APEX
COMMUNITY EMERGENCY RESPONSE TEAM
(CERT)

HANDBOOK

2019

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WELCOME TO APEX CERT!

We are so pleased you have decided to join our organization. We hope you will enjoy being part of this remarkable team. We pride ourselves on inclusion of everyone who wants to help prepare for, mitigate against, respond to, and recover from any disasters or emergencies that may befall our town. We train hard, and we work hard, and we expect our members to do the same. The return for that hard work is a cohesive team of individuals who share a common ideology and who support each other completely. If you have any questions, suggestions, concerns, or comments, please contact any member of the Board.

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jrtest@aol.com

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Apex NC CERT's mission is to serve and safeguard our community through efficient and effective volunteer service, which helps protect life and property ensuring the greatest good, for the greatest number.

PROGRAM BACKGROUND

Apex Fire Battalion Chief Mike Beasley held the first *CERT Basic Training Class* in Apex in September 2010, with six students. Two of those original six, Jay and Samantha Royster, took the next available State-level *CERT Train-the-Trainer* class to become CERT Trainers themselves. Five of the original six are still involved with Apex CERT to this day. The record of individuals trained with Apex CERT is as follows (those highlighted in green are still active with the program):

Class #1 – Sep 2010
ALPHA CLASS
Ahler, Jenny
Dickinson, Steve
Royster, Jay
Royster, Samantha
Waller, Tamara
Wilhelm, Mary

Class #2 – Mar 2012
BRAVO CLASS
Belikoff, Esther
Bevan, Judy
Bierhoff, Alan
Clarke, Marcus
Dukeman, Jim
Dukeman, Sandy
Fulcher, Annette
Gonzales, Carlos Jr.
Gonzalez, Carlos Sr.
Harvey, Jennifer
Kimbro, Mary
McMillian, Beryl
Metro, Daniel
Stocking, Kristen
Sugg, Kathel
Woods, Eric

Class #3 – Mar 2013
CHARLIE CLASS
Eubanks, Doug
Harvey, Scott
Marzella, Carmen
McNary, John
Mendez, Anthony
Miller, Elizabeth
Mills, Napolean
Mills, Odarius
Morano, Nancy
Redi, Matthew
Roland, Montie
Ryan, Terry
Sanville, Charles
Smith, Jeffrey
Sullivan, Neal

Class #4 – Mar 2014
DELTA CLASS
Bailey, Tristan
Roland, Connie
Samson, Jude
Shafeek, Dev

Class #5 – Sep 2014
ECHO CLASS
Allen, Patricia
Bachlotte, Nancy
Berry, Susan
Brown, Ron
Carnes, Casey
Carnes, Grace
Carnes, Paul
Connell, Mary
Dooley, Thomas
Drago, Bill
Kinney, Barry
Kloehn, Cory
Lawrence, Alexander
Lawrence, Carol
Loveless, Teresa
Montazeri, Jacob
Obrapalski, Jacek
Owen, Tina

Class #6 – Mar 2015
FOXTROT CLASS
Bodie, Meghan
Bruhn, Dave
DeLoatch, Eugenia
deOrleans, Al
Geis, Diane
Harasti, Joe
MacRae, Bill
McKinnon, Stephen
Mullowney, George
Powell, Roberta
Sperbeck, Susan
Webb, Michael
Williams, Antoinette

Class #7 – Sep 2016
GOLF CLASS
Birla, Anita
Bruhn, Dave (FOXTROT)
Bruhn, Laura
Harvey, Michael
Hotchkiss, Andrew
Lewis, Melvin
Liles, Hillary
Miller, Lyle
Schmidt, David
Smith, Lauren
Smith, Samuel
Thomas, Amy
Tripathi, Anuradha
Xavier, Stephen

Class #8 – Apr 2017
HOTEL CLASS
Beeson, Marie
Brown, Diana
Covington, Janie
Donaldson, Jennifer
Donaldson, Jill
Donaldson, John
Dorsett, Emily
Goss, Bill
Kunath, Daniel
Lewis, Debbie
Luna, Linda
Luttrell, David
Myers, Robin
Neblett, John
Neblett, MaryBeth
Powers, Jason
Ringland, Lucy
Rucker, Holly
Schwarz, Robert
Sennert, Erin
Siyrkou, Aliaksandr
Weaver, Renee
Zeleke, Sigmon

Class #9 – Sep 2017	Class #10 – Apr 2018	Class #11 – Sep 2018	Class #12 – Apr 2019
INDIA CLASS	JULIET CLASS	KILO CLASS	LIMA CLASS
Bradicich, Jason	Blight, Michael	Boulo, Phillip	Buck, Edward
Brown, Louis	Blum, Dan	Caffo, Mary	Burrell, Kim
Bullock, Nathan	Cox, Alan	Chappell, Michael	Collyer, Harry
Bullock, Raylene	Desai, Kavisha	Clarke, Chris	Fetner, Heath
Caulfield, Evan	Faulhaber, Jay	Delventhal, Karen	Fetner, Maelanie
Caulfield, Lauren	Faulhaber, Tania	DiMaria, Theresa	Glochick, Kyle
Clayton, Shalyse	Garcia, Ángel	Kelly, Pamela	Grace, Apollo
Dean, Mathis	Gentile, Heather	Leonard, Jimmy	Hatley, Brian
Dean, Susan	Greiter, Blair	Luevano, Daniel	Hatley, Cherie
Falkowski, Roman	Hurwitz, Denise	Luttrell, David (HOTEL)	Hayes, Dean
Gilliatt, Nathan	Hurwitz, Stuart	Luttrell, Michael	Herrera, Cathy
Johnson, Zach	Jaeger, Jeff	Monaco, Janice	Kappelhoff, Hermann
King, Jacob	Lauzon, Genevieve	Newman, Tedi	Krolak, Ryan
Lindenberg, Juliana	LeDuc, Magalie	Philip, Thomas	MacAllister, Mark
Lindenberg, Noah	LeDuc, Megane	Przybylska, Ernestyna	Mange, Steven
Loughlin, Robin	Leggett, Sarah	Robbins, David	Navas, Angelo
McArthur, Cameron	Liles, Abby	Smith, Timothy	Nichols, Steve
Montagna, Ron	Nelson, Casey	Terry, Chase	O'Hara, Trudy
Russell, Stephen	Nickens, Kimberly	Torres-Nieves, Lemuel	Shearon, Kimberly
Srivastava. Arunima	Payne, Karen		Smith, Neal
Tiede, Brian	Pilkington, Lily		Storrs, Sherry
	Rollins, Angel		Waters, Gabriel
	Sanchez, Jorge		Waters, Michael
	Schmitz, Tracy		
	Thomas, Rosana		
	Upchurch, Julie		
	Waylett, Kathleen		
	Woodbury, Mark		
	Woodbury, Rebecca		

In 2017, Apex CERT incorporated as a 501(c)(3) non-profit with the State of North Carolina. The original Board of Directors were:

President
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Vice President
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Planning Chief
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Logistics Chief
Urmila Staudacher
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urmistaud2@yahoo.com

In 2018, we obtained our Federal 501(c)(3) non-profit status.

APEX CERT MEMBERSHIP TYPES

We have four (4) levels of membership at Apex CERT. There are no requirements that you *must* achieve a certain level of membership; we want you to be where you are comfortable and happy.

I. The *General Member*. Anyone is welcome to attend monthly meetings and trainings. Once you have attended three times, you are considered to be a General Member. Some hands-on activities at meetings and trainings may not be available to those who have not yet graduated from *CERT Basic Training Class*, but in most cases General Members will be allowed to observe these activities. General Members may not vote in elections or hold a position on the Board of Directors. They may, however, sign up to represent Apex CERT at public events.

II. The *Active Member*. In order to become an Active Member, individuals must:
 a. Complete *CERT Basic Training Class*
 b. Complete an Apex CERT Volunteer Application
 c. Attend at least four (4) monthly training sessions, events, activities, and/or Board of Directors meetings in a consecutive twelve-month period.

Active Members may vote in elections and hold a position on the Board of Directors. They may also represent Apex CERT at public events. When an individual becomes an Active Member, s/he will be issued an Apex CERT ID badge and a Passport Accountability System name tag.

III. The *Deployable Member*. If an Active Member wishes to become a Deployable Member, s/he must:
 a. Attend at least six (6) monthly training sessions, events, activities, and/or Board of Directors meetings in a consecutive twelve-month period.
 b. Complete IS-100
 c. Complete IS-200
 d. Complete IS-700
 e. Have had a Tetanus vaccine within the last ten (10) years.

Deployable Members are the individuals who will be called out if and when the Apex Fire Department activates us for an emergency/disaster. We welcome individuals of all abilities to strive to become Deployable Members; not all jobs done by Deployable Members are physically demanding. People with all sorts of skills are needed when we are called out. Deployable Members may vote in elections and hold a position on the Board of Directors. They may also represent Apex CERT at public events. When an individual becomes a Deployable Member, s/he will be issued a complete CERT kit.

IV. The *SAR Member*. In order to be part of the search and rescue team, Central North Carolina Search and Rescue (CNCSAR), which operates under the umbrella of Apex CERT, Deployable Members must attain at least a SARTECH III certification. This certification is available through an online class with the National Association of Search and Rescue (NASAR).

A member will be considered *Inactive* if s/he does not attend any functions in a consecutive twelve-month period.

JOB DESCRIPTIONS

Public Events: One of the most common jobs for an Apex CERT volunteer is helping out at public events staffing an informational table. There are two main objectives when working an informational CERT table:

1. *Educating the public about disaster preparedness*. At public events, the table will have a selection of FEMA pamphlets and other materials to hand out. It is important to engage individuals in conversation about preparedness and not just hand out pamphlets. You have been well trained, and this is your opportunity to train others. Find out what their interests are, and focus on those. Do they have children? Pets? Disabilities? Talk to their specific situation and help them understand how important it is to be prepared for emergencies and disasters.
2. *Promoting Apex CERT*. When you are wearing your CERT gear, standing under the green CERT canopy, you are the face of Apex CERT. We meet many of our new members at Peak Fest or Apex Night Out. At every event, there will be a signup sheet for people to share their name and email address to get more information about us. When you arrive at the event, you should be given information to pass along like when and where our next monthly meeting is, and when our next *CERT Basic Training Class* will be held. We also have some general information flyers you can hand out.

This job is open to General, Active, and Deployable Members.

First Aid: With the dissolution of Apex EMS, we are being asked more often to provide either a first aid station or roving first aid teams at events in Apex. Anyone who is a graduate of CERT Basic Training has the knowledge to provide this basic first aid service. We are fortunate to have many members with more advanced medical knowledge as well, and we make the teams so that there is at least one experienced person on each team. This job is open to Active and Deployable Members.

Firefighter Rehab. Whether it is a controlled burn or a live fire, Apex CERT may be called in to provide rehab. This consists of taking their vitals, making sure they cool down sufficiently, and offer a cool drink and a snack. This job is open to any Active or Deployable Member who has completed the Firefighter Rehab module, which is offered regularly through Apex CERT.

Communications Support. Having an amateur radio license is not a requirement for Apex CERT members, but those who choose to earn it may help out with radio communications during events or activations. This job is most likely to be in the CERT Mobile Command Center (the "CERTmobile"), which is heated and air conditioned, and provides a comfortable place to sit, while providing the singular most essential function for the team – reliable communications. This job is open to any Active or Deployable Member who has an amateur radio license. Apex CERT regularly offers classes to help those who are interested to study for the HAM radio test.

POD Operations. After a disaster, the Town of Apex may set up Points of Distribution, or PODs. These venues are for disaster survivors to get food, water, and tarps. There is a system for how to set up and operate a POD, which can be learned through a FEMA class offered regularly through the NC CERT office. There is an online FEMA class that is a pre-requisite for POD Ops training: IS-26, which can be accessed here: https://training.fema.gov/is/courseoverview.aspx?code=IS-26 . This job is for Active and Deployable Members who have had POD training.

Disaster Response. If there is a disaster or emergency in Apex, and the Apex Fire Department calls us out (Deployable Members), there will be many skills that will be needed, including Damage Assessments, Medical Triage/Treatment, possibly suppressing small fires, assisting in evacuations, working in the Town's Emergency Operations Center, Disaster Psychology for survivors, staffing shelters, serving meals, or anything else that may be requested of us. Following one of the basic tenets of CERT training, *your personal safety comes first*, which means:
1. You must always take care of yourself and your family first. If your home is damaged, or your family needs you, you will not be expected to report for CERT duty. We would appreciate you reaching out to someone and letting us know how you are and if you need anything.
2. You will never be asked or expected to perform any task with which you are uncomfortable.

We are sincere in our belief that individuals of all abilities are valuable CERT members, and we don't want anyone to think that any limitations they may have would prohibit them from being an Active or Deployable Member. If you have any questions, please don't hesitate to reach out to any Board member.

TRAINING RESOURCES

- All Apex CERT members are required to have an account on NC Emergency Management's online system, TERMS: https://terms.ncem.org. Most of the classes offered on TERMS are free, and some offer travel reimbursements. Apex CERT members are encouraged to explore the many educational opportunities offered here. Some classes of particular interest for CERT volunteers are:
    - CERT Basic Training (NC-317)
    - CERT Train-the-Trainer (NC-732)
    - CERT Program Manager (NC-427)
    - NC CERT Conference (NC-0066)
    - CERT Supplemental Training (NC-0327), which may have many different topics.
    - Those who want to become proficient in Search and Rescue should look for Fundamentals of Search and Rescue (NC-8125), which will help them earn their SARTECH II certification.

- FEMA offers hundreds of free online classes through their Independent Study Program at: https://training.fema.gov/is/. These are offered for free, and the FEMA system is integrated with TERMS so you can have all of your training on one transcript. Classes that are required for Apex CERT Deployable Members are:
    - IS-100.c: Introduction to the Incident Command System
    - IS-200.b: ICS for Single Resources and Initial Action Incidents
    - IS-700.b: An Introduction to the National Incident Management System

      Other classes that may be of particular interest to CERT volunteers are:
    - IS-315: CERT Supplemental Training: The Incident Command System
    - IS-317: An Introduction to Community Emergency Response Teams
    - IS-10.a: Animals in Disasters: Awareness and Preparedness
    - IS-11.a: Animals in Disasters: Community Planning
    - IS-26: Guide to Points of Distribution
    - IS-111.a: Livestock in Disasters
    - IS-240.b: Leadership and Influence
    - IS-241.b: Decision Making and Problem Solving
    - IS-244.b: Developing and Managing Volunteers
    - IS-288.a: The Role of Voluntary Organizations in Emergency Management
    - IS-394.a: Protecting Your Home or Small Business from Disaster
      … and hundreds more. Take some time to peruse the list.

- For those wanting to be full Search-and-Rescue Team Members, The National Association of Search and Rescue offers an online course and exam to get the first step in SAR credentials, the SARTECH III: https://nasar.anewspring.com/do?action=createOrder&productId=7. The next step is to take the class NC Land Search Field Team Member (NC-8100) through NC Emergency Management. Successful completion of this class with grant the

credential of SARTECH II, which is the minimum required to be called out on a live search with Apex CERT/CNCSAR.

THE CERT KIT

The Apex CERT Board of Directors has reviewed and ratified the following list as recommended or required items for CERT backpacks. All items are recommended for all members, but those marked with a * a required for Deployable Members.

*Hard hat
*Safety goggles
*Yellow reflective vest
*Leather work gloves
Knee pads
*N95 mask
*Sturdy shoes or boots
Change of clothes
Hand warmers
Triage tape/tags
*Two (2) lumber crayons
*Waterproof flashlight
Head lamp
Extra batteries in waterproof case
Voltage meter
*Compass
*Multi-tool
Knife/Utility knife
Carabiners
Rope or 1" tubular webbing
4-in-1 tool for utility shutoff
Pry bar
*Whistle
*Duct tape
Masking tape
Folding saw
Dog muzzle
*Non-latex gloves (10 pairs)
*4x4 sterile gauze dressings (6)
*Triangular bandages (4)
*Roll gauze
Abdominal pads
*Assorted adhesive bandages
*Antibiotic ointment
*Antiseptic hand sanitizer
Personal medications as needed
    (Benadryl Epi-Pen, aspirin etc.)
Feminine hygiene items
*Tweezers
*Scissors

Moist towelettes
Toilet paper
Unscented household bleach
Medicine dropper
Sunblock
Sunglasses
*Poncho/Rainwear
Water
Water purification tablets
Snacks
Cash and identification
*ICE card (included on CERT ID)
*Notepad
Clipboard
*Pens or pencils
*Markers (thick and thin)
ICS Forms
*Mylar blanket

APEX CERT CODE OF CONDUCT

Apex CERT members are highly trained and dedicated volunteers. It is important to remember that you represent Apex CERT to new members, to the public, to first responders, and to those to whom we render our service, and we strive always to portray a positive and professional image.

1. Dial 911 for all emergencies, first.
2. Be aware that you are not a professional first responder (i.e., firefighter, police officer, emergency medical technician). You are trained to function as an extension of the Apex Fire Department's response to catastrophic disasters, when such circumstances exist or they have asked for our assistance. When disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.
3. Stay within the scope of your training. You have been trained under the curriculum of FEMA's Community Emergency Response Team program. Confine your actions to those guidelines.
4. Confine your actions to your physical and resource limitations when responding as a member of Apex CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority, and hazards.
5. Conduct yourself with professionalism, dignity, and pride, and act appropriately and responsibly at all times.
6. Treat fellow team members, other volunteer program participants, first responders, and property, with respect.
7. Be sensitive to the diversity of your fellow team members and those we assist.
8. Partake of no alcohol while representing Apex CERT, and do not report for duty under the influence of alcohol or drugs.
9. Do not accept, or seek on behalf of any person, any money or gifts offered as a result of your affiliation with Apex CERT.
10. Do not use your affiliation with Apex CERT to promote any partisan politics or religious matters.
11. Avoid inappropriate conduct both on- and off-duty that would jeopardize the Apex CERT program. Such behavior includes, but is not limited to, the following:
    a. Offensive or profane language or gestures
    b. Public criticism of another CERT program, its leaders, or members
    c. Jeopardizing a fellow team member's safety
12. Apex CERT identification badges are not intended to give unwarranted access into restricted areas. The badges are not to be shared or borrowed. Apex CERT volunteers are granted no special authority or clearance.

I have read and understand the Apex CERT Code of Conduct, and, as a volunteer within this program, I agree to comply with these statements. I understand that if I fail to comply with the Code of Conduct, my Apex CERT ID badge will be revoked.

Name_____ Date_____

GENERAL CERT MEMBER EXPECTATIONS

Every member is expected to embrace Apex CERT's philosophy, purpose, and Code of Conduct which should be used to guide your interactions with other members and the public. We are all representatives of this organization which places an enormous responsibility upon us. Both at and away from CERT, we all have countless opportunities to win goodwill and respect for both ourselves and our organization. On the other hand, thoughtless words and acts can damage our personal and professional relationships. The opinions and attitudes that the public has towards Apex CERT may be determined by the actions of only one team member. Each team member must be sensitive to the importance of providing courteous treatment in all working relationships.

When deployed or undergoing training, always perform every task to the best of your ability; the results affect us all. We encourage you to take every opportunity to further your skills and Members of the Board will assist in this endeavor with planned meetings and events. Proudly accept responsibility and recognition for your successes. Maintain accountability for your mistakes; making mistakes is part of learning. When mistakes are made lying, blaming others, or making excuses inhibits your ability to learn and grow. Remember that you are part of our team; you are expected to cooperate and work harmoniously with all of your teammates, not just those in positions senior to your own.

The team creates the environment. We may be called upon to help in a crisis and the friendly, helpful, and safe space we wish to maintain depends largely on your attitude and actions; please conduct yourself with dignity and respect for others. For everyone's safety, it is essential that during regular monthly meetings, special events, and deployment all participants remain sober and drug-free. The use of illegal drugs by team members can impair their ability to perform tasks and increase the potential for accidents and other incidents that pose a serious threat to health and safety. Apex CERT explicitly prohibits the use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription during any official CERT meeting or event and the presence of any amount of illegal substances in the team member's system while conducting CERT business. We encourage you to wear CERT apparel whenever you are representing our organization but you should never consume alcohol while wearing our logo as we always want Apex CERT to be viewed by the public as sober, able-minded individuals ready to act.

If an individual's behavior interferes with the orderly and efficient operation of Apex CERT or if a team member willfully fails to comply with personnel, operations, safety or other Apex CERT policies, and it results in damages, losses, and/or injury then disciplinary action will be taken by the onsite incident commander, team leader, event coordinator or present board member with the ultimate final decision for all disciplinary measures made by a majority vote from the Apex CERT Board.

BOARD MEMBER EXPECTATIONS

Board Member Expectations
Board Members have all the expectations of General Members as well as the following:
Board meeting attendance by all Board Members is an important factor for Apex CERT's success, especially given these meetings only occur once a quarter. Absences affect the entire team and your attendance is directly related to your reliability. For this reason, board members should strive to make every meeting and miss no more than one meeting a year. If a meeting cannot be attended, at least 48 hours prior to the meeting, official notification to the president or vice president of Apex CERT is required. Penalties for missing meetings are as follows:

> ▪ First absence without proper advanced notification OR not attending 2 meetings within 1 year regardless of advanced notification: written warning delivered via email to the affected party within 1 week with request for acknowledgement of receipt within 48 hours. If receipt is not acknowledged within 48 hours the board president or vice-present will call to confirm receipt.
> ▪ For every instance thereafter: The board will vote for removal of that member from the board.

- Board Members must carry out all their defined duties as well as any projects they have volunteered to take on and are expected to play a part in the decisions and policy making that we do whether at board meetings themselves or via email.
  - o Any board or general member who feels a member of the board is not adequately performing his/her duties will bring it to the attention of the rest of the board who will then decide if a written warning is warranted. If it is, then a warning outlining the offending behavior, expected resolutions, and the timeline to do so will be crafted, agreed upon, and signed by a majority of the other members of the board. This written warning should be delivered via email to the affected party within 1 week with request for acknowledgement of receipt within 48 hours. If receipt is not acknowledged within 48 hours the board president or vice-present will call to confirm receipt.
  - o If a written warning is delivered, the reprimanded board member may request a meeting with either the President of Apex CERT or all of the board to discuss.
  - o If the issues are not resolved within the provided timeline to the satisfaction of all the other board members, the board will vote for that member's removal from the Apex CERT board. If the member is not voted out, then any subsequent infractions require a new written warning before another vote is held.

CARE OF EQUIPMENT
All members are expected to use proper care when using Apex CERT's equipment. We understand that mistakes and accidents can happen but ask that everyone use cares when working with our supplies, equipment, and materials as they may be costly and/or difficult to replace. If anyone lose, break or damage any property, report it to an event coordinator at once. If a member feel that any of the equipment is not functioning or not being cared for properly, please advise the onsite incident commander or a member of the board immediately.

TEAM MEMBER CONFLICT
Conflicts will inevitably arise when working with others. Team members are responsible for identifying and trying to resolve issues themselves as resolving disputes early and informally fosters greater harmony. When this is not possible, the conflict should be brought to the board's attention immediately rather than letting it fester and smolder. Hoping problems go away by themselves is not an effective means of resolution. Open lines of communication between team members and the board and a willingness to work together to address issues of concern are essential to achieving a successful and swift resolution that is acceptable to all parties. Feel free to discuss any grievances with a member of the board at any time, who will then notify the rest of the board immediately. Lobbying for support from others and retaliation or intimidation for bringing a conflict to the board's attentions will also not be tolerated.

VIOLENCE AND SEXUAL HARASSMENT POLICY

We have a zero-tolerance policy of violence and sexual harassment at CERT meetings, events, or deployment. Harassment that is not sexual in nature but is based on gender, sex-stereotyping, or sexual orientation is also prohibited. This includes threatening or violent behavior such as intimidation of or attempts to instill fear in others. Examples of inappropriate violent acts include threats (even vague or covert), verbal abuse, offensive language or gestures, physical assaults, defacing Apex CERT property, theft, not following policies, belligerence, and making false, malicious statements against team members that could damage their reputations or undermine their authority. Examples of sexual harassment include sexual comments or inappropriate references to gender; sexually explicit statements, questions, jokes, or anecdotes; unwanted touching, patting, hugging, brushing against a person's body, or staring; and inquiries and commentaries about sexual activity, experience, or orientation. Keep in mind that one person's teasing may be viewed as harassment by another. This policy includes conduct in any form including but not limited to e-mail, voicemail, internet use, text messages, pictures, images, writings, words, or gestures. Anyone who witnesses or is subject to violence or sexual harassment at a CERT meeting, event, or deployment should notify their incident commander, team leader, event coordinator or any member of the board immediately. All claims of violence and/or sexual harassment will be logged, investigated and remedied promptly by the Apex CERT Board.

PROHIBITED CONDUCT

In general, Apex CERT has broken down prohibited conduct into three levels of gravity (A, B, and C). These levels illustrate examples of misconduct but are not all-inclusive and provide only guidelines to disciplinary actions. The Board reserves the right to impose any discipline, up to and including dismissal from Apex CERT, in the event of any misconduct. A combination of violations will be dealt with according to the circumstances of each case.

Level A: The least serious offenses; violations will normally result in progressive discipline.
- Failure to immediately report accidents or injuries
- Failure to perform job that has been assigned or volunteered to do

Level B: Serious offenses; violations may result in immediate suspension or dismissal from Apex CERT.
- Making malicious or intentionally false statements concerning others
- Insubordination, failure to follow directions, carelessness, lack of cooperation/teamwork, or disrespectful conduct towards others
- Putting others safety at risk while providing transportation for other members to CERT functions by failing to obey traffic laws
- Driving CERTMobile or otherwise providing official CERT transportation without Board approval
- Signing up for an event and failing to notify the event coordinator if you are no longer able to attend, barring an emergency

Level C: The most serious offenses; any violation will almost certainly result in immediate dismissal from Apex CERT.
- Falsifying any records, communications or reports whether written or oral
- Misappropriating funds or any other form of theft
- Attempted or actual willful destruction of Apex CERT property
- Disregard for safety
- Violating the organization's drug-free policy
- Discourteous, abusive, or offensive language or behavior towards others
- Committing any act of violence or otherwise creating a hostile environment
- Harassment of team members or the public (including sexual harassment)
- Doing anything pertaining to the neglect of, or jeopardizing the wellbeing of others
- Unethical conduct
- Flagrant or serious violation of Apex CERT's rules, regulations, or procedures

PROGRESSIVE DISCIPLINARY PROCESS

The purpose of our policies is to provide our team member with a safe, healthy, and productive environment in which to carry out his/her responsibilities as well as provide the best care available to those we interact with. The Apex CERT Board reserves the right to determine if a policy was violated, the significance of the violation, and what action is appropriate but all of our policies and procedures will be enforced in a fair and consistent manner. Factors that will be considered during the disciplinary process are the nature and gravity of the offense, prior infractions, and any special circumstances which contributed to the breach of professional conduct. The on-site incident commander, team leader, event coordinator, or any present board member may utilize the following progressive disciplinary process at the time of the incident, but the board majority has the final say in the ultimate disciplinary measures:

- First Level A infraction: a verbal warning with written notification give to the board (email acceptable but acknowledgement of receipt is required)
- Second Level A infraction or First Level B infraction: a written reprimand - the team member will be informed of the violation, what needs to be done to fix it, how long s/he has to make the change, the consequences of inaction, and any disciplinary action. The accused may request a meeting with either the President of Apex CERT or any two voting members of the board to discuss.
- Additional Level A or Level B infractions or a Level C infraction: removal from the event, probation and/or dismissal from Apex CERT

* Please note any action taken by an onsite incident commander, team leader, event coordinator, or member of the board must be reported to all board members as soon as possible. The board can then call for an emergency closed door meeting, without the presence of the accused, at any time to discuss the infractions and decide on any further disciplinary measures.