



Type:	Deployment Guideline
Name:	Public Safety Power Shutdown Welfare Check
Related Documents:	<ul style="list-style-type: none"> • F ICS214 – Activity Log • F ICS204 – Assignment List • Welfare Check Script
Revision Date:	
Purpose:	Under some situations, PG&E may de-energize portions of the County to reduce risk of fire. Although PG&E attempts to notify County officials in advance of preemptive power outages, it may be difficult to ensure special needs citizens within the County in time to ensure have necessary notification and supplies to sustain power outages that may last multiple days. The purpose of this Deployment Guideline is to provide direction to CERT Members deployed by County offices in locating and informing special needs citizens affected by Public Safety Power Shutoffs (PSPS) and to report back with findings.
Scope:	This Deployment Guide also pertains to planned and un-planned utility outages other than PSPS events and may cover tasks before, during and after utility outages. While time is of an essence, this Deployment Guideline is not intended for emergency welfare checks.
Interpretation:	<ul style="list-style-type: none"> • Executive Director or • Field Operations Officer
Required Approvals:	<p>_____</p> <p>Grant Hunsicker Executive Director</p> <p>_____</p> <p>Angela Rison Field Operations Officer</p>
Routing:	<ul style="list-style-type: none"> • Board of Officers • All Program Managers
Author:	<ul style="list-style-type: none"> • Grant Hunsicker

Deployment Guideline Detail:

1. Deployment Notification

- 1.1. Do not self-deploy. While CERT Members may check on neighbors and friends prior to deployment by a County official, this activity is not a CERT deployment.
- 1.2. In the event County officials are not able to locate a person or persons, particularly known to require support during a utility outage, and CERT is determined to be necessary, the Sheriff's Office may:
 - 1.2.1. Contact the CERT Chief Executive Officer to request deployment of CERT Members; or
 - 1.2.2. Send a Code Red Alert to all Deployable CERT Members.

2. Incident Action

- 2.1. Incident Commander and Incident Action Plan Development
 - 2.1.1. The CERT Chief Executive Officer or CERT Field Operations Officer shall immediately appoint an Incident Commander.
 - 2.1.2. The CERT Incident Commander shall contact the County official to obtain the scope of work required of CERT on behalf by the County.
 - 2.1.3. The CERT Incident Commander will draft the Incident Action Plan and establish resource requirements.
 - 2.1.4. The CERT Incident Commander, or designee, will contact CERT Members via telephone to determine availability of Deployable CERT Members.
 - 2.1.5. The Incident Commander, or designee, will determine what non-personnel resources will be required for the response.
- 2.2. Incident Action Plan Communications
 - 2.2.1. The primary method of communications will be through the use of cellular phone.
 - 2.2.2. In the event a team is entering a location known not to have cellular or in the event cellular phone systems fail, the CERT Incident Commander will deploy necessary personnel resources and provide specific direction to the deployment team(s).
 - 2.2.3. The CERT Incident Commander, or designee, may contact Deployable CERT Members that are not necessary for deployment to instruct them to remain not-deployed,

3. Personnel Resources

- 3.1. Organizational Structure Considerations
 - 3.1.1. Deployed CERT Members shall either be:
 - 3.1.1.1. With at least one other CERT Member; or
 - 3.1.1.2. In an environment with County employees in case of an emergency.
 - 3.1.2. The Incident Commander is responsible for determining the organizational structure which may include the following:
 - 3.1.2.1. Scribe or Document Control technician.
 - 3.1.2.2. Operations Section Chief.
 - 3.1.2.3. Tactical Team(s) comprised of two Deployable CERT Members. Each team shall be comprised of at least one Member with radio communication training.
 - 3.1.2.4. Communications Unit Leader.
 - 3.1.2.5. Others determined necessary by the Incident Commander.
- 3.2. Tracking Assignments
 - 3.2.1. Incident Commanders use the F ICS204M form, also known as the Assignment List, to track deployments, assignments and contact information.

4. Other Resources

- 4.1. Deployed CERT Members will utilize their own vehicles and coordinate working in pairs.
- 4.2. All deployed CERT Members, including the Incident Commander shall wear proper CERT attire including vest and a valid and visible identification badge.
- 4.3. Radio Communications
 - 4.3.1. Deployed CERT Members may use their own personal VHF (Amateur Band) or GMRS radio approved for use by American Radio Emergency Service (ARES).
 - 4.3.2. In the event the deployed CERT team(s) require additional radio equipment from BBCERT or ARES, the Incident Commander, or designee, shall use the form F BCCERT G1 Equipment to track use.

5. Specific Tasks – General Guidelines

- 5.1. Tasks Precedent to a Planned utility outage
 - 5.1.1. CERT Teams may be asked to attempt to locate citizens to that likely require assistance during a power outage that the County officials have not been able to locate.
 - 5.1.2. Upon arrival at the welfare check, and prior to exiting the vehicle, inform the Operations Section Chief of your arrival.
 - 5.1.3. If cellular communications cannot be established, cease the welfare check and return to an area with cellular support.
 - 5.1.4. When attempting to determine if such a person is home, the following process is necessary:
 - 5.1.4.1. Observe the residence from the vehicle for five minutes before exiting the vehicle to observe any unusual conditions;
 - 5.1.4.2. One CERT Member will:
 - 5.1.4.2.1. Approach the resident, remove any sunglasses and ensure the CERT Identification badge is clearly visible;
 - 5.1.4.2.2. Knock on the door loudly and state: “Hello, my name is _____ and I am a Community Emergency Response Team Member. Butte County officials have asked me to drop by to be sure you are prepared for the planned _____ utility outage”.
 - 5.1.4.3. The second CERT Member remains in the driveway of the residence to observe the surroundings until the first CERT Member returns to the vehicle.
 - 5.1.5. Potential results and necessary action:
 - 5.1.5.1. If not occupied:
 - 5.1.5.1.1. One CERT Member proceeds to the abutting residential unit on each side of the person of interest in an effort to make contact.
 - 5.1.5.1.2. Knock on the door loudly and state: “Hello, my name is _____ and I am a Community Emergency Response Team Member. Butte County officials want to be sure people in the area are prepared for the planned _____ utility outage. Have you seen your neighbors?”
 - 5.1.5.2. If occupied
 - 5.1.5.2.1. Show your CERT Identification Badge clearly.
 - 5.1.5.2.2. State: “Thanks for answering the door, I am a Community Emergency Response Team Member and County officials are trying to confirm that _____ person of interest _____ is prepared for the planned _____ utility outage; are you _____ person of interest____?”

- 5.1.5.2.3. If the person of interest is present, inform them of _____ utility outage details and ask if they are prepared or if they need anything. Do not commit to providing any services or commodities other than ensuring you will provide County officials with your status.
- 5.1.5.2.4. If the person of interest is not present, ask if the occupants have any other way to reach the person of interest.

- 5.1.6. Document all findings for submission to the County officials.
- 5.1.7. Inform the Operations Section Chief that you are departing the welfare and what your planned destination which may be another welfare check.

5.2. Tasks during and after a utility outage

- 5.2.1. CERT Members may be asked to periodically check on person(s) of interest.
- 5.2.2. In the event the person of interest has not yet been in contact with the County or CERT, proceed as defined above. Otherwise, the established relationship will prevail.

6. Closeout

- 6.1. Each Deployed CERT Member is responsible for:
 - 6.1.1. Submitting the results of welfare checks and a 214 to the Incident Commander daily.
 - 6.1.2. Return any borrowed equipment.
 - 6.1.3. Keep details of the assignments confidential.
- 6.2. The Incident Commander is responsible for:
 - 6.2.1. Ensuring the results of all welfare checks are sent to the County Official as soon as obtained.
 - 6.2.2. Scan the welfare check results and the 214 forms and forward them, via email, to the CERT Administrative Officer.

History of Changes

Revision	Date	Section(s) Changed	Summary of Changes
1		Entire	New Document