

# CAPE COD CITIZEN CORPS COUNCIL VOLUNTEER RESOURCE REFERENCE BOOKLET



August 2010 Edition



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## Cape Cod Community Emergency Response Team (CERT)

### Contact Information:

Chrystal LaPine, MEMA Liaison  
Work: **508-375-6017**  
[clapine@bsheriff.net](mailto:clapine@bsheriff.net)

Barnstable County Sheriff's Office  
6000 Sheriff's Place  
Bourne, MA 02532  
[www.bsheriff.net/cert.htm](http://www.bsheriff.net/cert.htm)

### Description of Volunteer Organization:

**CERT Team members have all completed the 20 hour FEMA required training.** The training includes:

- Search & Rescue (urban & wildland search)
- Disaster Preparedness
- Fire Safety & Haz Mat Awareness
- Disaster Medical Operations (triage and basic treatment)
- Incident Command Awareness
- Terrorism and WMD Awareness
- Disaster Psychology

**In addition to the FEMA training many members have completed ICS 100, NIMS 700, MultiAgency Coordination IS 701, and a WebEOC workshop making them valuable resources for EOC/MAC/ICS operations.** There are currently 13 Ham Radio Technicians with a cache of 4 handheld 5Watt 2 Meter Band radios available for deployment. CERT members have provided logistical support for community events and Operation Helping Hand to include donations management, spontaneous volunteer management, crowd and traffic control. CERT has also assisted the American Red Cross with shelter operations.

### Emergency Deployment Procedure:

Incident Commanders can request emergency deployment of CERT by contacting the **Barnstable County Communications Center at 508-563-4200**. Referencing Policy #1100.04 will assist the process. ICs will be asked for: (1) Type of Incident (2) Number of volunteers needed (3) Incident Commander info including name, cell phone number, vehicle number (4) staging area. Once the request has been approved by the Sheriff, the CERT Coordinator will contact the Incident Commander (or his/her designee) and activate the deployment.

CERT members will arrive at the staging area and be under the command and control of the Barnstable County Sheriff's Office CERT Coordinator, unless otherwise agreed upon.

### Preplanned Event Deployment Procedure:

Requests for the CERT Team to participate in preplanned community events should be made directly to the administrative contact listed above (Chrystal LaPine). The request can be made by phone or by email. The request will be reviewed by CERT Coordinators and approval for deployment will be made by the Barnstable County Sheriff.

### Updated:

*August 2010*



## Cape Cod Medical Reserve Corps (MRC)

### Contact Information:

Jean M Roma MSN, APRN-BC  
Director Cape Cod Medical Reserve Corps  
Barnstable County Department of Health & Environment  
PO Box 427/3195 Main Street, Barnstable, MA 02630

Office: 508-375-6641

Email: [jroma@barnstablecounty.org](mailto:jroma@barnstablecounty.org)

Cell: 508-737-8959

Website: [www.ccmedicalreservecorps.org](http://www.ccmedicalreservecorps.org)

The mission of the Cape Cod Medical Reserve Corps (MRC) is to engage volunteers to strengthen public health, emergency response and community resiliency. The MRC may also be called upon to help during the year with routine or planned events (H1N1 Immunization Plan, health fairs, public health education and other special projects).

### Description of Volunteers:

MRC Volunteers include:

Medical and Public Health Professionals such as physicians, nurses, nurse practitioners, physician's assistants, pharmacists, dentists, counselors, social workers, psychologists, and epidemiologists

Other community members, such as interpreters, chaplains, office workers, other nonclinical volunteers fill a variety of essential roles.

MRC Volunteers are required to fill out an application. The application process consists of reference checks, credentialing and CORI check. Volunteers are given an MRC Orientation and are required to attend training in NIMS 700, ICS 100. Throughout the year, volunteers are given the opportunity to obtain additional training such as CPR/AED, First Aid, Behavioral Health, Shelter Operations, and Personal Protection Equipment (PPE), etc...

### Emergency Deployment Procedure:

Incident Commanders can request emergency deployment of MRC by contacting their local health agent. The following information is required for deployment: (1) Type of Incident (2) Number of volunteers needed (3) Incident Commander or Incident Commander Designee information, including name, cell phone number, and (4) Staging area. Once the request has been approved by the health agent, the agent will contact the MRC Director who will activate the deployment.

### Preplanned Event Deployment Procedure:

Request for MRC volunteers to participate in preplanned community events should be made, at least two weeks in advance to the Director. The form will be reviewed by the Director and if approved a request will go out to the volunteers. Deployment will be done by the MRC office.

### Updated:

*August 2010*



## Barnstable County AmeriCorps Cape Cod Program



### **Administrative Contact:**

AmeriCorps Cape Cod  
PO Box 427  
Barnstable, MA 02630  
508-375-6869  
[americorps@barnstablecounty.org](mailto:americorps@barnstablecounty.org)  
[www.rdoac.org/ameriCorps](http://www.rdoac.org/ameriCorps)

### **Description of Volunteer Organization:**

AmeriCorps Cape Cod is a full-time residential service organization dedicated to serving the natural resource management and disaster service needs of Barnstable County. AmeriCorps Cape Cod recruits 26 Corps members to live and serve on Cape Cod for an 11-month term of service, from September through July each year. Program residences are in Wellfleet and Bourne.

Corps members receive certification in **American Red Cross First Aid and CPR** for the infant, child, and adult. Members also receive American Red Cross disaster service training including Fulfilling our Mission, **Shelter Operations Training**, and **Shelter Simulation Training**.

Corps members are also trained in chainsaw use and maintenance and light carpentry.

### **Emergency Deployment Procedure:**

In emergency sheltering situations AmeriCorps Cape Cod responds under the American Red Cross as a first priority. In these situations, AmeriCorps Cape Cod will respond after receiving directions from the ARC.

For other emergency response situations AmeriCorps Cape Cod has a call chain for reaching program staff:

1. Ashley Look, Program Coordinator: Office – 508-375-6869; Cell – 508-367-9233;  
Email – [alook@barnstablecounty.org](mailto:alook@barnstablecounty.org)
2. Rebecca Wolfson, Program Specialist: Office - 508-375-6869; Cell – 508-367-9231;  
Email – [rwolfson@barnstablecounty.org](mailto:rwolfson@barnstablecounty.org)
3. Lisa Buchs, Program Supervisor Wellfleet: Office – 508-375-6905; Cell – 508-367-9234;  
Email – [wellfleet@barnstablecounty.org](mailto:wellfleet@barnstablecounty.org)
4. Ashleigh McCord, Program Supervisor Bourne: Office – 508-375-6871; Cell – 508-367-9235;  
Email – [bourne@barnstablecounty.org](mailto:bourne@barnstablecounty.org)

### **Preplanned Event Deployment Procedure:**

To request the use of AmeriCorps Cape Cod members for preplanned events or training exercises a Project Proposal should be filled out. The program can provide members for short term events and exercises as well as longer term initiatives. Project Proposals can be found on the AmeriCorps Cape Cod website: [www.rdoac.org/ameriCorps](http://www.rdoac.org/ameriCorps), under “SERVICE” on the menu bar. Any questions about the Project Proposal or use of AmeriCorps members can be directed to the general office: 508-375-6869 and [americorps@barnstablecounty.org](mailto:americorps@barnstablecounty.org)

**Updated:**

*April 2010*



## Cape Cod Amateur Radio Emergency Service (ARES)

### Contact Information:

Title	Name	Land-line Tel	Cell Tel	Email
District Emergency Coordinator	Frank O'Laughlin	508-428-8810	508-280-8810	<a href="mailto:Wq1o@comcast.net">Wq1o@comcast.net</a>
Assist. District Emergency Coordinator	Dan Howard	508-759-4968	508-566-4224	<a href="mailto:K1dyo@comcast.net">K1dyo@comcast.net</a>

Cape Cod ARES - P.O. Box 233 Marstons Mills, MA 02648

### Description of Volunteer Organization:

The Amateur Radio Emergency Service (ARES) is a public service organization of the American Radio Relay League, consisting of licensed amateurs who have voluntarily registered their qualifications and equipment to supply communications when disaster strikes. ARES groups in all of the United States are dedicated to serving the communities in which we live, working with the American Red Cross, local and state governments, and other nonprofit, community-service organizations. ARES provides emergency communications when all normal means of communications have failed due to infrastructure damage or failing due to capacity issues. ARES also offers communications support for public service events when additional communications support is required. The local district for ARES serves the Cape Cod and Islands area. Smaller units of ARES also exist within the district helping to serve more localized operations when needed. ARES members are trained to provide emergency communications and are also required to be trained in ICS/NIMS basic courses. ARES also has Rapid Response Teams (RRT) which are completely self sufficient for operational deployment. ARES is not a large human resource, but it does have many specialized people for specific missions. Although ARES primary support client is the American Red Cross, the group is more than willing to help any Emergency Management or other agency as long as human resource is available for the required mission.

### Emergency Deployment Procedure:

In the event of an emergency, or if one is suspected to occur, Agencies may request ARES support by contacting the District Emergency Coordinator (DEC) or the Assistant District Emergency Coordinator (ADEC) by Land Line telephone or Cellular phone. Contact names and information will be listed at the bottom of this document. Agencies should provide an overview of the communications need, location and time frame. An ARES official will respond to the requesting agency after determining if adequate human resource is available for their needs. If the need is small and very local, the agency may be referred to one of the local ARES groups for support. Additional contact info would be provided to the client as needed.

### Preplanned Event Deployment Procedure:

If ARES support is needed for a pre-planned public service event, requesting agencies may contact the DEC or ADEC by email or by phone. We ask for as much notice as possible before the event. Contact information is the same as below.

### Updated:

*August 2010*



## American Red Cross (ARC)

### Contact Information:

Chapter House, Hyannis  
508.775.1540  
Cell: 774.836.7343  
[disasterservices@cciredcross.org](mailto:disasterservices@cciredcross.org)

Jennifer Carlson  
Work: 508.775.1540 x15  
Cell: 774.836.7348  
[dsdir@cciredcross.org](mailto:dsdir@cciredcross.org)

### Description of Volunteer Organization:

The mission of American Red Cross Disaster Services is to provide nationwide, timely, innovative and effective planning, preparedness, and relief that enhances the ability of people to anticipate, survive, and recover from disasters.

The Red Cross is a critical part of the emergency response network on Cape Cod and the Islands. We support local disaster relief operations by feeding emergency workers, and by providing food, clothing and shelter to disaster-affected clients. During large-scale disasters our Chapter is expected to work with Emergency Management and partner organizations to open and support sheltering and mass care feeding, both within and outside our Chapter's jurisdiction; this means that many of our Disaster Action Team Members respond to help other Chapters in our State through mutual aid agreements, and across the country when level three or higher disasters occur.

### Emergency Deployment Procedure:

***For local response:*** Barnstable, Dukes and Nantucket Counties contact our Chapter by page through Barnstable County Dispatch, the Martha's Vineyard Communication Center, or Nantucket County, or by calling our main number (508.775.1540) and following the appropriate prompts. This page or call reaches our on-call Teams, and our Disaster Action Team(s) are then activated by the person who receives the call; following the page or call, our Zone Leaders in coordination with their Staffing Leaders within each Zone will activate their teams that are on-call to respond via phone call. Like our volunteers above, having already been placed on stand by, our Partner Services Administrator will then work with the Emergency Services Director to contact local partner organizations such as C.E.R.T., AmeriCorps Cape Cod, M.R.C. and the Salvation Army to respond in coordination with our volunteers.

***For State and National level responses:*** State and Nationwide partners may contact our main phone number (above), but often will contact the Emergency Services Director directly by cell phone or email (also above). Our Disaster Services Human Resources Administrators would then be contacted, and would work in coordination with our Senior Staffing Leader to deploy Disaster Action Team Members who have been pre-identified and placed on standby for response.

### Preplanned Event Deployment Procedure:

Interested parties may contact the Chapter House directly (above), and if the event falls within the mission of the American Red Cross, the caller will be directed to the appropriate Zone Leader and Staffing Lead who would then help to supply the event with human and material resources.

### Updated:

*August 2010*



## **Cape Cod Disaster Animal Response Team (DART)**

### **Contact Information:**

Holly L Rogers, Executive Director  
Work/Cell: 508-737-9467  
[garretts1655@comcast.net](mailto:garretts1655@comcast.net)

Bea Gremlich, Public Information Officer  
Cell: 617-515-6210  
[bgremlich@yahoo.com](mailto:bgremlich@yahoo.com)

### **Description of Volunteer Organization:**

CC DART team members have completed Level One training. Courses include Human and Pet First Aid and CPR, Basic Animal Sheltering, FEMA ICS 100, NIMS 700, Disaster Preparedness, Disaster Psychology, and Documentation and Identification Procedures.

### **Emergency Deployment Procedure:**

Incident Commanders can request emergency deployment of CC DART by contacting Holly Rogers at 508-737-9467. Incident Commanders will be asked (1) Type of incident (2) Number of volunteers needed (3) Incident Commander name, cell phone number and vehicle number (4) Location of staging area.

CC DART team members will arrive at the appropriate staging area and be under the command and control of the CC DART Coordinator on sight, unless otherwise agreed upon.

### **Preplanned Event Deployment Procedure:**

CC DART is willing to participate and assist in any and all events (trainings, support roles, etc.) that are animal-focused. Requests may be made through the website, [www.ccdart.org](http://www.ccdart.org), or by phone or Email to Holly Rogers. All requests will be reviewed in the order they are received and responded to in a quick, efficient manner.

### **Updated:**

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This booklet is a project of the Cape Cod Citizen Corps Council. The booklet was printed compliments of Sheriff James M. Cummings at the Barnstable County Correctional Facility.

Agencies involved with the development of this booklet include:

- Barnstable County Sheriff's Office, CERT
- Barnstable County Department of Health and Environment, MRC
- AmeriCorps Cape Cod, Barnstable County Resource Development Office
- American Red Cross, Cape Cod & Islands Chapter
- Cape Cod Amateur Radio Emergency Service
- Elder Services of Cape Cod & the Islands, RSVP and Senior Corps
- Cape Cod Disaster Animal Response Team