegiance for Public Employees and Disaster Service Workers” form prior to entry into the program. A copy of the form is in the Forms section of this document.

AT-WILL ACKNOWLEDGEMENT

All Citizen Corps volunteers serve “at-will.”

A volunteer may be terminated/released at any time, without cause, and without right of appeal.

Every volunteer must read and sign the “Acknowledgement of At-Will Volunteer Status” form prior to entry into the program. A copy of this form is in the Forms section of these guidelines.

Delineation of Duties

Emergency Services Coordinator

The City's Emergency Services Coordinator will be the Program Manager for the CERT program and report to the Fire Department Training Division Chief.

Duties and Responsibilities:

- Oversee the CC following policy set by the CCC
- Attend regular meetings with members of the CCC
- Assist in obtaining resources and training personnel for members in the CCC
- Attend Disaster Council meetings and give an update on the status and progress of the CCC
- Assist with any marketing issues in developing and maintaining the CCC
- Be available to the Quadrant Coordinators on a regular, on-going basis for direction and assistance
- Assist in the recruitment of CERT Quadrant Coordinators
- Work with or through other CCC members on matters related to donations with direction and guidance from the CCC
- Meet regularly with Quadrant Directors and District Leaders for coordination of resources, progress and goals
- Maintain list of radio system (serial numbers) and to whom the radio equipment is assigned to. Ensure radios are collected accordingly when the assigned person leaves the program
- Be knowledgeable in the use and abilities of the radio system (when established) for the program
- Assist in the promotion of the CC through public presentations as needed

Quadrant Coordinators

Quadrant Coordinators will be responsible for all District Leaders in their area. Quadrant Coordinators report to the Emergency Services Coordinator.

Duties and Responsibilities:

- Recruit CERT District Leaders
- Assist newcomers to set up meetings within their area when no current District Leader exists
- Keep current in the use and abilities of the radio system (when established) for the program. Maintain the radio equipment. Immediately advise the Program Administrators of any problems with the system.
- Attend all required training

- Attend monthly or quarterly meetings conducted by District Leaders, Tract or Block Coordinators as deemed necessary
- Maintain an updated telephone and mail listings of all District Leaders and Tract Coordinators
- Hold quarterly meetings with all District Leaders. If needed, invite all Tract Coordinators to attend
- Ensure all committees for the CC program are filled
- Ensure that CC supplies are made available for all District Leaders and Tract Coordinators
- Work closely with police, fire and city officials, as needed
- Promote the CC and encourage enlistment in the program

District Leaders

The District Leader is the spokesperson for one of the city districts within the Riverside city limits. The District Leader reports directly to the Quadrant Coordinator.

Duties and Responsibilities:

- Work with other District Leaders, exchanging information and assisting in problem solving, where necessary
- Attend quarterly meetings with all District Leaders and the program administrators to exchange information, ideas and discuss any problems that may arise. Also, assist in the planning and coordination of major events within the City limits
- Assist with the occasional distribution of flyers by enlisting volunteers to work throughout the neighborhoods
- Ensure Tract Coordinators are performing their duties, and assist where needed
- Attend all required training
- Be familiar with topography and residential/commercial complexion of district
- Maintain telephone and mailing lists of all tract and block coordinators within their district
- Responsible collection of information for Resource Surveys
- Promote effective and open communication
- Assist in the promotion of the CC at community events

Tract Coordinator

The Tract Coordinator is responsible for all the Block Coordinators within their neighborhood.

Duties and Responsibilities:

- All Block Coordinators report directly to the Tract Coordinator
- Responsible for the recruitment of Block Coordinators
- Maintain a current telephone and mailing list of all block coordinators in their tract
- Attend and conduct training related to duties and responsibilities for newly assigned Block Coordinators
- Coordinate with the Block Coordinators to visit new residents and business owners with Citizen Corps information
- Ensure Block Coordinators obtain and maintain a telephone listing of tract information
- Meet with Block Coordinators at least quarterly to address problems, update organizational issues, or plan for any special neighborhood events.
- Attend all required training
- Assist in the promotion of the CC as needed.
- Participate in the CC community events and functions as needed.

Block Coordinator

The Block Coordinator is the spokesperson for the group of homes, apartments, and businesses assigned to them.

Duties and Responsibilities:

- Attend all required training and ensure members in assigned area are made aware of the training and given an opportunity to attend
- Monitor their respective block and tract for unusual or suspicious activity
- Report directly to the Tract Coordinator for all CC business
- Maintain a telephone listing of all residences/businesses assigned
- Assist Tract Coordinator in the recruitment and assignment of the following positions, as needed:
 1. New members
 2. Fundraising
 3. Developing and maintaining block maps
 4. Materials/publication distribution
 5. Any other tasks as deemed necessary
 6. Vacation home/apartment watch
 7. Block parents
 8. Neighborhood patrol

- Encourage members to call law enforcement with concerns
- Identify senior citizens and/or neighbors with problems who need special assistance or attention. During power outages, natural disasters, or terrorism, check on them and their families
- Have available emergency telephone numbers for individuals assigned to the block. Encourage individuals to always call 9-1-1 for crimes in progress or life threatening situations immediately
- Encourage the following types of basic information with members of the block:
 1. Home, work and cellular telephone numbers
 2. Number, ages and names of family members or occupants
 3. Work hours
 4. School or day care hours of children
 5. Number and types of pets
 6. Planned vacations
 7. Visitors
 8. Scheduled deliveries or repairs

DUTIES OF THE LIAISON OFFICER

The duty of the Liaison Officer is to be the conduit between the CERT members and the Command Post. The liaison officer to the CC will perform the following duties:

1. Ensure that all information received from the Incident Commander (IC) or Emergency Services Coordinator is scribed. Assign an accurate date and time for the information was received
2. Provide all information received from the CC Emergency Services Coordinator to IC at the ICP
3. Receive direction about CC operations from the IC, scribe it, and provide it to the Emergency Services Coordinator
4. Retain a neat, legible record of all information received, and instructions given from all parties
5. Assist at the ICP as requested

OUTSIDE EMPLOYMENT

CERT volunteers shall not own or be employed by any business or public entity that would adversely affect the volunteer's duties and/or create a conflict of interest with the City of Riverside or the Riverside Citizen Corps.

ASSOCIATIONS AND/OR ORGANIZATIONS

No CERT volunteer is to be a member of, or associate with, a criminal organization or enterprise.

RESPONSIBILITIES OF ALL CC MEMBERS

The duties of CC members, referred to in the Oath, include all duties and responsibilities assigned under the administrative authority of the City of Riverside, as defined in this Manual.

The manner in which CERT members perform their duties is vitally important. CERT members will be asked to interact with the public in preparation for disaster mitigation. A member may be asked to perform their duties under significant stress. It must be understood that their performance may mean the difference between life and death, the efficient use of critical resources, insurance of timely assistance, and the guarantee of the orderly restoration of services.

All CERT members are subject to the laws, ordinances, rules and policies of the City of Riverside that regulate the work and conduct of employees and shall familiarize themselves with such regulations.

All members of CERT are responsible for performing their assigned duties as prescribed, unless excused by the CCC.

All members of CERT are responsible for maintaining the security of information, and for maintaining a standard of conduct, which does not bring discredit to the organization.

All CERT members shall adhere to the following rules:

1. No member shall violate the laws of the United States, State of California or any country, county, city or special district.
2. The City of Riverside has a drug-free work place policy. Use or being under the influence of drugs and/or alcohol is detrimental in the work place.

3. No member of the Citizen Corps shall arrive in the work place under the influence of an intoxicant. Furthermore, the odor of an alcoholic beverage on his/her breath is prohibited.
4. Members of the CERT, while in CERT attire, shall not circulate subscription papers, sell tickets, or collect money from any person for any purpose, without the permission of the CCC.
4. The City of Riverside is committed to a "tobacco-free" work place standard. CERT members shall not violate State and City tobacco usage policy while performing duties on behalf of the program.
5. All members must exercise courtesy and respect.
6. Should a volunteer member of CERT become the subject or focus of a criminal investigation by a law enforcement agency, that member has a duty to notify, as soon as reasonably possible, the CCC. This policy does not apply to traffic infractions.

CHANGE OF ADDRESS, NAME AND/OR TELEPHONE NUMBERS

CC volunteers shall, within 72 hours, notify their CERT chain of command of any change in their business and/or residence addresses, telephone numbers, name or other emergency information. Such notification should be communicated in writing.

A change of address may result in transferring the CERT member to a different area, district, neighborhood, tract, and/or block.

RESIGNATION

CERT volunteers, who desire to leave the CC and terminate their association with the organization, must submit a letter of resignation to the CC Council. The letter must indicate the last day of service.

The individual's identification card and issued equipment must be returned prior to the last day of service.

REPORTING INJURIES

The State of California workers compensation protocols for injured employees must be followed.

SCIF Form 3301, Employee's Claim for Workers' Compensation Benefits must be provided to the CERT member within 24 hours of the supervisor receiving knowledge that an injury occurred or is alleged. The injured CERT member

should fill out and sign the form, returning it to the supervisor within three (3) days (72 hours) of requesting the form.

SCIF Form 3267, Employer's Report of Occupational Injury, must be sent to the State Compensation Insurance Fund (SCIF) within five (5) days of the CERT supervisor receiving knowledge that an injury has occurred or is alleged.

A brief and clear, written narrative of the incident leading to the injury must be done.

A copy of the original Disaster Service Worker volunteer registration form including the signed loyalty oath must be sent to both SCIF and the governor's Office of Emergency Services.

Forms will be sent to:

State Compensation Insurance Fund Office (SCIF)
DSW Claims Representative
P. O. Box 659011
Sacramento, CA 95865-9011
(916) 567-7629 Fax (916) 567-7550

Governor's Office of Emergency Services
Planning and Technological Assistance Branch
Attn: DSW Volunteer Program Coordinator
P. O. Box 419047
Rancho Cordova, CA 95741-9047
(916) 464-3200 Fax (916) 464-3208

24-hour Claims Reporting Center, call 1-888-222-3211

Copies of these forms are in the CERT office.

TRAINING

After the initial 20-hour training program, CERT members are required to attend a minimum of two (2) hours scheduled training once every six (6) months from the initial date of becoming a CERT member. This training is required to maintain individual certification in the program. In addition, each CERT team member is required to participate in one activity per year. The year is based on the CERT members' anniversary date of initial certification. These activities may include, but are not limited to, the Fire Expo, Fire Open House, Orange Blossom Festival, special safety fairs, drills, and maintenance of the Multi-Incident Supply Trailers (M.I.S.T.).

Any CERT members who do not attend training or participate in an activity may be asked to resign from the program. However, each member may appeal to the Riverside Citizen Corps Council his or her case.

A committee of CERT members will develop and implement a point system for members who go the extra mile. Points will be accumulated and at certain levels CERT members will receive recognition such as pins, certificates, ride-a-longs with police or fire (depending on availability) and other awards.

Training Classes

American Red Cross Classes:

- Introduction to Disaster Services
- Shelter Management
- Mass Care
- American Red Cross Disaster Institute
- Adult and Child CPR
- HIV/AIDS Education

City of Riverside Classes:

- Introduction to Standardized Emergency Management System
- Standardized Emergency Management System - EOC
- Incident Command System
- CERT Jeopardy
- Administrative/Operational Guidelines

AUTHORITY TO ACTIVATE

PURPOSE OF DIRECTIVE

The purpose of this directive is to set forth the authority for activation. Under this directive, there are two scenarios for activation; one being self-activation by CERT volunteers, the other being a general activation by the City or the involved public safety agencies.

DEFINITION OF GENERAL ACTIVATION

General activation is the process of a public safety agency activating the resources of the CC in response to a major incident or emergency.

PROCEDURES FOR GENERAL ACTIVATION

When necessary, police personnel in conjunction with City staff will utilize appropriate and established means of communication to notify the leadership of the CC of the need to activate. These established methods of communication may include the use of telephones, radios, pagers or the City's City Watch System.

DEFINITION OF SELF-ACTIVATION

Self-activation of the CERT is the act of a CERT volunteer, when making notification of an emergency and requesting that resources be made available, and that lines of communication be activated, in order to implement CERT operational procedures.

Should fire department personnel decide that a general activation of the CC is in order, they will contact the Emergency Services Coordinator, or his/her designee, through established means and request that the activation occur.

PARAMETERS FOR SELF-ACTIVATION

Self-activation by definition relates to incidents that are localized or limited in geographical scope. There must exist a clear and present threat for self-activation to occur. In addition, the threat must involve, at the least, a block or neighborhood. Routine household emergencies or contained incidents normally handled by police and/or fire personnel do not qualify for self-activation. CERT volunteers requesting self-activation must be able to reasonably articulate the need for self-activation.

PROCEDURES FOR SELF-ACTIVATION

Any Block Captain or Tract Coordinator has the ability to self-activate the CC with assistance from the respective District Leader, Quadrant Director, or Program Administrator. Approval to self-activate must be obtained from one of the CCC Representatives or from the City's Police/Fire Chiefs, or designee.

Block Captains or Tract Coordinators wishing to self-activate the CERT must adhere to the chain of command in making this request for self-activation. City Police/Fire Chief will not entertain a request for self-activation unless the request comes from a District Leader, Quadrant Director, or Program Administrator.

FIELD COORDINATION BETWEEN CC AND PUBLIC SAFETY

An established link must exist for public safety agencies to effectively communicate and direct CC activities in a field setting. This link occurs through the liaison officer at the Incident Command Post. When an emergency is declared and an Incident Command Post (ICP) established, the fire or law enforcement representative to the CCC will respond to the ICP. While enroute to the ICP, the fire or law enforcement representative will designate an officer of the fire or police department to act as the liaison officer between the public safety agencies and the Emergency Services Coordinator. This officer, sworn or non-sworn, will be the communication link at the ICP. The liaison officer will provide information and direction from the public safety agencies to the Emergency Services Coordinator. This officer will also receive information from the CC program administrator and promptly provide it to the fire or law enforcement representative at the ICP.

DISASTER REPOSENSE PROTOCOL

PURPOSE OF DIRECTIVE

The purpose of this directive is to set forth the protocol under which the CERT volunteers respond to a declared emergency event or disaster. This policy will set forth the sequence CERT volunteers will follow in order to respond to, and mitigate, the effects of an emergency or disaster.

NOTIFICATION

Public Safety and City of Riverside officials, upon recognizing the need to activate CERT, will utilize Citywatch or other appropriate means to inform CERT leadership of the program activation. Within this brief notification message will be an instruction for all CERT leadership to turn on their CERT radios and/or personal cell phones.

In some cases, the effects of regional emergency events or disasters are obvious, such as a devastating earthquake. In these cases, CERT members need not wait to receive notification and instruction from City or Public Safety officials to turn on their CERT radios and/or personal cell phones. Volunteers should simply turn on their pre-established means of communication as they begin to follow the training and instruction they have received that will allow them to respond to and mitigate the effects of such events.

PRIORITIES

Immediately following the declaration of a large disaster, CERT volunteers should assess the status of their family members and property. This is the first priority.

Volunteers should have a plan in place prior to the occurrence of such an event that will allow them to quickly and accurately evaluate the needs of their family members and the status of their property. Barring serious injury to family members, CERT volunteers are expected to fulfill their duties during program activation. To this end, beneficial instruction, training and resources are provided to CERT volunteers. It is anticipated this training and these resources will also benefit their immediate family members and the community at large. CERT volunteers that shy away from their duties when most needed can expect to be removed from the program.

CERT volunteers must understand that a fundamental goal of the program is to be able to provide an accurate, thorough and very timely assessment of the City to public safety officials as soon as possible after a major disaster. This is the second priority for a CC volunteer.

CERT volunteers must quickly pass information up their chain of command so that the information is provided to a district leader, who is equipped with a CERT radio. The report is then provided, via radio, to the quadrant director and program administrator(s). The program administrator at the Incident Command Post (ICP) will then relay the incoming report and information to the public safety officials at the ICP.

CERT volunteers will work diligently to provide a complete and accurate assessment and report of their respective areas. This is the essence of the program. In providing faulty or no information, CERT fails the community. Once the program administrator reports that he/she has received the required information for all portions of the City, the assessment and reporting phase of the operation is concluded.

MOBILIZATION PHASE

Once an accurate assessment report is received, the program administrator will receive instruction from public safety officials, via the police or fire department CERT liaison at the ICP, about the need for mobilization and deployment of CERT volunteers.

Should such a need exist, the program administrator will provide instruction and detail, via the CERT radio, regarding the location and numbers of volunteers needed. CERT volunteers may be assigned to a number of different locations after an emergency or disaster has occurred. It is critical that once an assignment from the program administrator has been given, the involved volunteers respond and provide the support the program has been designed to give. Volunteers may be requested to assist American Red Cross efforts at a Disaster Recovery Center or an evacuation shelter. Other volunteers may be requested to assist police or fire personnel in field operations.

An additional purpose and goal of the CERT is to prepare a contingent of trained, willing, able-bodied men and women that can be assigned to supplement public safety operations and see to community needs. In this way, CERT truly becomes a flexible force that can be quickly utilized to assist those who need the most help. This is the third priority of the CERT after a disaster occurs.

CERT volunteers will not work more than 12 continuous hours after program activation. The CERT leadership is tasked with enforcing a policy of 12-hour shifts and scheduling sufficient volunteers to staff ongoing projects at various locations, if necessary.

FIELD ROLE OF CERT

PURPOSE OF DIRECTIVE

The purpose of this directive is to set forth the parameters under which the CERT volunteers operate in the field and interact with City and public safety personnel.

FIELD ROLE OF THE PROGRAM ADMINISTRATOR

Local public safety officials from the police and fire departments shall provide guidance and direction to the program administrator regarding how to introduce CERT volunteers into an emergency setting. The role of the program administrator in this field setting is to coordinate the response of the CERT volunteers and to interact, via the police department liaison at an ICP, with public safety officials as needed. Additionally, the program administrator will be prepared to report to the police department, via the designated liaison officer, the field assessment report containing pertinent and relevant information being received from CERT volunteers in the field. The program administrator, with direction from the police and fire departments, is free to structure and coordinate the resources of the CERT in order to meet the goals and requests by public safety officials, and the demands of an evolving disaster scenario.

FIELD CHAIN-OF-COMMAND ISSUES

Public safety officials have jurisdiction over disaster events. The CERT volunteers respond to an event to assist and supplement public safety and City officials in their disaster recovery and assessment efforts. CERT volunteers are not to become a hindrance or an obstacle in public safety efforts. CERT volunteers shall not, by their failure to obey orders or their unwitting actions, become part of a larger problem. Upon general activation, CERT volunteers must exercise discipline and follow the specific orders they will be given from their CERT leaders or public safety officials. Failure to do so may result in removal from the CERT.

Should CERT volunteers, while in the field and acting in official CERT capacity, receive orders from on-scene public safety responders that are designed to protect them from harm, they will follow those orders immediately and without delay. Should CERT volunteers receive conflicting orders from first responders/public safety officials while in the field, they will first obey the orders they receive from public safety personnel and then ascertain new direction from their CC leaders.

POSSIBLE FIELD ROLES FOR CERT PERSONNEL

CERT personnel, under direction from a program administrator, and with guidance from the appropriate involved City and public safety officials, may be called upon to perform the following tasks upon self or general activation:

- Damage assessment to infrastructure
- Property damage assessment
- Triage of injured persons
- Evacuation of injured persons
- Coordination of logistical needs at disaster recovery centers
- Coordination of operational responses through an Incident Command Post
- Assistance with care and shelter operations (ARC)
- General duties as assigned at the ICP or EOC

CERT volunteers shall endeavor, as part of their routine training, to become familiar and comfortable with the operations and logistics surrounding the Disaster Recovery Centers and the evacuation shelters. Should CERT personnel be assigned to assist at these locations, they shall take direction from American Red Cross personnel and City officials.

COMMUNICATIONS PROTOCOL

PURPOSE OF DIRECTIVE

The purpose of this directive is to set forth the parameters under which the CC utilizes, maintains and ensures security of the hand held radios, or Handie-Talkies (HTs).

ROLE OF THE PROGRAM ADMINISTRATOR

The program administrator(s), or his/her designee, will be responsible for ensuring every eligible member of the CC receives an HT radio. Those CC members who are eligible to receive these radios are the members of the CC Council, the program administrator(s), the quadrant director and district leaders. Additionally, all CC Team leaders are eligible to receive radios. Also, a pre-designated assistant (CC volunteer) for the program administrator(s) at the ICP will be eligible to receive an HT. All those eligible to receive an HT will also receive the related equipment (second battery, battery charger and HT holder).

CERT members who purchase small, personal HTs for use during an event must have the approval of the CCC to use the item during a call out.

The Program Administrator shall ensure the following requirements are met. The Program Administrator may chose to delegate the following:

Requirements:

1. Prior to receiving an HT, each person will complete the formal communications training provided by Fire and/or Police personnel.
2. Prior to receiving the aforementioned equipment, every person shall sign a receipt acknowledging that they are receiving property of the CC, and shall surrender said property upon separation from the organization or upon request by the CC Council.

RESPONSIBILITIES FOR RADIO RECIPIENTS

1. Each person in possession of an HT and related equipment shall turn all such equipment in to the program administrator(s) upon leaving the CC. He/she shall receive a receipt acknowledging the property has been returned.
2. Every CC volunteer in possession of an HT shall be responsible for its safety and security.

3. Every CC volunteer in possession of an HT shall ensure the radio is maintained with a charged battery.
4. If an HT is lost or stolen it shall, without delay, be reported to local law enforcement officials so that a crime report can be taken. The person to whom the HT was issued must keep a copy of the radio serial number for this purpose.
5. If a previously reported lost or stolen radio is located by a CC volunteer, that information shall immediately be reported to the law enforcement to the CC Council and/or the program administrator.
6. CC volunteers shall properly utilize radios. No horseplay, obscenities, vulgarity or offensive language on a radio frequency will be tolerated. Confidential information will only be transmitted through a hard line phone.
7. Any problems or questions involving the radios shall be communicated through the CC chain of command.

RESPONSIBILITIES OF THE FIRE AND/OR POLICE DEPARTMENT REPRESENTATIVE

The fire and/or law enforcement representative to the CCC is responsible for the following:

Providing an initial training session to CC volunteers regarding proper use of the radios and appropriate conduct and manner in which to transmit information. This communications training will be provided quarterly or as often as needed, and may be delegated.

DISCIPLINE AND COMPLAINTS

OBJECTIVE

The primary objective of discipline is to gain the willing participation of all Citizen Corps members in meeting the established goals for City volunteer service. Discipline is never meant to belittle or punish, and every effort must be made by those administering discipline to ensure that discipline is fairly and evenly rendered. Disciplinary actions shall not be discussed outside the necessary meetings. Should discipline be rendered to a member of the CC, those administering the discipline shall make every effort to cause the involved member to feel their contribution remains important and necessary.

Discipline

Riverside Citizen Corps (CC) volunteers are responsible for knowing and abiding by all the guideline policies and procedures. Failure to follow these policies may result in disciplinary action, including dismissal.

Improper Conduct And/Or Behavior

CC Volunteers must recognize that for the organization to function smoothly in times of disaster or otherwise, members must perform their duties to the best of their ability and not engage in “unacceptable conduct or inappropriate behavior,” which includes but is not limited to:

- Criminal conduct
- Civil impropriety
- Failure to adequately perform Citizen Corps duties
- Insubordination
- Rude and/or discourteous behavior

CC volunteers who, while in the performance of their official duties, engage in “unacceptable conduct or inappropriate behavior,” while in the performance of their CC duties, may become subject to a complaint being lodged against them. A complaint may be lodged against any member of the CC by another member of the CC or by a member of the public. Complaints made against CC volunteers shall be handled in a manner set forth in this policy.

Handling Of Administrative Type Complaints

Citizen Corps members are “at-will” volunteers. When a complaint is received, the recipient of the complaint will forward the allegation to the Discipline Committee, which will then discuss the details and issues involving the complaint with the CCC. The decision to initiate a formal complaint against a CCC volunteer member rests with the Discipline Committee of the CCC.

If a decision to initiate a formal complaint is made by the Discipline Committee, it then investigates the specific allegations. The Discipline Committee will make a recommendation to the CCC in a regular meeting.

Should a CC volunteer that has a complaint lodged against him/her desire an opportunity to discuss the matter in question with the Discipline Committee, an opportunity to do so must be afforded him/her. Everyone has a right to be heard. This principle should first be exercised in a meeting with the involved CC volunteer and the investigating Discipline Committee. If the CC volunteer disagrees with the recommendation that will be made to the CCC, he/she has the right to appear at the CCC meeting to address the complaint(s) against him/her. Questions from CCC members can be asked directly of the volunteer.

Should a complaint be lodged against a Discipline Committee Representative, then a person shall be appointed by the CCC chairperson to investigate the complaint as set forth herein.

Action

After hearing the issue and determining that the allegation(s) has merit and the CCC determines that some form of discipline is required, the CCC may elect to accept the recommended discipline, or embark on another disciplinary course of action not recommended by the Discipline Committee. The CCC shall then, after discussion, formalize any disciplinary action via vote. Written documentation of a disciplinary investigation is optional. If a volunteer is unable to attend the CCC meeting, the CCC may proceed with the disciplinary process in his/her absence, provided that he or she has been given reasonable notice of the hearing.

Disciplinary options, available to the CCC can include:

- Verbal Counseling
- Remedial Training (based upon the nature of the complaint)
- Suspension
- Termination

Handling Of Criminal Complaints

The Law Enforcement Representative will ensure that all criminal complaints are appropriately processed. Due to confidentiality laws, the CCC or other CC members will not have access to the details of the complaints.

MEDIA PROTOCOL

OBJECTIVE

The activities and function of the CERT will, by their nature, generate interest in the community and the media. A public information officer (PIO) is necessary to allow CERT volunteers to remain focused on CERT duties and goals during an event. The establishment of the PIO position will cause the CERT, as an organization, to refrain from providing conflicting or confusing information, stay on message, and provide concise, consistent, professional accounting of CERT activities and processes.

Public Information Officer (PIO)

All CERT volunteers will defer media inquiries to the public information officer designated by the Incident Commander

Responsibilities of the PIO

The CERT PIO will have responsibilities to discuss the role and activities of the CERT volunteers with members of the media. The CERT PIO officer shall also:

- a. Provide accurate and timely information to the news media regarding CERT operations
- b. Act as a liaison for the media to access information from CERT sources

Media Access

No CERT volunteer shall restrict media access from areas deemed to be disasters (floods, earthquakes, and fire) per California Penal Code 409.5(d). News media access restrictions may only be enforced by public safety officials (for purposes of crime scene investigation).

FINANCE

OBJECTIVE

The primary objective of this guideline is to set forth protocol for the tracking and reporting of the budget of the CC.

As of this writing, funding is being provided through the U.S. Homeland Security Program Grants. The Fire Department Account Clerk II is monitoring all expenses for these grants.

A Finance Committee has been established to monitor large one item expenses over \$3000. Once approved, the purchase request will follow the pre-established procedures of the Riverside Fire Department. The Fire Department Account Clerk II will have the responsibility to pay all bills submitted to her. It will be the responsibility of the EOC Senior Office Specialist to prepare a report for review at each monthly CCC meeting.

CORPORATE PARTNER RECOGNITION PROGRAM

PURPOSE

The Emergency Services Coordinator will maintain accurate record keeping of any and all donations received on behalf of the organization. The CCC will recognize each donation based on the different levels of participation (see attachment), as well as a formal letter of gratitude that should be sent out within one week of receiving donation that also serves as their receipt.

LEVELS

There are five different levels within the CC Corporate Partners Recognition Program:

1. **Heroes Circle:** \$5,000.00⁺ (in cash, in-kind service or equipment & goods).
2. **Freedom Fighters:** \$2,500.00 - \$4,999.00 (in cash, in-kind service or equipment & goods).
3. **Liberty Bell:** \$1,000.00-\$2,499.00 (in cash, in-kind service or equipment & goods).
4. **Stars & Stripes:** \$100.00-\$999.00 (in cash, in-kind service or equipment & goods).
5. **Friends of CERT:** \$1.00 - \$99.00 (in cash, in-kind service or equipment & goods).

RECOGNITION

Each level of participation will receive a variety of recognition, based on the donation's value. Each level will include all of the acknowledgements of the levels of lesser value so that the highest level will include all five levels of recognition:

Heroes Circle (\$5,000.00⁺):

Special Mayoral recognition/presentation – Special Plaque from the Mayor at a Council Meeting.

Special feature in local media of donation/support – highlight a business/individual that makes a significant donation to the CC in the local paper.

All “Freedom Fighters” Benefits.

Freedom Fighters (\$2,500-\$4,999):

Special Plaque from the CC & certificate of recognition by City Council at a Council Meeting

Recognition on CC's web page

Logo on all media

All "Liberty Bell" Benefits

Liberty Bell (\$1,000-\$2,499):

Listing on perpetual plaque at City Hall – plaque will show all levels of contribution

Recognition listing on all media

All "Stars & Stripes" Benefits

Stars & Stripes (\$100-\$999):

Listing in all event media

Special thank you letter & certificate from the CC

Friends of CERT (\$1.00 - \$99)

Special thank you letter

SOLICITATION

Any member of the CC soliciting or receiving donations on behalf of the organization will do so under the direction of the CCC. Any letters or requests made must be approved by the Council or by whomever they designate on their behalf, prior to their distribution.

Once a donation has been confirmed, the CCC must be notified so that action can be taken regarding the receiving of that donation and making sure that the donor receives the proper recognition.

All confirmations should be in writing or documented to maintain accurate records of any and all donations.

ACKNOWLEDGEMENT

It is the responsibility of the CCC to maintain any and all records as it pertains to the soliciting, obtaining and recognizing any and all donations.

A member of the Council, or designee, will be responsible for coordinating and ensuring that each donor gets the recognition that is promised.

EQUIPMENT INVENTORY AND INSPECTIONS

OBJECTIVE

The CERT volunteer members require specialized equipment in order to perform their function. Because of the numbers of volunteers in the citizen corps, there are a large number of issued items needed to properly equip personnel. Some of these items are costly. Every effort shall be made by the CCC to ensure the proper storage, use, maintenance and accounting of this property occurs. All items issued to volunteers are property of the CERTs and shall be returned upon departure from the organization.

No equipment item shall be issued without first having the volunteer sign a receipt acknowledging that the property must be returned upon demand and/or separation from the CCs.

DISTRIBUTION OF EQUIPMENT

CCC members, program administrators, quadrant leaders and district leaders may be issued tool bag kits, hand held radios and other equipment as needed. Members of the organization shall not entrust this equipment to anyone. Another trained member, under the direct supervision of the individual to whom the equipment was issued, may use the equipment in an actual emergency or training exercise.

INVENTORY

The CCC shall cause a quarterly inventory of all CERT property to be performed. Any person designated by the council may perform this inventory of equipment items. A report of this quarterly inventory shall be made to the CCC during a regular meeting. Items not currently issued shall be stored in a secure location approved by the CCC. No modifications of equipment or attire will be done unless authorized by the CCC.

LOSS OF EQUIPMENT

Should a member of CERT become aware that an item belonging to the CERT has been damaged or lost, he/she shall report that information immediately to their respective district or quadrant leader. The involved district or quadrant leader shall relay that information immediately to the program administrator(s).

The program administrator shall make a report regarding the circumstances of the lost or damaged property at the next CCC meeting. The program administrator or a designee will ensure that a Lost or Damaged Property report is

completed and filed with the CCC. If repairs or replacement items are required, the CCC shall address those issues/expenditures.

The CCC shall make a determination if a violation has occurred, and the Discipline Committee will determine what, if any, discipline will be rendered.

Should discipline result, the members of the CCC shall be guided by the discipline guidelines.

FORMS



**CITY OF RIVERSIDE
COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM
RELEASE AND HOLD HARMLESS AGREEMENT
AND PERMISSION REQUEST**

I, _____, hereby request permission to participate in the City of Riverside Community Emergency Response Team (CERT) program. I understand that this program will include training that will require physical agility and coordination. Such training includes a potential risk of personal injury and/or personal property damage. I make this request with full knowledge of the possibility of personal injury and/or personal property damage. Further, I have read and understand the program outline that describes all class sections and the associated activities.

The above-named participant ("Participant") certifies that he/she is a competent adult, age 18 or older. If Participant is a minor (over the age of 16), but still desires to participate in the CERT program, this Release shall be read and signed by both the Participant and his/her parent or guardian, with full consent that the minor may participate in the CERT program.

Participant, for himself/herself, his/her heirs, executors, administrators, and assigns hereby releases, waives, discharges, and relinquishes, any action or causes of action which may hereafter arise for himself/herself and for his/her estate, and under no circumstance, will he/she or his/her heirs, executors, administrators and assigns prosecute, present any claim for personal injury and/or property damage, or wrongful death against the City of Riverside, and/or any of its agencies, City council members, Citizen Corps Council members, and/or employees arising from any injury and/or loss sustained by participating in the CERT program. Any injury(ies) resulting from said participation shall be the sole responsibility of the Participant. The Participant shall indemnify, hold harmless, and defend the City of Riverside, its agencies, its officers, directors, employees, agents, and attorneys from any and all claims of action by whomever made or presented for personal injuries, property damage, or wrongful death, arising from participation in the CERT program.

Participant agrees to follow the rules established by the instructors, and to exercise reasonable care while participating in the CERT program. Participant understands that if he/she fails to follow the instructor's rules and regulations or if Participant fails to exercise reasonable care, Participant can be administratively removed from the program.

This Release is not intended to affect any rights or remedies that the Participant may have with regard to workers compensation benefits by participation in CERT, if any.

By executing this release I certify that I have read this release in its entirety, understand all of its terms and have had any questions regarding the release or its effect satisfactory answered. I sign this release freely and voluntarily.

Signature of Participant

Date

Signature of Parent or Guardian if
Participant is a Minor

Date

Emergency Contact Name

Emergency Contact Number

Comments:

Signature of Instructor

Date



RIVERSIDE CITIZEN CORPS
COUNCIL



ACKNOWLEDGMENT OF AT-WILL VOLUNTEER STATUS

I _____, acknowledge that I am an at-will volunteer with the City of Riverside. I may be terminated/released at any time, without cause, and without right of appeal.

Signed: _____ Date: _____



Riverside Citizen Corps
10692 Indiana
Riverside, CA 92503

Issuance of Program Administrative Guidelines

I hereby certify and acknowledge receipt of one (1) copy of the Riverside Citizen Corps Program Administrative/Operational Guidelines revision dated August 2004.

"It is your responsibility as a member of the Riverside Citizen Corps to read the Program Administrative/Operational Guidelines that you have been given, so that you can satisfactorily perform all of your required duties. You shall read the Program Administrative/Operational Guidelines within fifteen (15) days from your receipt of the same. Thereafter, you are encouraged to periodically read the Program Administrative/Operational Guidelines so as to refresh yourself on the information contained therein."

"I will read the Riverside Citizen Corps Program Administrative/Operational Guidelines and assume the obligations and requirements as a condition of my status as an at-will volunteer, within fifteen (15) days."

Signed: _____
Volunteer Member

Date: _____

Issued by: _____
Name Date

Riverside Citizen Corps

Council Agenda Item Placement

Submittal Date:

TO: Carmen Nieves, Council Chair, Riverside Fire Department

FROM:

Please place the following item on the Council Agenda of _____.

ITEM TITLE:

RECOMMENDED ACTION:

PLACE ITEM UNDER THE FOLLOWING HEADING:

ف Presentation

ف Business

ف Consent