 <p>OCEAN HILLS COUNTRY CLUB SERT CLUB (SAFETY & EMERGENCY RESPONSE TEAM) NEIGHBOR-HELPING-NEIGHBOR</p>	<p>SAFETY AND EMERGENCY RESPONSE TEAM CLUB EMERGENCY RESPONSE TEAM STANDARD OPERATING PROCEDURES O-002</p>	<p>EMERGENCY RESPONSE TEAM MEMBERS RESPONSIBILITIES & QUALIFICATIONS</p> <p>October 2025</p>
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The Emergency Response Team (ERT) Command Structure consists of Command and General Staff positions. The Incident Commander has total authority and accountability. The Operations, Planning, Administration, and Logistics Section Chiefs and the Safety Officer report to the Incident Commander. During ERT activation the OHCC Community Patrol will coordinate their activities with the Incident Commander.

Incident Commander (IC)

The Incident Commander is responsible for:

- Having clear authority and knowing FEMA and SERT processes and procedures.
- Coordinating with Authorities Having Jurisdiction to form a Unified Command.
- Ensuring incident safety.
- Establishing an Incident Command Post.
- Setting priorities and determining incident objectives and strategies to be followed.
- Establishing the Incident Command Structure(ICS) needed to manage the incident.
- Approving the Incident Action Plan (IAP).
- Coordinating Command and General Staff activities.
- Approving resource requests and use of volunteers and auxiliary personnel.
- Ensuring after-action reports are completed.
- Authorizing information release to the media.
- Ordering demobilization as needed.

The **Safety Officer** – position will functionally report to the Incident Commander. If unnamed the Incident Commander will assume this role.


Responsibilities include:

- Monitoring the overall safety of the ERT members during an activation.
 - Reporting issues/concerns to the appropriate Supervisor
 - Maintaining a list of issues and submitting a daily report to the Emergency Response Director and Operations Section Chief
- Participating in all safety related ERT briefings
- Stopping any activity deemed unsafe

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The **CERT/EOC Ham Operator** - position will functionally report to the Incident Commander. Responsibilities include:

- Function as the direct link to the CERT Representative in the Oceanside City Emergency Operations Center.

Community Patrol – May or may not be available depending on the severity of the disaster.

Operations Section Chief

The Operations Section Chief is responsible for managing all tactical operations at an incident. The Incident Action Plan (IAP) provides the necessary guidance. The need to expand the Operations Section is dictated by the number of tactical resources involved and is influenced by span of control considerations.

Major responsibilities of the Operations Section Chief are to:

- -
- Assure safety of tactical personnel
- Manage tactical operations
- Develop the operations portion of the IAP
- Supervise execution of operations portions of the IAP
- Request additional resources to support tactical operations
- Approve release of resources from active operational assignments
- Make or approve expedient changes to the IAP
- Maintain close contact with IC

SERT Emergency Response Team (ERT) Operations Reporting Structure


The Emergency Response (ER) Director, First Aid Unit Supervisor, and Situation Status (SITSTAT) Manager, report directly to the Operations Section Chief. If the Operations Section Chief is unavailable, the ER Director and SITSTAT Manager will report to the Incident Commander. The ER Assessment Supervisor reports to the ER Director. In the absence of the ER Director a qualified ER Supervisor will be assigned the ER Director role and responsibility and will report to the Operations Section Chief.

Upon activation, the ER Director, ER Assessment Unit Assessment Supervisor, and Tactical Assignment Unit Leader will effectively manage the tactical resources within Ocean Hill Country Club and manage the tactical activities as detailed in the IAP. The key Action Steps include the following:

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The **ER Director** – position reports to the Operations Section Chief. Responsibilities include:

- Ensuring all ERT Members have been contacted via the Text-Em-All Company Emergency Texting Notification System, requesting they report to the assigned incident staging area. The Radio Specialist may assist in this task.
- Providing Incident Briefing to all tactical members
- Stress personal safety to all team members
 - Do not enter the structure if a natural gas odor is detected
 - Do not attempt to turn off the gas meter without resident knowledge
 - Do not attempt to extinguish fires
 - Ensure all ERT members have a working 2-way radio
- Defining the tasks ER Assessment Unit Supervisor is to achieve within a specific time
- Maintaining the flow of ER team members in/out of this area
- Approving ER Assessment Unit Supervisor safety release of cleared streets and buildings
- Requesting from Operations Section Chief ER personnel to respond to emergency response situations that may include
 - Emergency First Aid
 - Light search and rescue
 - OHCC resident assistance

The **ER Assessment Unit Supervisor** – reports to the ER Director. Responsibilities include:

- Managing the process for the systematic Life Safety Assessment and Community Property Damage survey using the IAP.
- Forwarding assessments, situational status, and tactical assignments to the ER Director within the specified time
- Coordinating emergency restoration efforts in cleared areas upon specific street all clear authorization from the Operations Section Chief or ER Director.

The **Damage Assessment Unit Leader** reports to the ER Assessment Unit Supervisor.


Responsibilities include managing the process whereby tactical resources are assigned for the systematic Life Safety Assessment and Community Property Damage survey using the IAP.

- Managing the process whereby accurate and current Life Safety Assessment and Community Property Damage survey results are recorded and analyzed
- Forwarding assessment information to the ER Assessment Supervisor within the specified time

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The **Tactical Assignment Group Leader** reports to the Damage Assessment Unit Leader.

Responsibilities include:

- Coordinating Emergency Response Tactical team members and resources to perform Life Safety Assessment and Community Property Damage surveys as directed
- Developing strategies and implementing emergency response tactics necessary to mitigate Immediately Dangerous to Life and Health (IDLH) conditions found during Life Safety Assessment and Community Property Damage surveys
- Managing up to Ten (10) tactical response teams
 - 8-Sections Teams
 - 2-Reserve Teams
- Maintaining communications with teams to support logistical requirements and to maintain safety
- Maintaining traffic control status of street safety and accessibility


Situation Status (SITSTAT) Manager - responsibilities include:

- Establishing and Maintaining the Situation Status (SITSTAT) Board.
 - Secure laminated map to table in a safe weather area
 - Ensure that the leadership can see the map
- Maintaining maps, and documenting incident-related required actions.
 - Monitor radio for Damage Assessment Team Situation Reports (SITREPS)
 - Using dry makers, note areas for concern and cleared streets on SITSTAT board
 - Mark as follows:
 - Level 2 – Help Sign displayed
 - Level 3 – Emergency, 911 should be called
 - Note: Level 1, areas of no concern, do not need to be marked until the entire street is cleared
- Preparing situation summaries.
 - Clarify to the ER assessment Unit Supervisor and DAT any conflicts
- Reporting changes in status as requested to the Operations Section Chief
 - Contact Planning Section Chief per instructions
- Planning for and activates releasing of personnel.
 - Give input on SITSTAT when requested by Operations Section Chief

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The First Aid Unit Supervisor – reports to the Operations Section Chief.

Responsibilities include:

- Supervise and manage the Casualty Aid Station (CAS) - its operations, adequacy, and safety
- Coordinate /assign duties of the First Aid (FA) members
- Supervise and assist to:
 - Set up the CAS
 - Triage injured casualties determining the priority of the patient's treatment by severity of their conditions, so appropriate aid can be determined
 - Approve services provided by the First Aid members after doing a head-to-toe assessment and call for appropriate help as needed.
- Maintain a log of casualty's category, and aid applied; the time they arrived at the CAS, any changes in condition/category and final status.
- Assure the Safety for Rescuer and Survivors.
- Check the adequacy of first aid supplies in the CAS as well as supplies needed by Tactical Units.
- Coordinate with the Tactical unit any necessary first aid supplies
- Coordinate with Operations Section Chief and Outside Emergency Services for Immediate and Expectant patients.

Assistant First Aid Unit Leader reports to the First Aid Unit Supervisor


Role and Responsibilities include:

- Acts as the First Aid Unit Supervisor when he/she is unavailable.
- Monitor the Status, Location, Activity of all the First Aid Unit.
 - Help to arrange the CAS to designate the injured to distinct Categories.
 - Immediate
 - Delayed
 - Minor
 - Expectant - Deceased
- Prepares and maintains the Situational Status Documentation.
- Assist the FA unit members in Assessment and First Aid care. Assists in determining the likelihood of recovery with or without treatment.
- Assist in coordinating casualty transport with EMS professionals.

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Roles and Responsibilities of the Triage Unit: Reports to the CAS Leader or if unavailable the First Aid Unit Supervisor.

Ask permission to conduct the Assessment and First Aid Treatment.

- Triage of the injured patient - Determine the Priority of the patient's treatment by Severity of their condition so treatment can be determined.
 - Help to arrange the CAS and categorize the injured condition to the designate and to distinct Categories.
 - Immediate
 - Delayed
 - Minor
 - Expectant - Deceased
- Maintain a Record and Log of patients In and Out and their Status.

CAS Qualifications and Training

CAS members' qualifications and training (reasonable accommodations will be considered):

- Complete the Blended Learning American Red Cross Adult First Aid/CPR/AED course with recertification every two-years
- Complete the Stop the Bleed course with recertification every two-years
- Proficiency in the Medical and/or First Aid practice as evaluated by the First Aid Unit Supervisor
- Completion of two annual 1-hour safety and emergency response refresher courses
- Completion of one annual emergency response drill
- Physical abilities:
 - Ability to lift 25 pounds without restrictions
 - Ability to walk 1 mile without the aid of crutches and/or a walker
 - Possess sound cognitive abilities as evaluated by the ERT Command Staff

SERT ERT Reporting Structure

When activated, Emergency Response (ER) and Reserve ER Team Members report to the Staging area and check-in to receive their assignment. At the completion of their assignment, they will return to the staging area to receive a new assignment or to check-out.


Role and Responsibilities - ER Team Member:

- Adhering to all safety protocols as trained and/or as instructed by their assigned leader or members of the Incident Command Team
 - Do not enter the structure if a natural gas odor is detected
 - Do not attempt to turn off the gas meter without resident knowledge

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- Do not attempt to extinguish fires
- Communicating with their assigned Supervisor or Unit Leader as necessary and/or as assigned
- Performing house-to-house evaluation of structures and reporting the level of damage within specified time schedule
- Providing First Aid assistance based on their level of training
- Performing Radio Check-in as scheduled using the provided ER Network Radio at least once a month or requesting a leave of absence from the Incident Commander or Operations Section Chief
- Recruiting new ER team members

Planning Section Chief

The Planning Section Chief is responsible for providing planning services for the incident. Under the direction of the Planning Section Chief, the Planning Section collects situation and resources status information and evaluates and processes the information for use in developing action plans. Dissemination of information can be in the form of the IAP, informal briefings, or through map and status board displays.

The Planning Section Chief reports to the Incident Commander. If the Planning Section Chief is unavailable, Planning Section members report to the Incident Commander.


Major responsibilities of the Planning Section Chief are to:

- Collect and manage all incident-relevant operational data
- Supervise preparation of the IAP
- Provide input to the IC and Operations in preparing the IAP
- Incorporate Traffic, First Aid, and Communications Plans and other supporting materials into the IAP
- Conduct and facilitate planning meetings
- Reassign personnel within the ICS organization
- Compile and display incident status information
- Establish information requirements and reporting schedules for units (e.g., Resources and Situation Units)
- Determine need for specialized resources
- Establish specialized data collection systems as necessary (e.g., weather)
- Assemble information on alternative strategies
- Provide periodic predictions on incident potential

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- Report significant changes in incident status
- Oversee preparation of the Demobilization Plan

Reserve/Volunteer Coordinator – responsibilities include:

- Determines if/when Volunteers and Reserves will be activated
 - Request list of all Reserves and Volunteers with contact information from the Documentation Manager.
 - Makes note of specific skills and/or limitations of Reserves and Volunteer, as contacted.
- What functions they will perform
 - Meet with the Planning Section Chief to determine what roles need to be filled
 - Contact the most qualified and available to fill a specific role
 - Have colored vests ready at Check-in table
 - Ensure anyone activated receives incident and safety briefings
 - Release to move to another role when the initial role is completed
 - Thank them and remind them to check out when they are dismissed

Reserve ER Team Member:

(Note will only be activated if all ER Team members have been fully committed)

- Adhering to all safety protocols as trained and/or as instructed by their assigned leader, or members of the Incident Command Team
- Communicating with their assigned leader as necessary and/or as scheduled
- Providing administrative support to members of the ER Team as directed


Reserve ER Team Member qualifications and training:

- Graduate of a FEMA CERT Academy program or Advanced Emergency Preparedness Course through the OHCC SERT Incident Command Team
- Annually re-commits to serving as a Reserve ER Team Member
- Completion of an annual one 1-hour safety and emergency response refresher course
- Possess communications skills as evaluated by the ERT Command Staff:
 - Demonstrated ability to use multiple forms of communication. Examples – effective verbal communications (2-Way Radio, cell phone) written communications (Text, email)
- Physical abilities:
 - Possess sound cognitive abilities as evaluated by the ERT Command Staff
 - Ability to stand, aided, if necessary, for 30 minutes
 - Ability to sit in a chair for 1 hour

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Logistics Section Chief

Logistics Reporting Structure

The Radio Manager and Supplies Manager report to the Logistics Section Chief. If the Logistics Section Chief is unavailable, they report to the Incident Commander. The First Aid Supplies Coordinator reports to the Supplies Manager. In the absence of the Supply Manager a qualified First Aid Supplies Coordinator will be assigned the Supplies Manager role and responsibility and will report to the Logistics Section Chief.

The Logistics Section Chief provides all incident support needs. The Logistics Section is responsible for providing:

- Facilities
- Transportation
- Communications
- Supplies
- Equipment maintenance and fueling or charging
- Food services (for responders)
- First Aid services (for responders)
- All off-incident resources


Major responsibilities of the Logistics Section Chief are to:

- Provide all facilities, transportation, communications, supplies, equipment maintenance and fueling, food and first aid services for incident personnel, and all off-incident resources
- Manage all incident logistics
- Provide logistical input to the IAP
- Brief Logistics Staff as needed
- Identify anticipated and known incident service and support requirements
- Request additional resources as needed
- Ensure and oversee the development of the Communications, First Aid, and Traffic Plans as required
- Oversee demobilization of the Logistics Section and associated resources

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Upon activation, the Radio Manager and Supplies Manager will effectively coordinate resources within OHCC and manage the tactical activities as detailed in the Incident Action Plan. The key Action Steps include the following:

The **ER Staging Area Supervisor** – reports to the Logistics Director. Responsibilities include:

- Requesting and Assigning Staging Area Support Staff
- Coordinates positioning of Check-In, Check-out process of all ERT members
- Prioritizing Staging Area Infrastructure Set-Up
- Managing Staging Area
- Requesting resources to maintain response efficiency
- Coordinating with First Aid Team Unit Leader to establish location of the CAS
- Managing the demobilization of the Staging Area upon conclusion of emergency response

The **Staging Area Mobilization Manager** reports to the ER Staging Area Supervisor. Responsibilities include:

- Coordinating the set-up of resources necessary to support the efficient operation of the ER and First Aid staging areas
- Assisting non-ERT members to find the emergency resources they are seeking

The **Emergency Radio Network Support** reports to the Logistics Section Chief. Responsibilities include:

- Ensuring all ERT Members have been contacted via the Text-Em-All Company Emergency Texting Notification System, requesting they report to the assigned incident staging area. The Radio Specialist may assist in this task.
- Supporting effective 2-way radio efficiency through replacement of malfunctioning radios and maintaining a supply of fully charged batteries.
- Read/Announce pre-scripted announcements that will be read during the initial activation period.
- Provide specific announcements that will be made throughout the activation period.


The **Ham Operators** – reports to the Emergency Radio Network Support. Responsibilities include:

- Monitor of Ham radio traffic during an activation.

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The **Supply Manager** reports to the Logistics Section Chief. Responsibilities include:

- Providing Incident Briefing to all members
 - Ensuring all team members log in and out
 - Verifying all team members have a vest and backpack
 - Establishing team groups
 - Ensuring all ERT members have a working radio
 - Defining the tasks Coordinators are to achieve within a specific time
- Monitoring supplies, personnel, and equipment
 - Communicating with First Aid Coordinator
 - Reviewing distribution of first aid supplies

The **First Aid Supply Coordinator** reports to the Supply Manager. Responsibilities include:

- Coordinating with First Aid Supervisor on supplies and needs
- Establishing Check-In, Check-out process of First Aid supplies
- Prioritizing distribution of First Aid supplies
- Managing First Aid supplies
- Requesting First Aid supplies needed
- Coordinating with First Aid Supervisor or Assistant First Aid Unit Leader in the CAS


The **Transportation Coordinator** reports to the Logistics Section Chief. Responsibilities include:

- Requesting and coordinating the golf carts and RVs needed to support the required efficient operation of the Staging Areas
- Maintaining equipment needed for golf cart operation and use of the RV's services

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Administration Section Chief

The Administration Section Chief is responsible for managing all financial aspects of an incident.

The Administration Section Chief reports to the Incident Commander. The Finance Manager reports to the Administration Section Chief. If the Planning Section Chief is unavailable the Finance Manager reports to the Incident Commander.

Major responsibilities of the Administration Section Chief are to:

- Manage all financial aspects of an incident
- Provide financial and cost analysis information as requested
- Gather pertinent information from briefings with responsible agencies
- Develop an operating plan for the Administration Section and fill Section supply and support needs
- Meet with assisting and cooperating agency representatives as needed
- Ensure that all obligation documents initiated at the incident are properly prepared and completed
- Provide input to the IAP

Documentation Manager – responsibilities include:

- Conducting all check-in/out activities.
 - Provide Check-in/out activities
- Maintaining the status of all incident resources.
 - Monitor the check-in/out lists to verify everyone is accounted for
 - Collect Reserve and Volunteer lists, verify resources used have been checked in/out
- Providing duplicate forms as necessary to run all aspects of a Critical Incident.
 - Immediate forms for activation are kept in the Black Box
 - Duplicate 8-1/2 x 11 forms and zone maps are kept in the White binder
 - Duplicate Damage Assessment packages are kept by zone in the Black Box
- Maintain and archive all incident-related documentation.
 - File all paperwork generated during the incident in one file


Procurement Coordinator – responsibilities include:

- Providing financial summary on materials and services
 - Document who, what, and why, for any monies spent during an incident
 - File copies of any receipts for emergency purchases during an incident

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- Procuring resources, as necessary
 - Have \$500 cash on hand, in small bills, for emergency procurement
 - Keep detailed receipts of any purchase
- Documenting all receipts for reimbursements
 - Make copies of all receipts
 - Get approval for reimbursement from Administrative Section Chief
 - Turn in all original receipts for reimbursement to the SERT Club Treasurer

ERT Qualifications and Training

Section Chief/Director/Supervisor/Safety Officer/Radio Manager/Unit Leader/Group Leader, and Tactical members qualifications and training:

- Graduate of a FEMA CERT Academy program or Advanced Emergency Preparedness Course through the OHCC SERT Emergency Command Team within the last 3 years
- Complete the Blended Learning American Red Cross Adult First Aid/CPR/AED course with recertification every two-years
- Complete the Stop the Bleed course with recertification every two-years
- Completion of two annual 1-hour safety and emergency response refresher courses
- Completion of one annual emergency response drill
- Physical abilities:
 - Ability to lift 25 pounds without restrictions
 - Ability to walk 2 miles without the aid of crutches and/or a walker
 - Possess sound cognitive abilities as evaluated by the ERT Command Staff

Section Chief/Director/Supervisor/Safety Officer/Radio Manager/Unit Leader/Group Leader
Completion of the following FEMA courses:

- Mandatory - FEMA ICS-100: Introduction to the Incident Command System
- Strongly Recommended - FEMA ICS-200: Basic Incident Command System for Initial Response (this course is MANDATORY for Section Chief/Director/SITSTAT Manager/First Aid Supervisor)
- Possess both leadership and communications skills as evaluated by the ERT Command Staff
 - Demonstrated ability to lead others. Examples - past or present OHCC club leadership position, Village Board member, HOA Board member, work history
 - Demonstrated ability to use multiple forms of communication. Examples – (2-Way Radio, cell phone, Text, email)