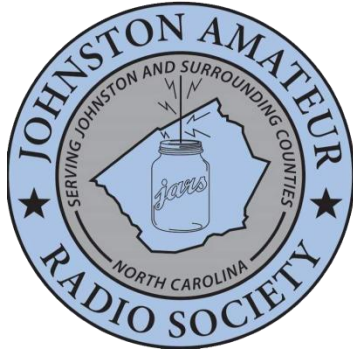


**STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM**



**JOHNSTON AMATEUR RADIO SOCIETY
COMMUNITY EMERGENCY RESPONSE TEAM
STANDARD OPERATING POLICIES AND PROCEDURES**

*Serving Johnston County and surrounding counties in
central/eastern North Carolina*

**Johnston Amateur Radio Society
P O Box 302
Benson, North Carolina 27504**

www.jars.net/CERT

JARS-CERT STANDARD OPERATING POLICIES AND PROCEDURES

THIS MANUAL IS FOR INTERNAL ADMINISTRATIVE PURPOSES ONLY

These policies and procedures are internal guidelines to be followed by JARS-CERT members as an aid in assisting them during the performance of their duties.

Reg. 101

GENERAL REGULATIONS

All JARS-CERT members shall at all times follow and abide by the JARS-CERT Constitution and Bylaws and the Constitution and Bylaws of the Johnston Amateur Radio Society. All JARS-CERT members shall at all times follow all of these policies and procedures outlined in this manual. An exception may be made during an on-site emergency when it may conflict with directions from a higher official of an agency we may be working with or supervised by.

Each JARS-CERT member shall be issued a copy of this Policies And Procedures manual of regulations immediately upon assuming his or her duties or membership in the JARS-CERT Organization and shall be responsible for retaining possession of a copy of this manual in a safe place. Each member shall immediately post all amendments, additions, or changes to this manual as they are published and shall maintain it in an up-to-date condition as all times. It is permissible for these documents to be transmitted in electronic form via the internet and for the member to store electronic documents on his/her personal computer for easy reference. Failure on the part of any member to keep his/her manual posted with all current updates shall be deemed neglect of duty. A copy of this manual may also be posted on the JARS website in the CERT section.

This Policies and Procedures manual will continue to be a work in progress and can be added to or changed without re-writing the body of the original document. Any future amendments, additions, or changes, to this Policies and Procedures manual may be in the form of an official memorandum or letter, or information bulletins addressed to all the JARS-CERT members with the unanimous consent of all the JARS-CERT Executive Committee.

PUBLIC INFORMATION: A brief summary of meetings, training sessions, and official deployments are to be recorded by the Secretary and a published in the JARS monthly newsletter.

STANDARD OPERATING POLICIES AND PROCEDURES
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MEMBERSHIPS

Requirements for membership are outlined in ARTICLE III of the JARS-CERT Constitution and Bylaws.

All JARS-CERT members are required to have their own medical insurance or agree that they will take their own responsibility in case of any accident or injury they may receive during any CERT training or mission deployment. The member agrees that the JARS-CERT organization and the Johnston Amateur Radio Society shall be immune from any civil or criminal liability or responsibility from any accident or injury a member may have received during such CERT operations.

There are NO required membership dues to maintain membership in JARS-CERT, however it may be necessary for members to purchase their own uniforms, personal equipment for their own go-kits, furnish their own transportation, and buy their own food, etc. Remember, we are an all volunteer service organization.

All applications for membership in JARS-CERT will be reviewed by the Executive Committee and voted on and approved by a simple majority vote by the members present at the next scheduled membership meeting.

STANDARD OPERATING POLICIES AND PROCEDURES
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Reg. 102

RULES OF CONDUCT

All members will follow these Policies and Procedures as outlined in this manual and of the JARS Constitution and Bylaws and the JARS-CERT Constitution and Bylaws, unless a conflict occurs during a JARS-CERT operation, and then only with the permission of the JARS-CERT supervisor in charge, AND at the direction of an official officer of an agency we may be working with or supervised by. In that case, the member is considered “deputized” and will be working under the direction of that agency. The member will not do anything that goes beyond his/her level of training from CERT or other public safety training. *(Remember: Your safety and the safety of others around you comes first)*

CONFIDENTIALITY:

All members shall treat the official business of the JARS-CERT team as confidential and not to be discussed with outsiders unless dissemination has been authorized by the Captain/Coordinator or the Public Information Officer, or their designee.

RESIDENCY AND TELEPHONE REQUIREMENTS:

All members shall reside within Johnston County, North Carolina or any of the communities of the surrounding counties such as Harnett, Wake, Wilson, Wayne. All members are required to maintain a valid email address and cellular telephone service capable of receiving text messages. This is to insure contact with members for an emergency call-out, or general information. *(An exception to this rule may be authorized by the Executive Committee upon written request from an individual member)*

TELEPHONE TREE:

The Captain/Coordinator and the Executive Committee shall maintain a current roster of all JARS-CERT members along with contact information such as email addresses and phone numbers.

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

Reg. 103 EMERGENCY RESPONSE TO OFFICAL CALL OUT

JARS-CERT EMERGENCY CALL OUT

Loyalty: Our first loyalty is to the citizens of Johnston County.

If we are called for emergency assistance by any of the communities in Johnston County, that is our first priority. We are available to respond to an emergency in any of the communities in the surrounding counties upon request made through Johnston County Emergency Management.

If, while responding to a need in Johnston County, and Auxcomm or any other agencies request our services, we will politely decline and let them know that we are all ready committed to another need in Johnston County.

If Auxcomm request our services, and we are not already committed to Johnston County, and it is a wide spread event with the possibility of getting called upon by Johnston County, we will have to politely decline their request. We are a small organization and Auxcomm is a statewide organization and can call on other resources from other areas of the state.

Johnston County is the only one that can call us out directly. Any emergency request from other organizations for the use of JARS-CERT will have to make a request through Johnston County Emergency Management. They will make the call to JARS-CERT requesting our services on behalf of any other organizations. (AKA: Mutual Aid)

JARS-CERT is available for emergency service anywhere in the State of North Carolina or beyond, where our services might be needed, but must be officially requested through Johnston County Emergency Management. (AKA: Mutual Aid)

If a request for service is made from another area of the state that is outside our normal coverage area it is reasonable to negotiate reimbursement for expenses that may occur before responding. *(Gas, food, lodging, etc.)*

Any non-emergency request for service can be made by contacting the Captain/Coordinator directly. *(example: directing traffic at community events)*

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

EMERGENCY CALL-OUT:

- a. Members are expected to make a reasonable effort to respond to an emergency call-out after being notified and requested by the Captain/Coordinator or his designee.
- b. Members shall refuse to answer the call if they have recently consumed alcoholic beverages or any other impairing substances.
- c. Members may refuse to answer the call if there is an illness in the member's household or family which requires his or her constant presence and there is no other person available to attend the situation.
- d. The member shall refuse to answer the call if the member is sick.
- e. The member may refuse to answer the call if the member is outside the area and cannot return to the area within a reasonable amount of time, or has a previous commitment or appointment that cannot be changed.
- f. Since we are an all volunteer organization, the member may refuse to answer the call if the member is simply uncomfortable responding to this type of event or for any other reason.

JARS-CERT MEMBERS WILL NOT "SELF-DEPLOY"

If a member actually witnesses an incident and can be the first on the scene, the member (at his/her own discretion) may stop and render aid as appropriate. At this time the member is NOT officially representing CERT but acting as a "Good Samaritan". The member may use the official CERT equipment carried in his/her official CERT go-kit. The member will take directions from the official officer representing emergency services at that scene.

If a member hears of a situation on the scanner, over social media, or news media where CERT members may be needed, or of another CERT team activation in another area of the state, the member shall NOT Self-Deploy but get their go-kit and equipment ready and wait on OFFICIAL Call-Out from the JARS-CERT Captain/Coordinator or his designee. If the member has any questions, the member may contact the Captain/Coordinator for further instructions.

STANDARD OPERATING POLICIES AND PROCEDURES
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USE OF AUXILIARY FLASHING LIGHTS ON PERSONAL VEHICLES

When responding to an emergency deployment call-out, the member will obey all traffic laws and the member will NOT use flashing emergency lights on their personal vehicles while the vehicle is in motion, unless authorized to do so by the local Police, Sheriff, or Emergency Management. When the vehicle is stopped the member may use YELLOW/AMBER flashing lights on their personal vehicle for traffic warning/diversion or CERT identification.

(Refer to North Carolina state law NC-GS-20-130, 130.1, 130.2, 134)

ON-SCENE - CHAIN OF COMMAND:

In any critical or emergency situation, the highest ranking JARS-CERT officer, or senior member in experience or expertise, who is readily available shall have command authority over that situation without respect to divisional assignment until such time as the ranking supervisor within the affected division is available to assume command. Members will be familiar with and follow INCIDENT COMMAND SYSTEM or “ICS” protocols as outlined in CERT basic training.

FIRST ARRIVING PERSONNEL ON SCENE

Every person in an emergency response agency has the potential of being the lead person during an emergency. The first arriving personnel on the scene shall institute effective incident management techniques including establishing “Command”. Once “Command” has been established the public safety telecommunicator or the Emergency Operations Center should relay information through “Command” or the “Command Post” (AKA: *JARSCOMM truck*). As soon as practical, the public safety telecommunicator or Emergency Operations Center should obtain the location of the “Command Post”, “Staging area”, and other essential information from the “Command”.

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

Reg. 104

UNIFORM REGULATIONS

UNIFORMS: During mission deployments, members will be required to wear a shirt, vest, or some other article of clothing identifying them as an official member of JARS-CERT that conforms to standard CERT protocols. Long pants and sturdy work shoes are required to be worn during training and mission deployments for safety. Shorts, tank-tops, sandals or other similar clothing will not be allowed. *(Any exceptions can only be made with permission of the on-site JARS-CERT supervisor in charge at the scene).*

PERSONAL PROTECTIVE EQUIPMENT:

JARS-CERT members may be required to purchase their own PPE and other equipment for their own personal use and it should be uniform in appearance to comply with CERT protocols. PPE will be required to be used in compliance with OSHA regulations and other safety protocols.

APPEARANCE: All uniforms shall be properly fitted, neat, and of good general appearance at all times and present a professional image.

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

Reg. 105

RADIO PROCEDURES

Members shall use every reasonable effort to avoid the display of emotion during radio transmissions. Members shall not make any personal negative comments about another member, civilian, or business on the air.

Unless the situation dictates otherwise, radio operators will remain on their assigned frequencies. Members shall advise the command post or a supervisor if it is necessary to change frequencies, temporarily shut down your station, or go out of service for any reason. (example: bathroom breaks)

Sensitive information such as names of deceased persons, victims of sexual assault, persons or places to be searched, or location of house checks shall be handled by telephone or by other secure communication so as to avoid possible misinterpretation by the civilian public monitoring our transmissions.

Use of tactical channels is encouraged to avoid overcrowding the primary dispatch radio channels. Use of tactical channels may be necessary during intra-agency cooperation and mutual aid assistance. During a mission deployment it is reasonable to expect that a professional telecommunicator/dispatcher from the 911 Center or other local public safety representative will be setting in the JARSCOMM communications truck with us.

Remember, when using amateur radio, to always give your own personal FCC license call sign every ten (10) minutes during a continuous conversation, and at the end of your last transmission when closing the conversation, per FCC rules Part 97.

EMERGENCY RESPONSE: If a member calls “**SIGNAL-25**” on the radio, it shall mean that the member has a serious life threatening emergency to himself and needs immediate assistance. Not to be confused with other emergencies, this is **ONLY** when the member’s own life is in danger, such as being held at gun-point or has a serious life threatening injury. As the member might not be able to fully describe his situation over the radio, first responders should be alert to anything as they approach the scene. “Signal-25” is a code commonly used by police and emergency services when a member himself is in a life threatening situation.

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

TACTICAL CALL SIGNS JARS – CERT Team Roster

JARS-CERT **301** Captain/Coordinator:

JARS-CERT **302** Lieutenant/Team Leader:

JARS-CERT **303** First Sergeant/Field Supervisor:

JARS-CERT **304** Sergeant/Planning:

JARS-CERT **305** Sergeant/Logistics:

JARS-CERT **306** Sergeant/Admin.-Secretary:

JARS-CERT members will be assigned a permanent similar **300** series call sign starting in alphabetical order with charter members then will precede in numbering by order of seniority. Officers will temporarily vacate their original number while holding office, then return to that same number upon leaving their elected office. The list or roster of members shall be maintained by the Captain/Coordinator and the Executive Committee.

Other temporary tactical call signs may be assigned based on your assignment or location. Example: Hospital 1, Shelter 5, Check Point 3, etc.

These are frequencies/channels that every JARS member should have programmed in all their 2m radios:

147.270 (+) (Transmit 147.870) (PL none) **(JARS-1)**

JARS Main Repeater Channel on WRAL Tower

147.270 Simplex (Off-Repeater/Direct car to car short range) **(JARS-2)**

147.500 Official JARS Simplex (car-to-car short range) **(JARS-3)**

Mostly used at JARSFEST and local events with walkie-talkies in field operations

146.970 (-) (Transmit 146.370) (PL none) Benson NC **(JARS-4)**

146.520 Simplex (car-to-car National Simplex Calling Channel)

146.580 Simplex (car-to-car friends taking to friends)

146.880 (-) (Transmit 146.280) (PL 82.5) SKYWARN/Auxcomm

145.210 (-) (Transmit 144.610) (PL 82.5) South Wake Amateur Radio Club

May be used as temporary back-up for Skywarn

146.640 (-) (Transmit 146.040) (PL none) Raleigh Amateur Radio Society

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

Reg. 106

CRIME SCENE INTERGITY: Guidelines

Procedures for maintaining the integrity of a crime scene. The purpose here is to help us to know what to expect by those CERT members who will have contact at a crime scene.

For the purposes of this policy, a “Police Officer” shall be defined as: a sworn official officer representing a city or county police department, a sheriff or deputy sheriff, an officer of the Highway Patrol, or any other local, state, or federal sworn law enforcement officer empowered to enforce public safety laws, make arrest, and investigate criminal activity.

If a CERT member is the first to arrive at an obvious crime scene, the CERT member should do the following:

- 1.** Make sure the scene is safe and render first-aid and conformant to the victim until EMS arrives and offer to help EMS if needed.
- 2.** Secure the crime scene as best you can and DO NOT touch or move anything at the scene. NO ONE ELSE WILL BE PERMITTED TO ENTER THE CRIME SCENE AREA UNTIL A POLICE OFFICER ARRIVES AND TAKES OVER.
- 3.** Have all other unnecessary persons exit the crime scene and stand by at a staging area for further instructions.
- 4.** Inform the first responding police officer of the situation and turn over ALL responsibilities to that police officer.
 - a.** If the CERT member has had previous law enforcement training and experience, he/she may (at their own discretion), offer to help the police officer with his investigation. The CERT member will then take directions from the police officer.
 - b.** Any other CERT member not having law enforcement training shall exit themselves from the crime scene, and stand by at a staging area for further instructions from the police officer, or CERT supervisor in charge.
- 5.** All CERT members present at the crime scene shall record in writing everything they personally did and observed, and statements made by persons they may have talked to while at that crime scene, and be prepared to forward that report to the police officer to aid in his/her investigation. This will save a lot of time if you are subpoenaed to court.

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

Reg. 107 EMERGENCY NOTIFICATION OF MEMBER’S REPRESENTATIVE

In the event of a serious injury, death, or other unforeseen circumstances, that may have occurred to a JARS-CERT member during training, a mission deployment, or other line-of-duty, the member’s designated representative shall be immediately notified. This should be done in-person if possible. The suggested procedure would be for the Captain/Coordinator, or his designee, along with someone acting as a Chaplin, to personally visit the member’s representative immediately to inform that person of the situation. For delivering really bad news, such as a death notification, telephone contact should be used only as a last resort, and then only if there is no other way of making notification. If necessary ask the local police for assistance in helping make an emergency notification, because they have special training and standard protocols used in these type situations.

If the member is conscious and alert, he may request that his designated representative be contacted by telephone and given instructions.

At NO time shall the member’s name be broadcast over the radio! Avoid broadcasting over the radio any of the circumstances of the situation unless needed to do so during an on-going emergency.

Information shall NOT be released to the public or news media without first going through proper chain of command!

Reg. 108 VEHICLES USED BY JARS-CERT

JARS-CERT will have exclusive use of the JARSCOMM communications truck during any and all JARS-CERT operations. The JARSCOMM truck will be considered a borrowed vehicle and its use will be dictated by the vehicle’s owner, JARSCOMM LLC and its current registered agent (*at the time of this writing it is Paul Dunn*). All JARS-CERT members will follow the Standard Operating Policies and Procedures outlined by JARSCOMM LLC and/or directions from its registered agent.

At the conclusion of the JARS-CERT operation, any borrowed vehicle is to be returned in a timely manner, clean & good condition, and with a full tank of fuel.

The same policy will be followed when using any other borrowed vehicle.

STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

SUGGESTED EQUIPMENT TO CARRY IN THE TRUNK OR YOUR CAR

We've all heard: "It's better to have it and not need it, than to need it and not have it". This is a list of standard equipment found in most police cars.

1. Get a plastic box or bag to carry items.
2. Extra **Flashlight** or lantern with extra batteries.
3. **24 inch pry bar**, can be used to bend back sheet metal or leverage to lift heavy objects or prying open door jams.
4. **Shovel and Broom**, a small shovel can be purchased at any Army Surplus store.
5. **Axe or hatchet**, for removing a tree limb from the roadway.
6. **Flares** or battery operated blinking lights to warn traffic of lane changes ahead.
7. **Fire Extinguisher**, Seeing the unthinkable, you are driving down the road and you witness a wreck, people are trapped in a burning vehicle.
8. **Plastic bags** (X-2 each), various sizes, from food storage bags to large trash bags.
9. **Duct tape**, has a thousand different uses.
10. **Jumper Cables** and/or **Jumpstart battery pack**.
11. **Maps**, (local and state), even though a lot of people now a days have GPS, everyone still needs to know how to read a map and use a compass. www.mapshop.com
12. **Tool box**, have a basic tool box or bag with small hand tools. (Pliers, Wrench, Screwdrivers, in various sizes, & a hammer, tape measure, plastic wire ties, electrical tape)
13. **Hand sanitizer, and 1 gallon of water, and paper towels** for cleaning.
14. **Work Gloves** – protect against glass and sheet metal cuts.
15. **Safety Traffic Vest**, yellow or orange traffic vest
16. **First Aid Kit**, get one and fill it with more than just the standard you would buy at the store. It's best to make your own based on what you think you may need and your level of training. In addition have a **blood born pathogen kit** containing: rubber gloves, face mask, safety glasses, protective plastic sheets, disposable apron to protect clothing, and plastic bag to dispose of contaminated items.
17. **Blanket**, can be used for keeping warm, treating first aid patients, or using as a sanitation barrier.
18. **Cooler – special for Summer hot weather**, In the Summer carry a small ice filled cooler with small water bottles. Refreshing on a hot summer day & keeping hydrated.
19. **Spot light / flood light** – for searching a large area or field.
20. **Cell Phone, and or 2-way radio**
21. **Extra cash money & one credit card.**
22. **Change of clothes and other personal items**
23. **Emergency food, snacks, MRE, and drinking water.**

**STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM**

RESOURCES USED IN PREPARING THIS DOCUMENT

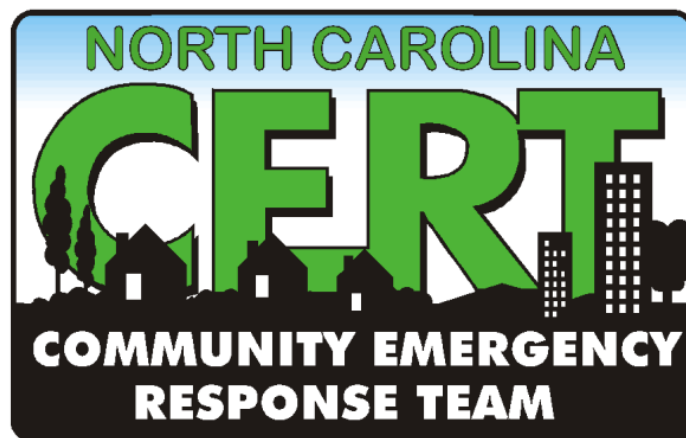
The regulations listed in this document were in some way inspired by the following resources:

Contributions from individual members of JARS-CERT.

Information from Public Safety professionals.

A local Law Enforcement Agency's – Policies and Procedures manual.

Information found on the internet from several other CERT team's Policies and Procedures manuals from other areas.



STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM

Approved by: JARS-CERT Executive Committee and members

JARS-CERT Captain/Coordinator / Mike Callam _____

Lieutenant/Team Leader / Lannie Godwin _____

1st Sergeant/Operations / Richard Futrell _____

Sergeant/Planning / Mark Gibson _____

Sergeant/Logistics / Paul Dunn _____

Sergeant/Secretary / Velda Callam _____

Random member at large / Bill Blomgren _____

Random member at large / Stephen Fowler _____

Random member at large / Scott Wilkinson _____

Random member at large / Dianne Young _____

On this the 1st day of April, 2021

Approved By: JARS Board of Directors

JARS President / Richard Futrell _____

JARS Vice-President / Mark Gibson _____

JARS Secretary / Velda Callam _____

JARS Treasurer / Paul Dunn _____

JARS Membership Director / Colleen Futrell _____

JARS Net Manager / Stephen Fowler _____

JARS Parliamentarian / Scott Wilkinson _____

JARS Media Director & P.I.O / Mike Callam _____

JARS At Large Director / Lannie Godwin _____

JARS At Large Director / Bill Blomgren _____

On this 8th day of April, 2021

**STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM**

**STANDARD OPERATING POLICIES AND PROCEDURES
JOHNSTON AMATEUR RADIO SOCIETY – COMMUNITY EMERGENCY RESPONSE TEAM**

Approved by: JARS-CERT Executive Committee and members

JARS-CERT Captain/Coordinator / Mike Callam Michael Callam 4/1/2021
Lieutenant/Team Leader / Lannie Godwin Lannie M. Godwin
1st Sergeant/Operations / Richard Futrell Richard Futrell 4-1-2021
Sergeant/Planning / Mark Gibson Mark Gibson 4/1/2021
Sergeant/Logistics / Paul Dunn Paul Dunn
Sergeant/Secretary / Velda Callam Velda Callam 4-1-2021
Random member at large / Bill Blomgren William Blomgren 4/1/2021
Random member at large / Stephen Fowler Stephen Fowler
Random member at large / Scott Wilkinson Scott Wilkinson 4-1-2021
Random member at large / Dianne Young Dianne Young 4-1-2021
On this the 1st day of April, 2021

Approved By: JARS Board of Directors

JARS President / Richard Futrell Richard Futrell 4-8-2021
JARS Vice-President / Mark Gibson Mark Gibson 4-8-2021
JARS Secretary / Velda Callam Velda Callam
JARS Treasurer / Paul Dunn Paul Dunn
JARS Membership Director / Colleen Futrell Colleen M Futrell 4-8-2021/4-8-21
JARS Net Manager / Stephen Fowler Stephen Fowler 4-8-2021
JARS Parliamentarian / Scott Wilkinson Scott Wilkinson 4-8-2021
JARS Media Director & P.I.O / Mike Callam Michael Callam 4-8-2021
JARS At Large Director / Lannie Godwin Lannie M. Godwin 4-8-2021
JARS At Large Director / Bill Blomgren William Blomgren 4/8/2021
On this 8th day of April, 2021