

County of Orange
and
Orange County
Operational Area



**CERT Mutual Aid Program
Activation Annex**

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Operational Area Executive Board and Emergency Management Council Letter of Approval

Orange County Operational Area Executive Board

Representatives of Law Enforcement Mutual Aid, Police Chiefs' and Sheriff's Association, Fire and Rescue Mutual Aid, Fire Chiefs' Association, Public Works Mutual Aid, City Engineers and Public Works Directors Association, Orange County Board of Supervisors, Health Care Mutual Aid, City Manager's Association, League of Cities, School Districts, Special Districts.

Members:

County of Orange
O. C. Fire Authority
Also Vice
Anheim
Brea
Buena Park
Costa Mesa
Dana Point
Fountain Valley
Fullerton
Garden Grove
Irvine
La Habra
La Palma
Laguna Beach
Laguna Hills
Laguna Niguel
Laguna Woods
Lake Forest
Mission Viejo
Newport Beach
Orange
Palafox
Rancho Santa Margarita
San Clemente
San Juan Capistrano
Santa Ana
SoCal Beach
Stanton
Tustin
Villa Park
Westminster
Yorba Linda
Anheim City School District
Anheim Union H.S. District
Brea-Orinda Unified School District
Capistrano Unified School District
Central School District
Coast Community College
Cypress School District
Fountain Valley School District
Fullerton Joint Union H.S. District
Fullerton School District
Garden Grove Unified School District
Huntington Beach School District
Huntington Beach Union H.S. District
Irvine Unified School District
La Habra City School District
Laguna Beach Unified School District
Los Alamitos Unified School District
Lowell Joint School District
Mesa Vieja School District
Newport-Mesa Unified School District
North O.C. Community College District
North RCP
O.C. Department of Education
Orange View School District
Orange Unified School District
Placentia-Yorba Linda Unified School District
Rancho Santiago Community College District
Redlands Valley Unified School District
Santa Ana Unified School District
Savanna School District
St. O.C. Community College District
Tustin Unified School District
Westminster School District
AMMUNBERGER
Buena Park Library
Capistrano Bay Comm Services District
Capistrano Beach Sanitation District
Capistrano Beach Water District
Costa Mesa Sanitary District
Dana Point Sanitary District
East Orange County Water District
El Toro Water District
Erwin's Bay Comm Services District
Garden Grove Sanitary District
Irvine Ranch Water District
Laguna Beach County Water District
Los Alamitos County Water District
Mesa Concessioned Water District
Midway City Sanitary District
Moulton Niguel Water District
Municipal Water District of O. C.
O. C. Transportation Authority
Orange County Cemetery District
Orange County Sanitation District
Orange County Vector Control
Orange County Water District
Placentia Library District of O.C.
Rosemead Comm Services District
Santa Margarita Water District
Santiago County Water District
Serrano Water District
South Coast Water District
Sunset Beach Sanitary District
Trazzuc Canyon Water District
Yorba Linda Water District

February 8, 2012

Members of the Operational Area
Members of the Board of Supervisors
County of Orange Department Heads
American Red Cross/Orange County Chapter
California Emergency Management Agency

Dear Orange County Emergency Response and Recovery Officials;

Herewith is presented the County of Orange and Orange County Operational Area Community Emergency Response Teams (CERT) Mutual Aid Program Activation Annex. This annex is the foundation for the response and recovery operations from the Operational Area (OA) and County's perspective.

The Orange County Operational Area Executive Board has approved this annex on behalf of the OA Members; the County of Orange Emergency Management Council (EMC), which governs the County of Orange Emergency Organization, has approved and concurs with this annex. This annex continues to enhance the OA/County's response and recovery capabilities and includes: the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS) and the duties and responsibilities of the County and its departments/agencies in preparedness, response, and recovery procedures. A copy of the Community Emergency Response Teams (CERT) Mutual Aid Program Activation Annex may be obtained through the Orange County Sheriff's Department, Emergency Management Bureau.


The Community Emergency Response Teams (CERT) Mutual Aid Program Activation Annex is linked to jurisdiction, discipline and mutual aid plans and standard operational procedures through the Operational Area and the County of Orange Emergency Operations Plans.

This annex is designed as a reference and guidance document. We look to you as members of the County of Orange and Orange County's Operational Area Emergency Response Organization to assist in the ongoing process of program and capability improvement. Use of this annex when responding in the EOC and during exercises and drills will continue to enhance our ability to respond.

Sincerely,


Chief Keith Richter
Orange County Fire Authority
Orange County Operational Area
Executive Board
Chair

Sincerely,


Supervisor John Moorlach
Orange County Board of Supervisors
County of Orange Emergency Management
Council
Chair

Administrative Contact – Orange County Sheriff/ Emergency Management
2644 Santiago Canyon Road Silverado CA, 92676 Phone: (714) 628-7054 Fax: (714) 628-7154



1. Purpose of CMAP

The Community Emergency Response Team (CERT) Mutual Aid Program (CMAP) is part of the local, state and national Citizen Corps effort to incorporate and utilize volunteers in the community. Citizen Corps is endorsed by the President, the Department of Homeland Security, the Operational Area and local jurisdictions. CMAP volunteers are trained in basic response techniques and mutual aid training to assist the Operational Area (OA) cities in a disaster or major emergency situation.

The CERT Mutual Aid Program Activation Plan is an Annex to the Orange County Operational Area and the County of Orange Emergency Operations Plans (EOPs). Because key facets in volunteer, mutual aid and response planning are constantly changing, this Annex will serve as a working document and will be updated and revised periodically as additional information, guidance and corrective actions become available. In the event of a CMAP activation, recommendations and actions described herein may change based on current needs and availability of resources. Amendments and updates will incorporate changes in response capability developed through ongoing, regional collaborative planning efforts.

1.1. Member Cities

| | |
|--------------------------|------------------------------------|
| City of Anaheim | City of Newport Beach |
| City of Buena Park | City of Placentia |
| City of Brea | City of San Juan Capistrano |
| City of Costa Mesa | City of San Clemente |
| City of Cypress | City of Santa Ana |
| City of Dana Point | City of Seal Beach |
| City of Fullerton | City of Westminster |
| City of Garden Grove | City of Yorba Linda |
| City of Huntington Beach | Orange County Sheriff's Department |
| City of Irvine | Orange County Fire Authority |
| City of La Habra | American Red Cross |
| City of La Palma | Orange County Health Care Agency |
| City of Los Alamitos | |

2. Organization of CMAP Response

When CMAP is deployed, it is important the requesting agency knows the type and kind of resources available. The requesting jurisdiction will receive a minimum standard of equipment, management, and volunteers.

2.1. CERT Coordinator

CERT Coordinators will manage volunteers at the incident for the requested time period. The CERT Coordinator may be from the emergency management field, fire or police agencies.

The CERT Coordinator will be, at a minimum:



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- City Employee from a CMAP member jurisdiction.
- Have been subjected and passed a background Investigation.
- Has successfully completed NIMS ICS-100, 200, 300, 400, 700, and 800.
- Familiar with Orange County emergency operations.
- Familiar with radio communications (HAM, 800 MHz, FRS, etc.).
- Familiar with all CMAP equipment.
- Has authority over Deployed CMAP volunteer responders.

2.2. Required Volunteer Training

CMAP volunteers will have varied background knowledge and experience within the medical field, the private sector and in public service. CMAP volunteers will have a range of skills and have completed all of the following trainings listed below:

- CERT – 20 hour FEMA Module:
 - Disaster Preparedness.
 - Medical Operations (Emergency First Aid – Triage, Treatment and Transport) I&II.
 - Fire Suppression and Hazardous Materials Awareness (fire extinguisher use).
 - Light Search & Rescue.
 - Terrorism Awareness.
- ICS-100.
- ICS-700.
- CERT Mutual Aid Module.
- Mass Care and Shelter Operations (American Red Cross).
- Basic First Aid Certification.
- Adult CPR.
- Recommended training: Automated External Defibrillation (AED).

NOTE: Some CMAP volunteers will have completed additional training including: traffic support, donations management, critical incident stress management, outdoor sheltering, and radio communications (Family Radio System (FRS) and Amateur radio).

2.3. Equipment

CMAP has equipment purchased by the Urban Area Security Initiative (UASI), Homeland Security grants and by individual member jurisdictions. This equipment has been purchased with the purpose of supporting CERT and CMAP volunteers during training a disaster activation, or a mutual aid response. These trailers can be deployed to anywhere in the County. The baseline equipment includes:

- Equipment Response Trailers (5 total)
 - A key element of the region’s CERT program has been the acquisition of five response trailers placed strategically throughout the region to support a CERT response. Trailers are located in Anaheim, Dana Point, Fullerton, Santa Ana, and Seal Beach. The trailers include



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personal protective equipment, medical supplies, mobile command equipment, radios, and other equipment. Below is the baseline equipment in each trailer.

| Response Trailer Equipment | | | | | |
|----------------------------|--|-----|--|----|---|
| # | Description | # | Description | # | Description |
| 2 | Axes | 1 | Dust Brush | 1 | Incident Command Post Board (Bag) |
| 3 | Banquet Tables (6 Ft.) | 20 | Dust Masks | 60 | Meal Ready to Eat (M.R.E) |
| 2 | Blankets (Large Plastic) | 1 | Dust Pan | 2 | Pry Bars |
| 2 | Blankets - Moving | 4 | Extension Cord Reels (25' length) | 10 | Radios – FRS handheld Transceivers |
| 2 | Blankets - Space | 3 | E-Z Up Shelters (10' x 10') | 10 | Radios (ICOM 400Mhz Handheld Transceivers) |
| 4 | Blood Pressure Cuffs | 7 | Fire Extinguishers (4A – 80BC) | 3 | Radios (Motorola 400 Mhz Transceivers) |
| 4 | Body Carry Litters | 24 | First Aid Kits | 1 | Rapid Response Triage Bag/Kit Cervical/Head Stabilizer |
| 2 | Bolt Cutters | 48 | Flashlights | 15 | “Rite in the Rain” Note Books |
| 6 | Brush Gear (sets) | 2 | Fuel Containers (Gasoline 1 Gallon Capacity) | 20 | Safety Goggles |
| 10 | Caution Tape Rolls | 2 | Fuel Containers (Gasoline 2 Gallon Capacity) | 4 | Saw Horses/Barricades |
| 30 | CERT Helmets | 1 | Fuel Containers (Gasoline 5 Gallon Capacity) | 1 | “Skil” Saw (110 v.a.c.) |
| 24 | CERT Vests | 100 | Gauze Pads (4'x4') | 1 | Sledge Hammer |
| 1 | Chainsaw | 1 | Generator (5 Kilowatt) | 1 | Shovel (Round Edge) |
| 4 | Chairs (folding) | 1 | Gloves – (Nitrile) (Box) | 1 | Shovel (Snow) |
| 1 | Coffee Maker | 20 | Gloves (Work) (pairs) | 1 | Shovel (Straight Edge) |
| 1 | Construction Fan | 1 | Halligan Bar /Hooligan Tool | 4 | Tool Boxes (Mechanics Tools) |
| 4 | Crates 4”x4” Cribbing Lumber (15 pieces) | 4 | HD Halogen Light Pods | 10 | Traffic Cones |
| 3 | Drinking Water (24 each case) | 2 | Hydraulic Jacks (12 ton) | 1 | Water Pump |



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- Volunteer Management Response Trailer (4 Total)

The Volunteer Management Response Trailers serve to house people from the elements, and provide for communications and the ability to track volunteers during an incident. Each trailer has been placed strategically throughout the regions to support volunteer operations. Trailers are located in Irvine, Huntington Beach, La Palma, and Newport Beach.

| Volunteer Management Trailer | |
|------------------------------|---|
| # | Description |
| 1 | Basic Life Support Bag with AED |
| 1 | Bathroom with toiletries |
| 1 | Digital Camera |
| 10 | Flashlight/Wands |
| 1 | Generator – 7000 Kilowatt |
| 2 | Laptops |
| 1 | Microwave |
| Misc | Office Supplies |
| 1 | Printer/ Fax |
| 2 | Radio – Motorola (2 Meter/440Mhz) **La Palma Trailer does not have this capability |
| 1 | Refrigerator |
| 1 | TV with Antenna/Hook Up Capabilities |
| ** | Whiteboard Writing Space throughout Trailer |

- Communications Trailer (1 Only)

The Communications Trailer supports amateur radio operations. One trailer is currently available and located in the city of Anaheim. Below is the equipment included in this trailer.

| Communications Trailer | |
|------------------------|--|
| # | Description |
| 1 | Antenna - adjustable mast antenna. Telescoping to 30' compatible with amateur radio capabilities and not 800 Mhz. |
| 1 | Generator – 7000 Kilowatt |



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| | |
|---|--|
| 2 | Printers |
| 4 | Radio Stations – Mobile (Amateur Radio Only – No 800 Mhz Capabilities) (Transceiver and Microphone capabilities) |
| 2 | Radio Positions – Fixed within trailer |
| * | TV/Satellite Capabilities |

2.4. Capabilities

CMAP is mechanism to coordinate and provide staffing resources during proclaimed local emergencies as defined by the California Emergency Services Act. CMAP can provide staffing resources to fulfill the following type of job including:

- Logistical Support: Feeding, delivery/pick-up, shuttling.
- Traffic safety direction support (some volunteers are trained in traffic control).
- Door-to-door canvassing notification.
- Support Local Assistance Centers.
- Support American Red Cross Shelters.
- Assist with first aid.
- Organize, register, train, and supervise convergent volunteers.
- Sandbagging.
- Provide visible security in relatively safe areas.
- Staff checkpoints.
- Clerical Support: run messages, white boards, data entry, office support, demobilization.
- Public Education.
- Assist with Planning ICS forms, check-in and check-out.

IMPORTANT REMINDER: CMAP volunteers have a wide range of skills and vary in their capabilities. Not all volunteers will have the physical abilities to do all tasks. Requesting agencies and CMAP jurisdictions should be aware of the volunteer assignments and tasks of the activation. The CMAP Coordinator will ensure volunteers sent meet activation requirements.

3. Activating CMAP

- Any OA jurisdiction can request the activation of CMAP through the Operational Area.
- The Operational Area EOC is the only entity who can facilitate the activation of CMAP.

3.1. Request for Assistance/Volunteer Activation



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- CMAP Volunteers may be activated for small, single-jurisdictional emergencies or for large-scale disasters involving multiple jurisdictions. CMAP volunteers may also be activated to participate in approved CMAP training events and exercises (without OA approval).
- Local government requests for mutual aid are made to the Operational Area. The Operational Area is responsible for coordinating mutual aid within its jurisdiction.
- The Operational Area will contact the CMAP representatives requesting CMAP volunteers to respond on behalf of the requesting jurisdiction.
- The local jurisdiction's (non-requesting jurisdiction) CERT Coordinator, or designee, will contact CMAP volunteers to check availability and provide assignment details by phone or email.
- A staging area or rally point will be identified for CMAP volunteers to respond and check in.

3.2. CMAP Activation Procedures

The request for a CMAP resource must be made to the Operational Area (OA) Liaison or Logistics Section, Volunteer Coordinator. Contact the OA EOC at: 714-628-7054 / 7060 or OC Control One 714-628-7008 and provide them with the information contained in Checklist 5.1.

The OA will request an appropriate Order Number for the incident. If a number is not available, the OA will provide the Order Number as soon as it can be obtained.

The OA will contact the CMAP committee Co-Chairs (See Contact list), and if they are not available, they will contact the next person on the list. The CMAP Co-Chairs committee will initiate the call-out procedures to the CERT coordinators. If both co-chairs are unavailable, the OA may utilize AlertOC to contact CERT program coordinators.

4. Response Protocols

4.1. Initial Deployment

Once notified of a request for CMAP resources, the CMAP Chair (or designee) and requesting agency will determine the parameters of the response, and the chair will initiate the callout. At a minimum, CMAP will provide the following:

- CMAP Coordinator (12/24-hour shifts)
- CMAP Trailers
 - Request should specify trailer for Response Equipment Resources and/or Volunteer Management Trailer Resource.
- A maximum of 50 volunteers may be requested to cover a 24-hour period utilizing 3 – 8 hour shifts unless the incident dictates otherwise.

The CMAP Chair (or designee) will make the determination on which type of trailer will be deployed based upon the need and the location of the incident, and the availability of coordinators. The CMAP Chair (or designee) will request deployment of the closest available trailer and coordinator based upon the needs of the activation and deployment.



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The CMAP Chair will select CMAP Volunteer Coordinators for the initial three operational periods (12-hour shifts). A CMAP Volunteer Coordinator is a priority position for coordinating volunteer response.

The CMAP Chair will select a Volunteer Scheduling Coordinator to organize volunteers for the current request and future needs of the response. This position may be a volunteer.

4.2. Once Deployed

Once deployed, the CMAP Volunteer Coordinator will work with the CMAP Chair (or designee) to determine any additional response needs. The CMAP Chair will develop a rotation schedule of CMAP Volunteer Coordinators based on the incident and availability. The CMAP Chair (or designee) will schedule coordinators based on incident need from the CMAP Coordinator Contact List which is updated annually. All coordinators will be given the opportunity to work a shift before a second shift is assigned. It is understood all CMAP jurisdictions will provide support when possible.



5. Checklists

5.1. CMAP Activation Checklist

Upon receiving the request from the OA, the CERT Coordinator will need to complete the following tasks:

- Request an Order Number:
 - The OA will request an appropriate Order Number for the incident. If a number is not available, the OA will provide the Order number as soon as it can be obtained.
- Ask for the following pertinent information:
 - On whose authority is CMAP being requested: _____
 - Type of emergency: _____
 - Location of emergency: _____
 - Contact: _____
 - Phone/email/fax: _____
 - Field point of contact (include phone, email and fax numbers): _____
 - Staging area/Location where volunteers are to report: _____
 - Specific CMAP resources/equipment requests: _____
 - Specific volunteer equipment requirements: _____
 - How many volunteers are needed: _____
 - Any special precautions for volunteers or CMAP Volunteer Coordinator: _____
 - What are volunteers being asked to do (specific): _____
- Determine the Operational Period (based on the response):
 - Determine CMAP scheduler agency or jurisdiction (see CMAP Scheduler's rotation and checklist).
 - The CMAP Scheduler may be a CERT coordinator or an assigned volunteer from a member jurisdiction.
 - Request a contact phone number(s) from the CMAP Scheduler, and provide a scheduler the CMAP e-mail account information including the log-in user identification and password if needed.
 - Provide the CMAP Scheduler checklist (via email when possible).
Relay pertinent information (see above checklist).
- Deploy response equipment based on incident needs. Determine if any special equipment will be required and request it accordingly (shuttle vans, rehab trailer, heaters, etc.).
- Contact CMAP Volunteer Coordinators to begin volunteer call-out procedures.



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- Assign CMAP Volunteer Coordinators for the next three operational periods.
 - If equipment cannot be obtained through the requesting jurisdiction, make a request through the OA Liaison, OA Volunteer Coordinator, or Logistics Section.
- Relay all information to CMAP Chairs and Coordinators utilizing the following communication tools: AlertOC, email, etc.



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5.2. CMAP Volunteer Coordinator Checklist

Preparing for Response

- Arrive with all necessary ICS forms (bring Command Boards if available).
- Verify contact numbers for CMAP Chairs, OA and Supervisor.
- Bring related response equipment.

Upon Arrival:

- Obtain briefing from Requesting Supervisor or on-scene CMAP Coordinator:
 - Determine/confirm resources assigned to CERT Team.
 - Confirm internal and external communications resources (fax number, radios, etc.).
 - Confirm assignment(s) for the operational period.
- Determine staffing needs.
- Request needed equipment, (i.e. shuttle vans, truck, signage, etc.).
 - If the responsible jurisdiction cannot provide the needed equipment, make a request through the OA Liaison or Volunteer Coordinator or Logistics Section.
- Obtain copies of:
 - Incident Action Plan (IAP), if available.
 - Unit Log (ICS Form 214).
 - F 42 (CalEMA Emergency Activity Record).
- Identify work location, resources available, expectations of incident organization concerning time-lines, report format, participation in Planning Meetings, etc.
- Review assignments with current supervisor or current CMAP Coordinator.
- Attend Operations Briefing, as assigned.
- Participate in Planning Meetings, as requested.
- Provide technical expertise.
- Notify CMAP jurisdiction members of expedient changes to assignment(s) and response needs.
- Document all activity on Unit Log (ICS Form 214).
- Ensure proper assignment for all volunteers.

Supervisory Duties:

- Conduct a demobilization briefing with departing volunteers.
 - Remind volunteers of safe driving practices.
 - Obey all traffic laws.
 - Report to member city coordinator if necessary.
 - Ensure CMAP volunteer are included in any critical incident debriefing/counseling.
- Ensure all volunteers are checked-in.
- Conduct shift briefing for incoming CMAP responders:
 - Onsite organization.
 - Safety issues (buddy system).



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- Personal protective equipment (PPE).
- Primary objectives.
- Duty assignments.
- Communications plan.
- Medical plan.
- Review IAP.
- Review layout of grounds: bathrooms, staging area, feeding, etc.
- Create duty assignments.
- Checkout equipment (maintain records of all assigned equipment).
- Conduct radio check.
 - After initial radio check, a radio check should be conducted every 30 minutes.
 - Assign a volunteer to monitor radio and conduct check (if necessary).
- Create a rotation schedule for volunteer assignments.
- Periodically conduct rounds (ensure volunteers have all supplies, water, food, etc.).
- Ensure volunteers are relieved at appropriate time.
- Follow demobilization checklist when deployment is over.

Demobilization Duties:

- Obtain briefing from Logistics and/or Planning Section Chief.
- Meet with representatives to determine:
 - CMAP Coordinator, volunteer and equipment requirements for agencies not requiring formal demobilization process.
 - Personnel rest and safety needs.
 - Coordination procedures with cooperating/assisting agencies.
- Obtain identification of surplus resources and probable release times.
- Determine logistical support needs of released resources (rehab, transportation, equipment replacement, etc.)
- Determine Finance/Administration, Communications, Supply, and other incident check-out stops.
- Determine de-briefing requirements.
- Establish communications links with off-incident organizations and facilities.
- Prepare Demobilization Plan (ICS Form 221):
 - General - Discussion of demobilization procedure.
 - Responsibilities - Specific implementation responsibilities and activities.
 - Release Priorities - According to agency, kind, and type of resource.
 - Release Procedures - Detailed steps and process to be followed.



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- Directories - Maps, telephone numbers, instructions and other needed elements.
- Continuity of operations (follow up to incident operations):
 - Public Information
 - Finance/Administration
 - Other
- Submit outstanding paperwork to Planning and Intelligence, Documentation Unit.
- Include demobilization of Incident Command Post staff. In general, an Incident Command Post staff will not be released until:
 - Incident activity and work load are at the level the agency can reasonably assume.
 - Incident is controlled.
 - On-scene personnel are released except for those needed for final tactical assignments.
 - Incident Base is reduced or in the process of being shut down.
 - Planning Section has organized final incident package.
 - Finance/Administration Section has resolved major known finance problems and defined process for follow-up.
 - Rehabilitation/cleanup accomplished or contracted.
 - Team has conducted or scheduled required debriefings.
- Obtain approval of Demobilization Plan (ICS Form 221) from Planning Section Chief.
- Distribute Demobilization Plan (ICS Form 221) to processing points both on and off incident.
- Monitor implementation of Demobilization Plan (ICS Form 221).
- Assist in the coordination of the Demobilization Plan (ICS Form 221).
- Provide briefing to relief on current activities and unusual events.
- Document all activity on Unit Log (ICS Form 214).
- Give completed incident files to Documentation Unit Leader for inclusion in the final incident package.
- All on-site coordinators will participate in after-action report writing. Final report will be due in conjunction with coordinating agency but not to exceed 60 days from completion of the incident, with submittal to the County within 90 days from completion of the incident.



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5.3. CMAP Scheduler Checklist

The CMAP Scheduler is responsible for the coordination and notification of volunteers for the CMAP activation. The CMAP Scheduler will lead the coordination efforts to register volunteer resources and to project the need for a expansion or reduction of volunteers for the response. The CMAP Scheduler is supported by the CMAP Chair, jurisdictional volunteer coordinators and the CMAP Volunteer Coordinator working directly with the requested volunteer resources.

The CMAP Scheduler will work closely with the CMAP Chair and other CMAP members to meet the needs of the request and to project the potential need for volunteers to extend beyond 72 hours.

REQUIREMENTS

Availability for 24-72 hours (priority will be to provide scheduling services beyond 72 hours).

- CMAP Scheduler must be available for a minimum of 24 to 72 hours, have Email access and provide service until 2200 hrs each day.
- The CMAP Scheduler should have the knowledge of and ability to, complete scheduling assignments, creating spreadsheets, lists and documentation for all actions.
- Ask for the following pertinent information:
 - Type of emergency: _____
 - Location of emergency (Staging Area, Parking): _____
 - Field CMAP Volunteer Coordinator contact and fax number, email: _____
 - Shifts and specific times: _____
 - Number of volunteers requested per shift: _____
 - Any special precautions volunteer responders should take: _____
 - Special instructions (clothing, food, equipment): _____
 - Location where volunteers are to report: _____
 - What are volunteers being asked to do or support: _____
 - List the next 3-4 CMAP Coordinators who are scheduled to work in the field.

Request e-mail account information, log in and password.

- Coordinators will contact and schedule jurisdictions with available CMAP volunteers (including volunteer name, phone number, email and specific days and times available).
- A preliminary list should be provided in 1-3 hours to onsite CMAP coordinator.
Contact volunteers and schedule accordingly to need of the response.



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- When possible, provide volunteers from varying agencies on all shifts. Volunteer schedules are based on a 8 hours shifts, while the CMAP coordinators may work a 12 hour configuration.
 - SAMPLE: 24 hours shifts:
 - Volunteers: A Shift: 0500 to 1400; B Shift: 1300 to 2200 and C Shift: 2100 to 0500 (confirm schedule with CMAP coordinator).
 - CMAP Coordinators: A Shift: 0500 – 1700; B Shift 1700 – 0500.
- Provide volunteer confirmation of schedule, and detailed information with any special instructions (staging, parking, clothing, equipment, etc.).
- Remind responders to arrive with CMAP Responder Kit and Go-Bag, which is labeled and identified appropriately so they may retrieve their personal belongings if their equipment needs to be stored collectively.
- Encourage volunteers from each jurisdiction to carpool, if necessary.
- Send list to the CMAP Volunteer Coordinator in the field (fax, e-mail and phone) and to the CMAP Chair.