

Welcome to the



**2019 Florida CERT Conference
Naples, Florida**

Presented by

FLORIDA CERT
ASSOCIATION

Community Emergency Response Team

CERT STRONG

2019 FLORIDA CERT CONFERENCE - SEPTEMBER 12-14, 2019 - NAPLES, FL



Conference Presenting Sponsor Sigma

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650-648-3613

Welcome to Naples, FL



To the 2019 Florida CERT Conference Attendees:

We would like to take this opportunity to welcome you back to Naples for our 2019 conference. We have another incredible line up classes and experienced instructors to provide you additional tools and resources to expand your experience and knowledge. Since we last met, Florida was dealt another catastrophic Hurricane Michael. CERT teams from all over the state used their knowledge and wisdom to take care of our fellow Floridians. Please join as we share the stories and best practices that were used before, during and after Michael.



We are offering a number of programs for program managers, cert volunteers, emergency management professionals and organizations that support missions of preparedness and resiliency.

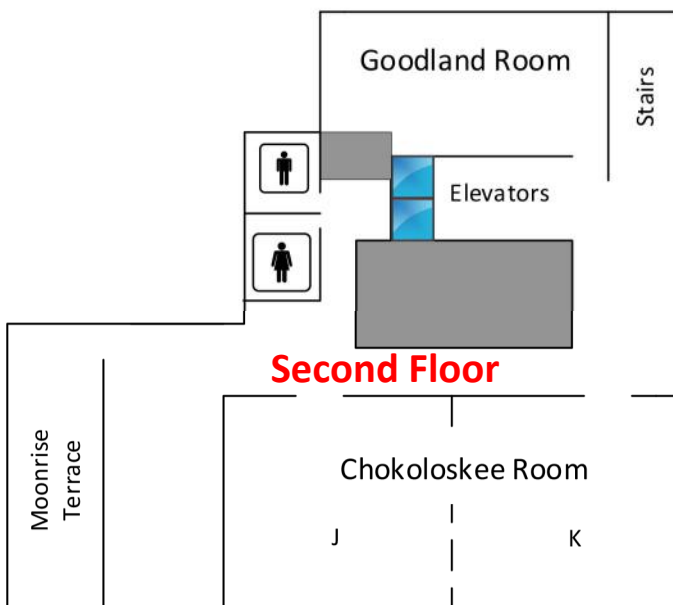
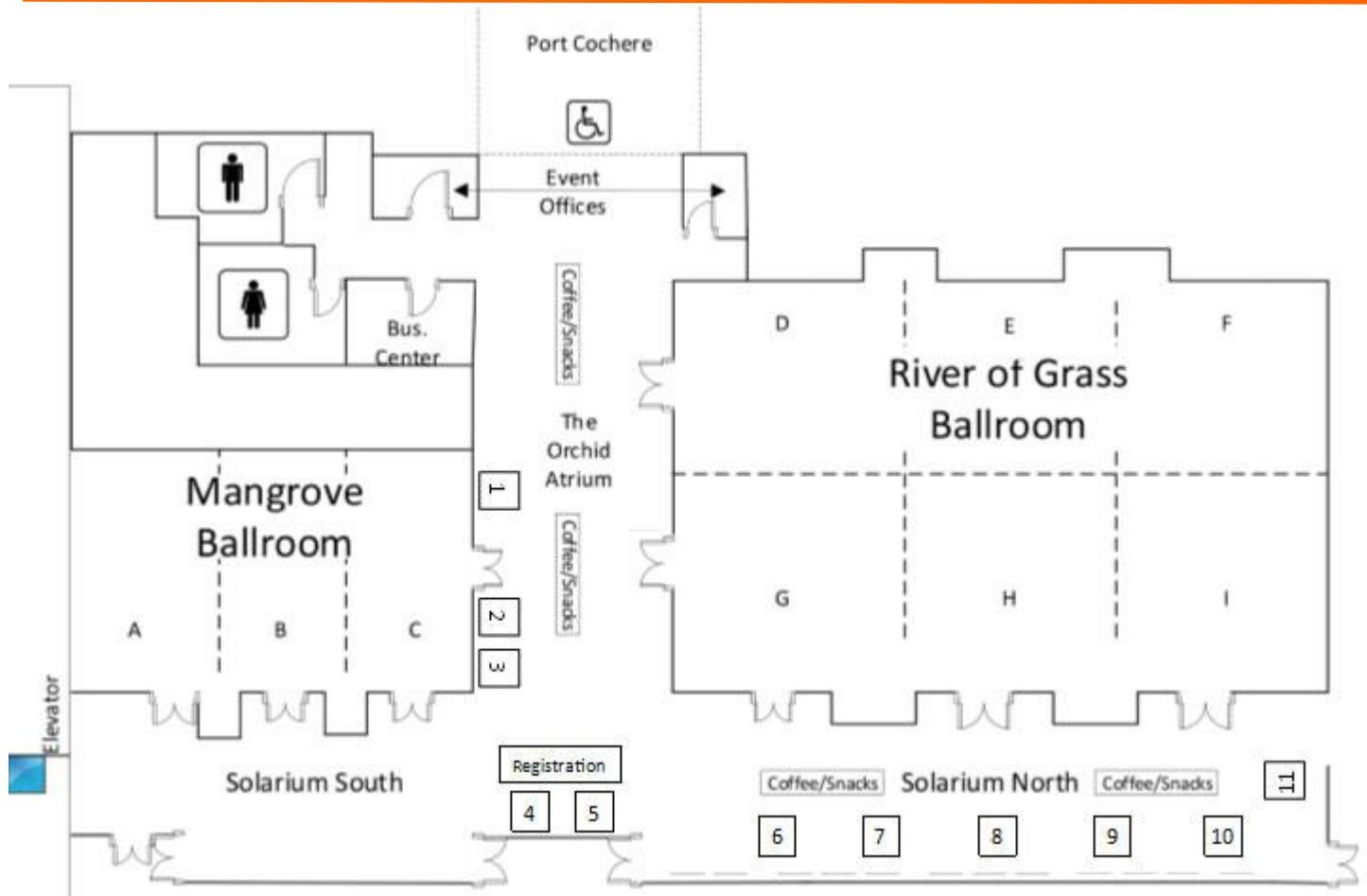
Our Conference will also host the first official gathering of the National CERT Association Board of Directors on Thursday evening. We are glad they chose our venue to conduct their business and we look forward to a partnership with National CERT in the future.

Thank you again for attending the Florida CERT Conference and be sure to enjoy the resort, beach and our beautiful Naples community.

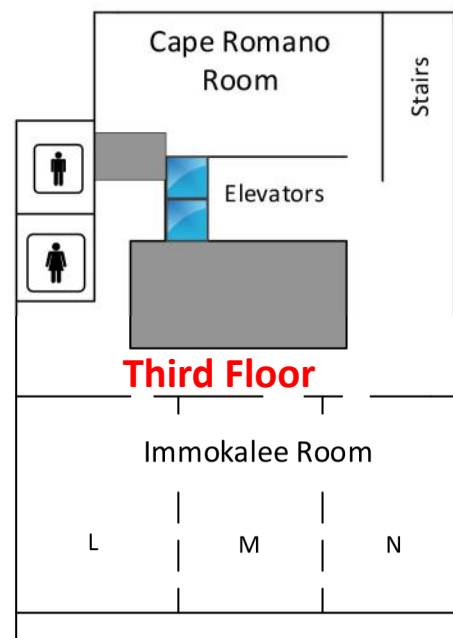
Sincerely,

A handwritten signature in black ink that reads "James M. Cunningham". The signature is fluid and cursive, with the first name being the most prominent.

James M. Cunningham
President, Florida CERT Association
Fire Chief, North Collier Fire Control & Rescue District

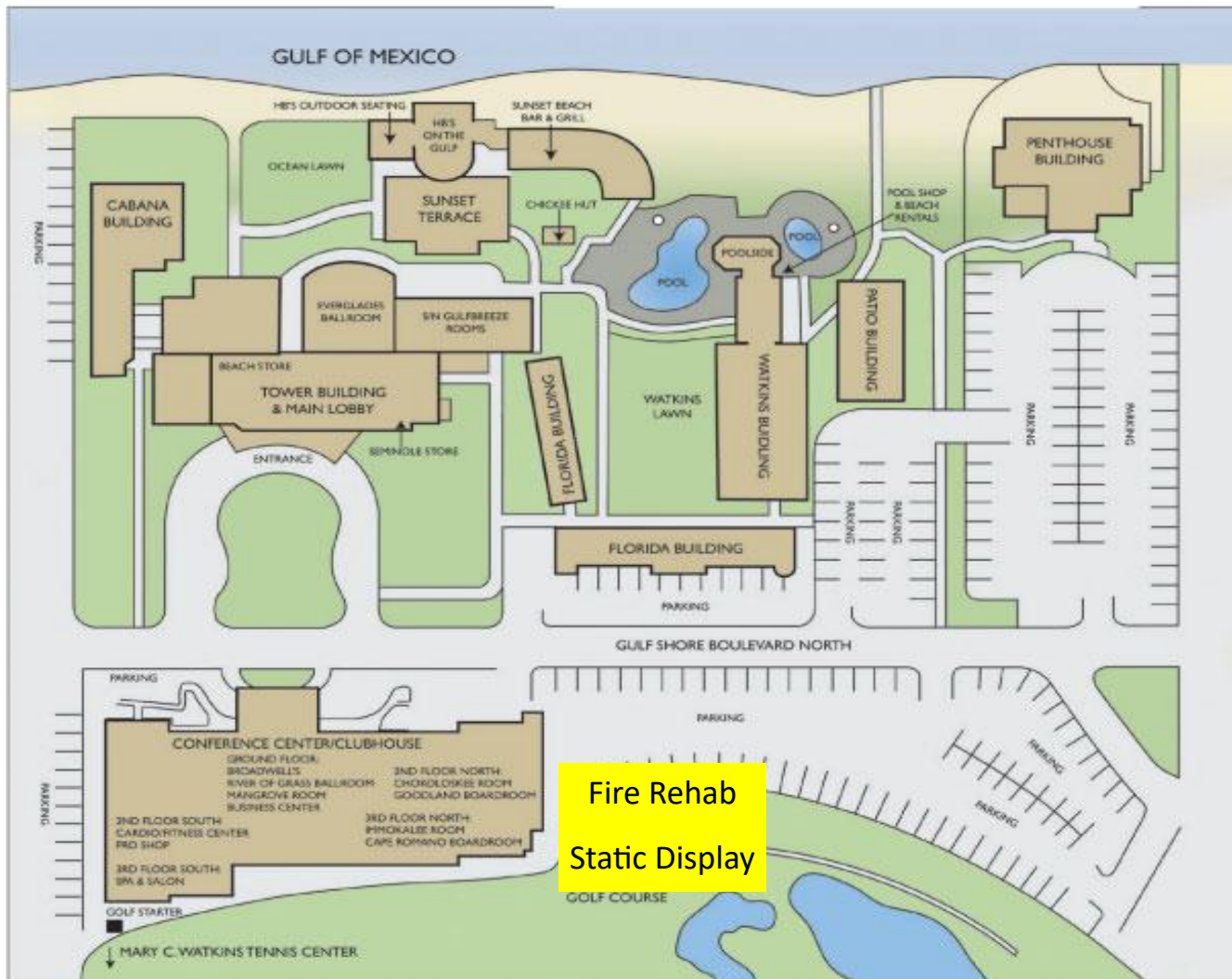


Second Floor



Third Floor

Hotel Map



We would like to thank our exhibitors.

Exhibitor List

4 Presenting Sponsor: Merit

- | | | | |
|---|--------------------------------|----|-----------------------------|
| 1 | Ashbritt | 6 | Jarvis Property Restoration |
| 2 | Sustainable Workplace Alliance | 7 | University of Utah |
| 3 | ProPac | 8 | Spatial Networks |
| 4 | Merit | 9 | AQI Services |
| 5 | Volunteer Florida | 10 | Avaya |
| | | 11 | CERT Responder Magazine |



Let's Get Social!
#CERTSTRONG2019



Community Emergency Response Team

Welcome Reception - Wednesday, September 11th 6:00 pm - 7:30 pm

The Florida CERT Association is hosting a welcome reception on Wednesday, September 11th. The reception will be in the Exhibitor Hallway (Solarium North) from 6:00 pm to 7:30 pm. We invite you to join us for appetizers and mingling with other conference attendees.

Conference Registration

Conference registration will begin September 11th at 3 pm. We will be using Merit again this year to track the sessions and issue you digital credentials, and we need your participation. At the Registration desk, there will be a "Fast Lane" for people with Merit to use. If you are already set-up with Merit when you arrive, you will get a free t-shirt! Please download the mobile app at merits.com/merit-for-members.

Hospitality Suite - Florida Building, Room 11

Every great conference has a Hospitality Suite. Stop by for some after-hours socializing and meet people from CERT programs across the Great State of Florida. The Hospitality Suite is located in the Florida Building, Room 11 of the Naples Beach Hotel and will be open Monday, September 9 through Friday, September 13th from 6:30 pm to 10:00 pm daily except on Wednesday when it will be closed during Welcome Reception. The Welcome Reception is in the Exhibitor Area Wednesday, September 11 from 6:00 pm to 7:30 pm. Hospitality Suite will be open after the Welcome Reception ends from 7:30 pm to 10:00 pm.

Share your Experience - #CERTSTRONG2019

Make sure to use #CERTStrong2019 during the conference to share your experiences and to see what other people are doing at the National CERT Conference.

Karaoke Night

**CERT
STRONG**

A vintage silver microphone is the central focus, positioned diagonally. Behind it is a blurred city skyline at night with lights reflecting on water. The word 'Karaoke' is written in a large, white, cursive script, and 'NIGHT' is in a bold, white, sans-serif font below it. At the bottom, event details are listed in white, bold, sans-serif text.

Karaoke
NIGHT

FRIDAY, SEPT 13TH / DOORS OPEN 6:30
EVERGLADES BALLROOM - 7 TO MIDNIGHT



Merit. You Earned It.

CERT programs, disaster response, and volunteer initiatives everywhere all rely on one thing: trustworthy credentials. From program membership to advanced qualifications, these credentials allow us to safely participate, respond, and command. However, this often overlooked aspect of our operations is stuck using antiquated paper systems that haven't kept up with our rapidly evolving world of response procedures, and with the ever-increasing pace of natural and man-made disasters a solution is needed.

This year Volunteer Florida and the Florida CERT Association are again partnering with Merit to issue digital credentials to all conference participants. Merit is a free tool for organizations to securely issue and verify digital credentials that can be relied upon in every situation and verified instantly. Having all of your credentials in one place and accessible at your fingertips can more easily enable resource sharing between programs and effective deployment of qualified individuals when it matters most.

A new feature this year is that Merit now also tracks volunteer hours through check-ins. For all of us, tracking our hours is especially important in disaster response in order to be counted and reimbursed for our efforts, which is also how we prove our impact. Merit has an easy-to-use system, and allows hours to be instantly verified by the State and FEMA. We need your participation to train on this system now and deploy it during this year's hurricane season, which will greatly reduce the amount of time we all spend tabulating paper sheets and capture back lost hours and lost money.

During the conference as training we will be checking-in attendees at conference events using the Merit app and issuing to you lasting digital credentials that you will have access to on your phone or computer. This will include training classes, breakout sessions, and drills. This will enable us to give credit where it is due, but also to see which sessions and trainings mattered most to improve future conferences.

In order to have a realistic experience we are asking for all conference attendees to participate. Please go to merits.com and sign up your organization, and also accept the credentials you have been issued. You will then be able to verify your digital credentials at each event you attend with Merit's mobile app.

Conference and Merit staff will track the information behind the scenes and issue you additional credentials as you complete activities. When the conference concludes we will send out a report that shows the different activities each conference attendee participated in along with variance in how active some attendees were compared to others.

By participating in this exercise and watching as we send reports out you will get an idea of how your CERT program can use a platform like Merit to capture your volunteers' training and activity. You are encouraged to sign your program up at merits.com and issue credentials to your membership at home on an ongoing basis. The more programs use this standardized solution the more CERT as a whole will benefit.

If you have any questions please stop by the registration desk, Merit's booth, or email disaster-team@merits.com (1-833-463-7487).

Pre-conference Agenda



	Mangrove A/B	River of Grass D	River of Grass G	River of Grass H	River of Grass I
MONDAY, SEPTEMBER 9, 2019					
8:00 AM - 5:00 PM	L-426 Building a Roadmap to Resilience	G-288 Volunteer and Donations Management	FCC Amateur Radio Technician Licensing Class	L-428 CERT Train the Trainer	
6:30 PM - 10:00 PM	HOSPITALITY SUITE - FLORIDA BUILDING, ROOM 11				
TUESDAY, SEPTEMBER 10, 2019					
8:00 AM - 5:00 PM	L-426 Building a Roadmap to Resilience	G-288 Volunteer and Donations Management	FCC Amateur Radio Technician Licensing Class	L-428 CERT Train the Trainer	L-427 CERT Program Manager
6:30 PM - 10:00 PM	HOSPITALITY SUITE - FLORIDA BUILDING, ROOM 11				
WEDNESDAY, SEPTEMBER 11, 2019					
8:00 AM - 5:00 PM	L-426 Building a Roadmap to Resilience	The Salvation Army – Emergency Disaster Services Disaster Food Service & Canteen Operations	FCC Amateur Radio Technician Licensing Class	L-428 CERT Train the Trainer	L-427 CERT Program Manager
6:00 PM	WELCOME RECEPTION - EXHIBITORS HALL				
7:30 PM					
7:30 PM	HOSPITALITY SUITE - FLORIDA BUILDING, ROOM 11				
10:00 PM					

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Pre-Conference Sessions

CERT Train-the-Trainer Course (L-428)

**Brenda Emrick, Chad Fitzgerald
Mangrove A**

This course prepares participants to deliver the Federal Emergency Management Agency's (FEMA) CERT Basic Training course and focuses on:

- Delivering the CERT Basic Training;
- Conveying the messages and intent of the CERT Program (e.g., safety, teamwork, place in overall community emergency operations plan);
- Assuring that students achieve the objectives of the CERT Basic Training; and
- Creating a comfortable yet managed learning environment.



CERT Program Manager (L-427)

**Jake Heflin, Yolanda McGlinchey
Mangrove B**

This course prepares participants to establish and sustain an active local CERT program, defines the core components of a local CERT program and focuses on effective practices for:

- Developing local CERT program goals and a related strategic plan;
- Promoting local CERT programs;
- Orienting, managing, and retaining CERT members;
- Recruiting, funding, managing, and retaining CERT trainers;
- Acquiring and managing program resources;
- Delivering and managing effective training and exercises;
- Developing policies and procedures for operating a local CERT program; and
- Evaluating and sustaining the program.

The Salvation Army – Emergency Disaster Services Disaster Food Service & Canteen Operations

**Jessica Geib
Chokoloskee**

During a disaster, the first gesture of comfort The Salvation Army offers is often a cold drink and a hot meal from one of its mobile feeding units. The Disaster Food Service & Canteen Operations course is designed as the starting point for any disaster worker who wishes to be a part of disaster food service operations. Participants who complete the course will learn about the different types of Salvation Army food service equipment, the essentials of building a food service team, canteen operations and maintenance, and the basics of menu planning.

Pre-Conference Sessions



Building a Roadmap to Resilience (L426)

Andrew Burrows
Mangrove C

This course helps prepare communities to build a Whole Community Approach to Emergency Management by teaching Principles, Themes, and Pathways for Action, and other promising practices uncovered by local leaders across the nation. Participants will develop a plan of implementation in their own community, receive the tools and knowledge to establish a community coalition, and learn to encourage local leaders to augment resilience within the unique circumstances of their community.

Volunteer and Donations Management (G288)

Christy Rojas-Kasten
Chokoloskee

This training will support local governments and their emergency management partners in preparing for, responding to, and recovering from disaster events at the local level. The course is designed to strengthen the abilities of local jurisdictions to successfully prepare for and handle volunteer and donations management issues that may arise. The course content and activities may also serve as a template, thereby enhancing uniformity in addressing areas of donated unsolicited goods, unaffiliated volunteers, and undesignated cash. This training also provides information regarding the state's volunteer and donations management responsibilities, which are designed to help build relationships between government and non-governmental organizations.

FCC Amateur Radio Technician Licensing Class

Carol Sjursen, KJ4AWB and Jeff Stahl, K4BH
Immokalee

The FCC Technician License exam covers basic regulations, operating practices and electronics theory, with a focus on VHF and UHF applications. Morse code is not required for this license. With a Technician Class license, you will have all ham radio privileges above 30 MHz.

Before you can get on the air, you need to be licensed and know the rules to operate legally. US licenses are good for 10 years before renewal and anyone may hold one except a representative of a foreign government.

NOTE:

*These classes are not full
you can register for class
on SERT TRAC or the first
day of class.*



Conference Agenda

Thursday, Sept 12

Location	Mangrove A	Mangrove B	Mangrove C	Chokoloskee	Immokalee
THURSDAY, SEPTEMBER 12, 2019					
8:30 AM 10:00 AM	OPENING PLENARY SESSION - RIVER OF GRASS BALLROOM				
10:00 AM - 10:30 AM	BREAK - PLEASE CHECK OUT OUR EXHIBITORS				
10:30 PM - 12:00 PM	Hands on Fire Rehab Static Display of Collier County Vehicles Golf Course Parking Lot	What is Listos	Becoming the Program Manager Your Agency Needs	National Vision of CERT	
12 Noon - 1:30 PM	AWARDS CEREMONY & LUNCH - RIVER OF GRASS BALLROOM				
1:30 PM - 3:00 PM	Stop the Bleed	How to recruit, manage, and maintain volunteers	Filling the holes in whole community	Hurricane Michael CERT Deployment Panel Chokoloskee J & K	
3:00 PM - 3:30 PM	BREAK - PLEASE CHECK OUT OUR EXHIBITORS				
3:30 PM - 5:00 PM	Enhancing the Culture of Youth Preparedness through Partnerships with MyPI	Moulage Concepts Bridging the Gap In Simulation	Peer Support Awareness for Cert	Humor Me: Dealing with Stress	How to recruit, manage, and maintain volunteers
6:30 PM 8:30 PM	NATIONAL CERT ASSOCIATION BOARD MEETING - GULF BREEZE ROOM				
6:30 PM 10:00 PM	HOSPITALITY SUITE - FLORIDA BUILDING, ROOM 11				



Fulcrum
COMMUNITY

Why Fulcrum Community

At Spatial Networks, we understand the first response to any disaster is intel which is why we created a simple solution for volunteers to remotely collect critical information and allow real-time communication between team members and other entities connected to their user project. We changed the data game by putting instant information in the hands of those that need it, at the moment they need it most. A moment in the process of saving lives is precious and shouldn't be wasted on a recovery teams inability to communicate critical data.

Make A Request @ <https://www.fulcrumapp.com/community/>

Opening Session Awards Luncheon



Opening Session

The CERT Conference will officially kick off at 8:30 am. on Thursday, September 12th with an Opening Plenary to be held in the River of Grass Ballroom. Opening plenary includes:

- Colors by North Collier Fire District Color Guard
- Pipes and Drums Guns and Hoses Pipes and Drums
- National Anthem Kathy Drainville PEO, Polk County Fire Rescue
- Welcome James Calamari, North Collier Fire Commissioner
- Opening Dan Summers, Director, Collier County Emergency Management
- Keynote Speaker Joby Smith Division Chief, Bay County Emergency Management
- Dr. Natalie Enclade FEMA, Director Individual and Community Preparedness
- National CERT Association SuuVa Tai, President
- Brief Overview of Conference Agenda

Awards Luncheon

The 2019 Florida CERT Conference Awards Luncheon will be in the River of Grass Ballroom from 12:00 pm to 1:30 pm on Thursday, September 12th. A plated lunch will be served during this ceremony. Please join us as we celebrate award winning CERT Programs and Volunteers!

FLORIDA CERT ASSOCIATION AWARDS

Distinguished Service

Presented to a long-standing Florida CERT Volunteer who has demonstrated extensive leadership through sustained and significant contributions to the CERT organization.

Silver Star Award

Presented to an individual in Florida whose dedicated, unselfish and enthusiastic service has contributed to the growth and development of the CERT and Emergency Management communities.

CERT Team of the Year

Presented to the Community Emergency Response Team that created/implemented an initiative and/or innovation that improves the ability of their CERT program to achieve innovative and sustainable practices in emergency management to make their jurisdiction safer, stronger, better prepared, and more resilient (e.g. in the areas of public education, training and engagement; government/non-government partnerships and integration of services, capacity building, etc.).

CERT Volunteer of the Year

Presented to the CERT volunteer for outstanding contribution to their CERT program and community as an unpaid program manager, instructor, team leader or general volunteer.



Conference Agenda

Friday, Sept 13

Location	Mangrove A	Mangrove B	Mangrove C	Chokoloskee	Immokalee
FRIDAY, SEPTEMBER 13, 2019					
8:30 AM 10:00 AM	CERT on a Dime	Leveraging the Power of CERT	CERT Best Practices	Keeping your CERTs from Wandering	How to get background checks for CERT members
10:00 AM - 10:30 AM	BREAK - PLEASE CHECK OUT OUR EXHIBITORS				
10:30 PM - 12:00 PM	Bring hope after Hurricane Michael	CERT Mutual Aid Deployment Strategies	Matthew, Irma, Michael: Florida's Hurricane Fatigue	Back Me Up	What is Listos
12 Noon - 1:30 PM	LUNCH - RIVER OF GRASS BALLROOM				
1:30 PM - 3:00 PM	CERT deployment working group	Creating a Teen CERT program	Prove Your Impact and Get Reimbursed with Merit	Preparing for Saturdays Drill Chokoloskee J & K	
3:00 PM - 3:30 PM	BREAK - PLEASE CHECK OUT OUR EXHIBITORS				
3:30 PM - 5:00 PM	CERT Best Practices	CERT Community outreach	CERT Mutual Aid Deployment Strategies	Active Shooter/ Active Assailant Awareness Chokoloskee J & K	
6:30 PM MIDNIGHT	KARAOKE NIGHT - EVERGLADES BALLROOM				
6:30 PM 10:00 PM	HOSPITALITY SUITE - FLORIDA BUILDING, ROOM 11				



AQI Services, LLC, specializes in providing American Sign Language Interpreting services both in person, on location, and by video, Video Remote Interpreting (VRI). We offer Certified Deaf Interpreters/Deaf Interpreters (CDI/DI) teams specifically for Emergency Management, Local, State, and Federal Government. We also provide CART (real-time transcription/captioning). We are Florida State Vendor, headquartered in Land O' Lakes, FL, and open 24/7/365. Call or text us 813-785-1214.

Conference Agenda

Saturday, Sept 14



SATURDAY, SEPTEMBER 14, 2019

8:45 AM
10:30 PM

DISASTER DRILL - THE ORCHID ATRIUM

Saturday morning, September 14, 2019 0900. A massive storm front has passed through Southwest Florida, with multiple tornados touching down in Academy County. Damage is extreme in the population center of Pike Bay, and all county emergency resources have been concentrated there. Cell-phone and internet services are down throughout the county. The following public-service announcement has been broadcast through all available media:

“Available Academy County CERT responders are asked to deploy to Kobayashi Cay ferry landing and to provide emergency assistance to the residents of Kobayashi Cay. Establish communications with the EOC when able.”

This drill will simulate a real time response to a disaster. For more information please attend the Preparing for Saturdays Drill: Beating the Kobayashi Cay exercise!” in the Chokoloskee room on Friday, September 13th from 1:30 pm to 3 pm.

If you are planning to participate in the exercise you must report to the drill site by 8:45 am.

8:45 - 9:15 - Sign in

9:15 Drill Start

10:15 Drill End

10:15 –10:30 Hotwash



- Hazmat Security and Safety
- Whole Community Response
- How You Can Get Involved
- Hazard Assessment and Risk Evaluation
- Emergency Response Guidebook (ERG)

These classes
are funded
entirely by
federal
grants and
will be
delivered at
no cost!

For more information and to schedule your training,
please contact the Sustainable Workplace Alliance
Phone: 863-676-4100 - Email: info@sustainablewp.org



Conference Sessions

Thursday 10:30 - 12:00

What is Listos?

Yolanda (Yoli) McGlinchey Mangrove C

Listos is a grass-roots disaster preparedness program that can be tailored to fit the individual needs of Spanish-speaking communities. Developed in 2010 by a collaboration between the Orfalea Foundation and the Aware & Prepare Initiative in Santa Barbara County, California. Listos was a response to the inadequacy of existing Spanish-language preparedness information. The Listos curriculum features low-cost to no-cost preparedness initiatives and provides tips that serve participants not only during disasters, but also throughout the course of their everyday lives. In doing so, Listos facilitates the building of communities and the sharing of resources that strengthens community ties through disaster preparedness awareness.

Becoming the Program Manager Your Agency Needs

Brenda Emrick and Chad Fitzgerald Chokoloskee

This workshop is designed to provide various tools, ideas and best practices you can cultivate within your program based on your local agency needs. While each CERT program is different, having an array of resources and program ideas allows you to grow the program or respond to changing volunteer deployment concepts within your city/county. This workshop will add tools to your management toolbox and provide resources you can use to work with volunteers and staff to create a program that best serves your community.

National Vision of CERT

Jake Heflin, SuuVa Tai, and Andrew Burrows Immokalee

A panel discussion of CERT leaders will provide you a vision of where CERT is going. Andrew Burrows of FEMA will provide an update of the rapidly expanding CERT programs around the country, what is new since our last conference and their relationship with the National CERT Association (NCA). President SuuVa Tai will provide an overview of what is the NCA. Jake Heflin, NCA PIO will provide information of how to get involved and what NCA will be able to provide you in the near future.

Hands on Fire Rehab – Static Display of Response Vehicles

Ellen Pinder Charlotte County and Collier County Emergency Management Golf Course Parking Lot

On-scene rehabilitation can be defined as an intervention to mitigate against the physical, physiological, and emotional stress of firefighting to improve performance and decrease the likelihood of on-scene injury or death. Rehab programs do not need to be formal or complex, but providers do need to understand the importance of rehab, the techniques of cooling, and the appropriate choices for fluids and foods. This course will be a hand on approach of the various support functions CERT members can provide. There will be a hands on approach to fire fighter rehab and an opportunity to see other response vehicles during this presentation.

Conference Sessions

Thursday 1:30 - 3:00



Hurricane Michael CERT Deployment Panel

Region 6 CERT Strike Team Chokoloskee J & K

Hurricane Michael is the most powerful hurricane ever to impact the Florida Panhandle. Making landfall near Mexico Beach in Bay County, the hurricane brought catastrophic damage to the region; destroying local communications, power, and transportation infrastructure in certain areas. Despite the catastrophic nature of Hurricane Michael, CERT provided a strong response helping those impacted by the storm. This panel of CERT members will discuss how their mission in Bay County. Two separate teams were deployed from region 6 to provide shelter staffing and help with damage assessments. The work done by these teams was a vital part of the recovery process.

How to Recruit, Manage, and Maintain Volunteers

Jovita Woodrich—Volunteer Florida Mangrove B

Recruitment, management and retention of volunteers, both for emergency management and blue skies activities, means developing plans to strategically manage volunteer impact. Learn in this session about core volunteer management functions, as well as outside-of-the-box ideas for volunteer programs. See a demonstration and learn details about Volunteer Florida's new volunteer opportunities platform, Volunteer Connect which provides streamlined promotion, scheduling, communications and reporting features.

Filling The Holes in Whole Community

Irene Valines Mangrove C

A whole community approach to resiliency must involve the WHOLE COMMUNITY. But where do you begin? When it became apparent that volunteer programs at the resident, business and faith-based level are some of the best assets for whole community resilience, Miami Beach looked to their existing CERT training program and enhanced it. Miami Beach CERT Program Manager Irene Valines explains the evolution of program and how buy-in from City leadership, new policy implementation and community partnerships brought CERT to a new level.

Stop the Bleed and Hands Only CPR

Jennifer McMANus —Bayfront Health Mangrove A

Stop life-threatening bleeding within the first critical moments of an emergency. No matter how rapid the arrival of professional emergency responders, bystanders will always be first on the scene. A person who is bleeding can die from blood loss within five minutes, so quickly stopping the bleeding is critical. Those nearest to someone with life threatening injuries are best positioned to provide immediate care if they are equipped with the appropriate training and resources. Similar to how the general public learns and performs CPR, the public must learn proper bleeding control techniques, including how to use their hands, dressings, and tourniquets. Victims can quickly die from uncontrolled bleeding, within five to 10 minutes. However, anyone at the scene can act as an immediate responder and save lives if they know what to do.



Conference Sessions

Thursday 3:30 pm - 5:00 pm

Enhancing the Culture of Youth Preparedness through Partnerships with MyPI National and MyPI

Mr. Dave Nichols and Dr. C. Ryan Akers Mangrove A

MyPI is a four-time national award-winning, youth preparedness/youth leadership hybrid education and outreach initiative that focuses on dynamic partnerships to produce a new model for preparedness education, a comprehensive curriculum, and a service campaign that emphasizes engagement, empowerment, and servant leadership within a relatively untapped population group, teenagers. This campaign allows teens to be trained through an extensive three-pronged approach emphasizing CERT, an ambitious Add-On Catalog, and complete a capstone service project as well as to be introduced to new technology and safety measures, learn about first responder-related career fields, participate in disaster simulations, etc. Join us for an extensive look at MyPI National and learn how to partner with MyPI Florida and how to bring this program to your teens.

Peer Support Awareness for Cert

John Stone Mangrove C

Breaks the barriers of perceived or actual stigma associated with admitting to feelings such as anxiety, depression or intrusive thoughts and a belief that their admittance would no longer allow them to do the job. John shares his story of his battle with the effects of exposure to traumatic situations as a Survivor and First Responder to two Terrorist Attacks (9/11 Pentagon, Arlington VA & Khobar Tower Bombing Saudi Arabia 1996). Today Sarge is certified in Individual and Group CISM with the goal that no First Responder will wait 10 years to reach out for help like he did. Learn how to identify when you or a co-worker are in trouble and don't even know it, and how to engage into a conversation that will start the healing process and highlight some ways to build resilience within ourselves and our teams.

Moulage Concepts Bridging the Gap In Simulation

Doug Frazier – Charlotte County CERT Mangrove B

This workshop is designed to assist the trainer/responder in enhancing realism in simulated training scenarios. Utilizing best practice techniques, participants will create beginner, intermediate, advanced and situational moulage as indicated by real life medical, nursing, pre-hospital and mass casualty training response.

Humor Me: Dealing with Stress

Ellen Pinder—Charlotte County EM Chokoloskee

A sense of humor can be an amazing line of defense when it comes to coping with stress. Unfortunately, stress is inevitable and you can't eliminate it, despite your best efforts. You can, however, better prepare yourself for stress with several coping techniques. A good sense of humor can't cure all ailments, but data is mounting about the positive things laughter can do.

Learn the value of humor in stress management, and discover the secrets to using your sense of humor as a way to better cope with stress and how to help you team to learn techniques to cope after a deployment.

Conference Sessions

Thursday 3:30 pm - 5:00

CERT STRONG

How to recruit, manage, and maintain volunteers

Jovita Woodrich Volunteer Florida Immokalee

Recruitment, management and retention of volunteers, both for emergency management and blue skies activities, means developing plans to strategically manage volunteer impact. Learn in this session about core volunteer management functions, as well as outside-of-the-box ideas for volunteer programs. See a demonstration and learn details about Volunteer Florida's new volunteer opportunities platform, Volunteer Connect which provides streamlined promotion, scheduling, communications and reporting features.

National CERT Association Board Meeting
Starts at 5:30 PM

National CERT Conference Board Members Gulf Breeze Room

This meeting will cover important information regarding the National CERT Conference, the objectives of the National CERT Board, and other topics regarding CERT around the nation. This meeting is open to all CERT members.

Hurricane Damage

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Conference Sessions

Friday 8:30 am - 10:00 am

CERT on a Dime

Penni Long Mangrove A

In a day of shrinking budgets and small staffs, it is difficult for any public safety agency to maintain a high level of preparedness. This is why CERT members are so vital. This course will teach program managers how to maintain their CERT program with limited funds.

How to Get Background Checks for CERT Members

Jamie Cunningham Florida CERT President Immokalee

This course will provide information on getting background checks for CERT members to allow them to be deployable and to make that team eligible for funding.

Leveraging the Power of CERT

Christy Rojas-Kasten Volunteer Florida Mangrove B

In the last three years Florida has been utilizing and leveraging the power of CERT in ways beyond the basic use of CERT. During the historic response of Hurricane Michael we successfully deployed teams from across the state to the impacted areas to provide a variety of services. This presentation will explore the steps we took to successfully deploy those teams and the variety of deployments these teams accepted.



volunteerflorida

As Florida's lead agency for mobilizing volunteers before, during and after disasters, Volunteer Florida is proud to administer the state's Community Emergency Response Team (CERT) Program in partnership with FEMA and the Florida Division of Emergency Management.



Volunteer Florida further promotes disaster response and recovery by providing training to local government, nonprofits and businesses, ensuring they effectively manage resources during disasters; administering the Florida Disaster Fund, the official state fund intended to assist Florida's communities in times of emergency; and distributing grants, such as FEMA's \$28 million Disaster Case Management Program grant. In 2018, this grant has been dispersed, in part, to 49 counties impacted by Hurricane Irma, allowing Floridians to develop and complete a disaster recovery plan.

Conference Sessions

Friday 8:30 am - 10:00 am



Keeping your CERTs from Wandering

Riley Tuff
Chokoloskee

The key to an active volunteer base is less about finding the "right people" and more building opportunities to keep people involved. This course is intended to help identify best practices and opportunities to improve day to day volunteer engagement for CERT programs that want to grow from a catch and release model."

CERT Best Practices

Carol Sjursen
Mangrove C

Your organization spends countless hours engaging, recruiting and registering volunteers. But what happens after they express interest and are ready to become part of your CERT program? You need to build an effective volunteer program that will help your volunteers develop skills and adapt to your programs culture. This course will provide the current best practices for building your CERT program.

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Conference Sessions

Friday 10:30 am - 12:00 pm

Bring hope after Hurricane Michael

Jessica Geib, and Carol Sjursen **Mangrove A**

During and immediately after the storms, The Salvation Army deployed trained disaster-relief staff and CERT volunteers to provide food, hydration, cleanup kits, hygiene supplies, and emotional and spiritual care to first responders and survivors. Multiple staging and logistical centers were established throughout the Gulf Coast. Responding to catastrophic disasters often takes a significant toll on first responders. The Salvation Army has increased disaster training, invested in equipment and infrastructure, strengthened relationships with local and federal officials, placed a greater emphasis on emotional and spiritual care, and developed more post-deployment follow-up services for disaster workers. This discussion is a glimpse of how the Salvation Army partnered with CERT was able to bring brought hope to survivors after the devastation of Hurricane Michael.

CERT Mutual Aid Deployment Strategies

James Cunningham **Mangrove B**

This course will assist program managers, emergency management employees and volunteers in how to prepare your team for deployment. It will outline a number of disasters where CERT teams were deployed outside of their jurisdictional boundaries. The proper process to follow and what are the lessons learned. We will also discuss liability coverage and how to best prepare your team for future deployments. How to get assistance from other CERT teams if you have a need in your community.

Matthew, Irma, Michael: Florida's Hurricane Fatigue

Andrea Galvan – Ashbritt **Mangrove C**

AshBritt senior leadership will share a private sector perspective on lessons learned from the various hurricane responses from the last three years. The magnitude and impact of each of these hurricanes had profound and compounded effects on Florida's response network. The presenters have a combined total of over 40 years' experience in the disaster recovery industry and will provide perspective on the impact of consecutive annual hurricane landfalls.

AVAYA

Conference Sessions

Friday 10:30 am - 12:00 pm



Back Me Up: Saving your Spine

**Mary McFarland
Chokoloskee**

Proper body mechanics help you avoid muscle fatigue and injuries as you walk, bend over, lift objects, or perform other activities of daily living. When we don't move correctly and safely, the spine is subjected to abnormal stresses that over time can lead to degeneration of spinal structures like discs and joints, injury, and unnecessary wear and tear. That is why it is so important to learn the principals of proper body mechanics.

This will be a hands on approach to proper body mechanics to teach you important techniques to save your back when doing CERT missions.

What is Listos?

**Yolanda (Yoli) McGlinchey
Immokalee**

Listos is a grass-roots disaster preparedness program that can be tailored to fit the individual needs of Spanish-speaking communities. Developed in 2010 by a collaboration between the Orfalea Foundation and the Aware & Prepare Initiative in Santa Barbara County, California. Listos was a response to the inadequacy of existing Spanish-language preparedness information. The Listos curriculum features low-cost to no-cost preparedness initiatives and provides tips that serve participants not only during disasters, but also throughout the course of their everyday lives. In doing so, Listos facilitates the building of communities and the sharing of resources that strengthens community ties through disaster preparedness awareness.



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Conference Sessions

Friday 1:30 pm - 3:00 pm

CERT Deployment working group

Ellen Pinder and Riley Tuff **Mangrove A**

Properly trained CERT members can serve as extensions of professional emergency teams, giving critical support to first responders, providing immediate assistance to victims, organizing spontaneous volunteers at a disaster site, and helping with non-emergency projects that help improve the safety of the community. This working group will start compiling a list of trained and experienced core of volunteer cadre utilized to fill gaps during a time of crisis. This group will lay the groundwork for how CERT works throughout the state on various missions. These missions would include sheltering, search and rescues, damage assessment, and canteen support.

Creating a Teen CERT program

Jim Henry and Rick Scopa **Mangrove B**

This course is intended for use by any individual wanting to initiate Teen CERT training. This course should be used as a resource for promoting, establishing, and maintaining teen training. Material reflects the experiences of Teen CERT coordinators around the country and offers some smart practices for the training.

Prove Your Impact and Get Reimbursed with Merit

Taylor Robinson - Merit **Mangrove C**

This class will give a product demonstration of Merit and show the essential features of how it can help your program to track volunteer hours and credentials. We will also be discussing our partnerships with Volunteer Florida and the Florida CERT Association, and how Merit is making the whole disaster response community stronger through interoperability in mutual aid situations.

Preparing for Saturdays Drill Beating the Kobayashi Cay exercise!"

Doug Frazier **Chokoloskee J & K**

Saturday's Kobayashi Cay exercise is far different from previous exercises. There will be victims to treat, but to succeed, responders will need leadership with ICS skills, dedicated teams to deal with particular tasks, creative problem solving, and communications. 'Beating the Kobayashi Cay exercise' will provide you with an outline of the event, along with some hacks to help with your success. A word to the wise: avoid red shirts!

Conference Sessions

Friday 3:30 pm - 5:00 pm



CERT Best Practices

Carol Sjurson **Mangrove A**

Your organization spends countless hours engaging, recruiting and registering volunteers. But what happens after they express interest and are ready to become part of your CERT program? You need to build an effective volunteer program that will help your volunteers develop skills and adapt to your programs culture. This course will provide the current best practices for building your CERT program.

CERT Community outreach

Jake Heflin **Mangrove B**

This course will teach program managers how to expand their existing CERT program. How to recruit, how to use your cert team and how to build public relations. Also include public education and information duties related to cert. how to use them and what they should not do?

CERT Mutual Aid Deployment Strategies

James Cunningham **Mangrove C**

This course will assist program managers, emergency management employees and volunteers in how to prepare your team for deployment. It will outline a number of disasters where CERT teams were deployed outside of their jurisdictional boundaries. The proper process to follow and what are the lessons learned. We will also discuss liability coverage and how to best prepare your team for future deployments. How to get assistance from other CERT teams if you have a need in your community.

Active Shooter/ Active Assailant Awareness

Jim Henry & Rick Scopa **Chokoloskee J & K**

Active Shooters incidents are very dynamic and unpredictable. The goal of this class is to bring a sense of awareness about the topic and make the students begin to develop plans in the event they are in this situation. This is not a tactical class, but rather an introduction to the methodology of an active shooter/assailant. Just like in the terrorism portion of CERT training, the students will learn the signs and characteristics prior to an attack. In addition, the student will learn what the role of a CERT member and team would be during one of these incidents.



Florida CERT Association Board of Directors

The Florida CERT Association (FCA) is a 501(c)3 (not-for-profit) organization established in 2001 with the primary goal of supporting the statewide training and education in disaster planning/emergency preparedness for citizens and established CERT teams.

The Association, in concert with local, state and federal agencies, serves as a mentoring and resource asset for local CERT teams and programs.

From Fire Chiefs to Fire Marshals, all board members are volunteers from the fire service and emergency management arenas who donate their time to assist in the organization and the education of CERT programs within the State of Florida.

The Association relies solely upon membership dues, conference sponsors and donations for its operating expenses.

A component of resources provided is an annual statewide conference where CERT teams are able to learn from subject matter experts on a variety of topics designed to enhance individual and team performance. Team members also have the opportunity to drill and network with like motivated CERT graduates from all around the state of Florida.

The Association has more than 175 active members and represents more than 8,000 CERT members statewide.



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Benefits to your program

- ♦ Reduces program administrative load.
- ♦ Promotes a standardized course delivery.
- ♦ Reduces time commitment for students and volunteers for the in-person portion of the training.
- ♦ May provide options to increase course delivery frequency for the public.
- ♦ Makes the training more publically available.
- ♦ Provides a way for students to make up a missed unit.
- ♦ May act as a refresher tool for trained CERT members.



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Followed up by in-person hands on practical
Planned by YOU!

This online training is FREE, and is fully vetted for compliance with the standardized curriculum, meets the lecture portion of the CERT training requirements and is to be followed up by a hands-on practical portion of the training within your CERT program.

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