

## **DOCUMENTATION**

It is extremely important to document and communicate information about the disaster situation and resource status.

Efficient flow of information makes it possible for resources to be deployed effectively and for professional emergency services to be applied appropriately.

Documenting serves several purposes:

- The CERT IC/TL will know what is happening throughout the incident.
- The CERT IC/TL will have written information to pass on to the professional responders when they arrive.
- The CERT will be able to show how many volunteer hours it provided to the sponsoring agency or entity.
- Liability exposure will be documented.
- Communication will be improved:
  - Between the functional areas
  - Between shifts

Under the CERT structure, each level of organization has documentation responsibilities:

- Section Chiefs are responsible for providing the Command Post with ongoing information about damage assessment, group status, and ongoing needs.
- The Command Post is responsible for documenting the situation status, including:
  - Incident locations
  - Access routes
  - Identified hazards
  - Support locations

## **DOCUMENTATION (CONTINUED)**

Support locations include:

- A staging area
- A medical treatment and triage area
- A morgue, if there are fatalities

This information is vital for tracking the overall situation and for the CERT IC/TL to be ready to provide the documentation to the first professional responders on the scene.

Write it down! The most important thing to do is to write down what happened.

The information can be written down on the sample forms provided in this unit or it can be written down on a piece of paper.

Every entity such as a functional team or staging location must have a scribe to record everything. The CERT IC/TL typically designates the scribe and provides some simple instructions.

### **DOCUMENTATION FORMS**

There are eight standard forms that can be used to facilitate documentation and information flow. The forms are functionally consistent with Incident Command System (ICS) forms and are designed to be NIMS compliant.

The CERT forms are:

- Damage Assessment
- Personnel Resources Sign-In
- Incident/Assignment Tracking Log
- Briefing Assignment
- Victim Treatment Area Record
- Communications Log
- Equipment Inventory
- General Message

Remember that scribes can produce useful, high-quality documentation without using the forms as long as they take detailed notes of all activities.

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**COMMUNITY EMERGENCY RESPONSE TEAM****UNIT 6: CERT ORGANIZATION**

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<b>FORMS USED FOR RESPONSE DOCUMENTATION</b>	
<b>FORM</b>	<b>Purpose</b>
<b>Damage Assessment [CERT Form #1]</b>	<ul style="list-style-type: none"><li>▪ Completed by CERT members as they travel through the area to the CERT's staging location, then given to the CERT IC/TL; provides a summary of overall hazards in selected areas, including:<ul style="list-style-type: none"><li>• Fires</li><li>• Utility hazards</li><li>• Structural damage</li><li>• Injuries and casualties</li><li>• Available access</li></ul></li><li>▪ Essential for prioritizing and formulating action plans</li></ul>
<b>Personnel Resources Sign-In [CERT Form #2]</b>	<ul style="list-style-type: none"><li>▪ Used to sign in CERT members as they arrive at the staging location; provides information about:<ul style="list-style-type: none"><li>• Who is on site</li><li>• When they arrived</li><li>• When they were assigned</li><li>• Their special skills</li></ul></li><li>▪ Used by staging personnel to track personnel availability</li></ul>
<b>Incident/Assignment Tracking Log [CERT Form #3]</b>	<ul style="list-style-type: none"><li>▪ Used by the Command Post for keeping abreast of situation status; contains essential information for tracking the overall situation</li></ul>
<b>Briefing Assignment [CERT Form #4.a-b]</b>	<ul style="list-style-type: none"><li>▪ Used by the Command Post to provide instructions to functional teams; used by teams to log their actions and report new damage assessment information</li></ul>
<b>Victim Treatment Area Record [CERT Form #5]</b>	<ul style="list-style-type: none"><li>▪ Completed by medical treatment area personnel to record victims entering the treatment area, their condition, and their status</li></ul>
<b>Communications Log [CERT Form #6 (based on ICS 309)]</b>	<ul style="list-style-type: none"><li>▪ Completed by the radio operator; used to log incoming and outgoing transmissions</li></ul>

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**COMMUNITY EMERGENCY RESPONSE TEAM**

**UNIT 6: CERT ORGANIZATION**

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<b>FORMS USED FOR RESPONSE DOCUMENTATION</b>	
<b>FORM</b>	<b>Purpose</b>
<b>Equipment Inventory</b> [CERT Form #7(based on ICS 303)]	<ul style="list-style-type: none"><li>▪ Used to check out and check in CERT-managed equipment</li></ul>
<b>General Message</b> [CERT Form #8 (ICS 213)]	<ul style="list-style-type: none"><li>▪ Used for sending messages between command levels and groups; messages should be clear and concise and should focus on such key issues as:<ul style="list-style-type: none"><li>• Assignment completion</li><li>• Additional resources required</li><li>• Special information</li><li>• Status update</li></ul></li></ul>

## DOCUMENTATION (CONTINUED)

### DOCUMENTATION FLOW

Here is how a CERT would use these standard documents within the context of an event. Remind participants that, even if the forms are not used, this should give them an idea of the preferred information that needs to be collected and communicated between groups.

- The Damage Assessment Form is completed by CERT members as they travel through the area to the CERT's staging location. The form is then given to the CERT IC/TL. The form provides a summary of overall hazards in selected areas. The information is used for prioritizing and formulating activities.
- The CERT IC/TL assembles teams and makes assignments based on the damage assessment information. This person keeps the Incident/ Assignment Tracking Log, which is the most important tool for recording the activities of the functional teams and overall situation status.
- A scribe at the staging location signs in each volunteer using the Personnel Resources Sign-In Form, noting any particular preferred team assignments or skills. This information needs to be passed on to the Command Post.
- The Briefing Assignment Form is shared by the Command Post and the functional team. The CERT IC/TL uses the front side of the form to communicate instructions about an incident such as address, incident type, and team objectives. The scribe of the functional team uses the back side (blank side) of the form to log team actions. The form is returned to the Command Post when the team checks in.
- The Victim Treatment Area Record is used to document each person brought into the treatment area and his or her condition (Immediate, Delayed, or Minor).
- The Communications Log is used to log incoming and outgoing transmissions; it is typically kept by the radio operator.
- The Equipment Inventory is kept in the area or vehicle in which equipment is stored.
- The General Message form is used for sending messages between any command levels and groups. The messages must be clear and concise.

## DOCUMENTATION (CONTINUED)

### DOCUMENTATION FORMS

Area maps, site maps, and building plans are also very useful for tracking response activities.

The forms on the following pages will assist in collecting and organizing critical information during CERT operations. However, information needs to be recorded even if the correct form is not available. That is one reason why all members need a small notebook and a pen in their personal CERT kit. Remember, write it down!

**NOTE:** For many of the forms, one section is filled out as an example.

**COMMUNITY EMERGENCY RESPONSE TEAM**

**UNIT 6: CERT ORGANIZATION**

<b>DAMAGE ASSESSMENT FORM</b>		CERT WILSONVILLE					DATE ## / ## / ##								
LOCATION SE CORNER 16 <sup>TH</sup> AND OAK															
<b>SIZE UP</b> (check if applicable)															
FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
						X		X			X				
<b>OBSERVATIONS</b>															
<p>HIGH SCHOOL GYM DAMAGED BY TORNADO, PARTICULARLY WEST END.</p> <p>MAY BE PEOPLE TRAPPED INSIDE.</p> <p>ROAD UP TO THE SCHOOL IS CLEAR.</p>															
CERT MEMBER SUSAN ADAMS											PAGE <u>1</u> OF <u>1</u>				

CERT FORM #1

**COMMUNITY EMERGENCY RESPONSE TEAM**

**UNIT 6: CERT ORGANIZATION**

PERSONNEL RESOURCES CHECK-IN			CERT	WILSONVILLE			DATE			
CHECK IN TIME	CHECK OUT TIME	NAME	ID # (CERT badge or other)	CONTACT (cell # or radio)	PREFERRED ASSIGNMENT			SKILLS	TEAM ASSIGNMENT	TIME ASSIGNED
					FIRE	MEDICAL	SAR			
9:20 AM	12:45 PM	MARIANNE SHAW	756	(212) 522-2222				RADIO OPS	SAR 1	9:37 AM
SCRIBE(S)		JOHN TAYLOR, SHEILA EVANS								
									PAGE 1 OF 2	

CERT FORM #2



**COMMUNITY EMERGENCY RESPONSE TEAM**

**UNIT 6: CERT ORGANIZATION**

ASSIGNMENT TRACKING LOG			CERT			WILSONVILLE			DATE			## / ## / ##		
ASSIGNMENT	Structural damage-Tornado		ASSIGNMENT			ASSIGNMENT			ASSIGNMENT			ASSIGNMENT		
LOCATION	SE Corner 16th and Oak		LOCATION			LOCATION			LOCATION			LOCATION		
TEAM	SAR-1		TEAM			TEAM			TEAM			TEAM		
TEAM LEADER/CONTACT #	Marianne Shaw (212) 522-2222		TEAM LEADER/CONTACT #			TEAM LEADER/CONTACT #			TEAM LEADER/CONTACT #			TEAM LEADER/CONTACT #		
START TIME	9:37AM	END TIME	10:22AM	START TIME		START TIME		START TIME		START TIME		START TIME		END TIME
1	Tae Jin Kim			1		1		1		1		1		
2	Rina Jah			2		2		2		2		2		
3	Burt Manning			3		3		3		3		3		
4	Alison McKitteridge			4		4		4		4		4		
5				5		5		5		5		5		
OBJECTIVES	To conduct a search and rescue of damaged high school gym.		OBJECTIVES			OBJECTIVES			OBJECTIVES			OBJECTIVES		
RESULTS	No victims located. Gym lightly damaged. Saw heavy damage to west wing of school.		RESULTS			RESULTS			RESULTS			RESULTS		
CERT LEADER/ INCIDENT COMMANDER	Elizabeth King		CERT LEADER/ INCIDENT COMMANDER	Elizabeth King		CERT LEADER/ INCIDENT COMMANDER	Elizabeth King		CERT LEADER/ INCIDENT COMMANDER	Elizabeth King		CERT LEADER/ INCIDENT COMMANDER	Elizabeth King	
SCRIBE(S)	Billy Rogers, Jorge Garcia		SCRIBE(S)	Billy Rogers, Jorge Garcia		SCRIBE(S)	Billy Rogers, Jorge Garcia		SCRIBE(S)	Billy Rogers, Jorge Garcia		SCRIBE(S)	Billy Rogers, Jorge Garcia	

CERT FORM #3

# COMMUNITY EMERGENCY RESPONSE TEAM

## UNIT 6: CERT ORGANIZATION

<b>BRIEFING ASSIGNMENT</b>	CERT WILSONVILLE	DATE ## / ## / ##													
COMMAND POST CONTACT #	(212) 555-1212	TIME OUT 9:50 AM	TIME BACK 10:36 AM												
<b>INSTRUCTIONS TO TEAM</b>															
TEAM NAME Medical 2	LOCATION Delmonico's Italian Restaurant, 810 King Street														
OBJECTIVES  To conduct medical sizeup of any victims found.															
EQUIPMENT ALLOCATED															
<b>REPORT FROM RESPONSE TEAM</b>															
FIRES		HAZARDS		STRUCTURE		PEOPLE		ROADS		ANIMALS					
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
								W			✓				

CERT FORM #4.a

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## COMMUNITY EMERGENCY RESPONSE TEAM

### UNIT 6: CERT ORGANIZATION

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<b>TEAM ACTION LOG</b> (time stamp each action; draw map if needed)	
10:52	Team arrived at the restaurant. Made our way through the debris to victim #1, Bill Baker. Conscious and in pain. Ankle was trapped under a heavy bookcase. Extricated him. Two team members carried him to treatment area.
10:54	Victim #2, Carol Loughney. Bleeding on head from falling ceiling. Walked her to treatment area.
10:55	Victim # 3. Found in kitchen. Unconscious but breathing. May have broken leg. Splinted leg. Moved by stretcher to treatment area.
SCRIBE	<i>Sam Arison</i>

CERT FORM #4.b

COMMUNITY EMERGENCY RESPONSE TEAM

UNIT 6: CERT ORGANIZATION

VICTIM TREATMENT AREA RECORD		CERT	WILSONVILLE	DATE	## / ## / ##
TREATMENT AREA LOCATION					
RIDGEMWAY PARK					
TIME IN	NAME OR DESCRIPTION	TRIAGE TAG (circle)	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
10:24 AM	Stephen Edmondson, 35 Yr. very tall	IMMED	10:30 Heavy bleeding from cut at right temple—bandaged 10:45 Complained of dizziness and nausea	Sibley Hospital	12:15 PM
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
SCRIBE(S)			PAGE 2 OF 2		
REGGIE OSBORN					

CERT FORM #5





**COMMUNITY EMERGENCY RESPONSE TEAM**

**UNIT 6: CERT ORGANIZATION**

<b>GENERAL MESSAGE</b>			
TO	POSITION		
FROM	POSITION		
SUBJECT	DATE	TIME	
<b>MESSAGE</b>			
SIGNATURE	POSITION		
<b>REPLY</b>			
DATE	TIME	SIGNATURE/POSITION	

CERT FORM #8 (ICS 213)

<b>GENERAL MESSAGE</b>			
TO	POSITION		
FROM	POSITION		
SUBJECT	DATE	TIME	
<b>MESSAGE</b>			
SIGNATURE	POSITION		
<b>REPLY</b>			
DATE	TIME	SIGNATURE/POSITION	

CERT FORM #8 (ICS 213)