



社區急難應變團隊 基本培訓課

第二單元：CERT 的組織和動員



FEMA

單元學習目標



- 講述 CERT 的組織與結構
- 了解 CERT 與事故現場指揮系統 (Incident Command System，簡稱ICS) 如何相互關聯
- 說明單一事故現場九步驟現場規模評估程序
- 解釋文件記錄需求



現場管理原則



- 維護災區工作人員的安全
- 提振明確的領導和制度架構
- 提升救援工作的效率



現場管理原則



- 明確的管理架構
- 適當的控制幅度
- 統一的術語
- 有效的溝通
- 整合性的行動計畫
- 完善的資源管理
- 責任歸屬



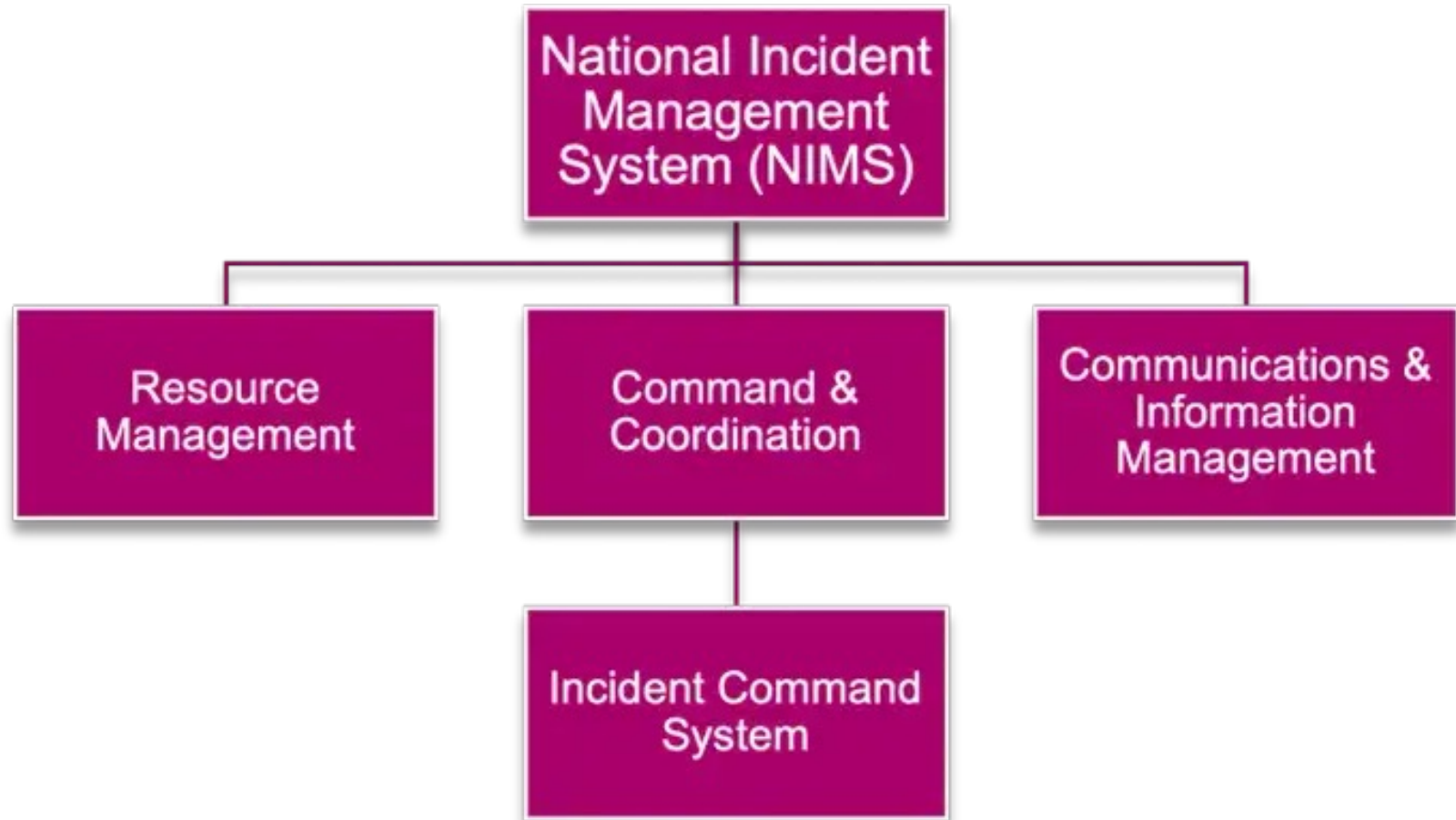
現場管理的目的



- 判斷事故的範圍
 - WHAT: 發生了什麼事故？
- 決定整體策略
 - HOW: 可以做什麼？怎麼做？
- 遣派資源
 - WHO: 誰該做什麼？
- 記錄一切過程及結果



國家事故管理系統 (NIMS)



事故現場指揮系統 (ICS)



- 由 FIREScope 發明的
- 原本是為了管理迅速蔓延的山林大火：
 - 太多人直接跟一個主管報告(管轄範圍)。
 - 每個緊急服務都有不同的結構。
 - 模糊不清的權利範圍。
 - 不同的專業語言。
 - 模糊不清的行動目的。
- 絕大部份的消防機構、執法機構、公共安全機構都有採用。

ICS 的基本原則



- 統一術語
- 模組化組織
- 適當的控制幅度
- 統一的事務目標
- 整合式通訊
- 責任歸屬
- 資源管理



基本的ICS 架構



事故現場指揮官
(IC)

- 安全
- 諧調
- 發佈訊息

執行組長
Operations
Section Chief

負責指導與協調所有事故應變策略作業。

實幹家 (DO)

後勤組長
Logistics Section
Chief

負責所有事故行動的資源需求(食物、醫療用品、場地需求、通訊)。

供應家 (GET)

計劃組長
Planning Section
Chief

負責集合所有資訊與評估狀況、實況報告、維持資源。

策劃家 (PLAN)

財物/行政組長
Finance/Admin
Section Chief

負責監控事故相關成本及管理任何有必要的採購合同。

銀行家 (PAY)



CERT 組長



- 必須建立起指揮系統
 - CERT 事故現場指揮官/隊長 (IC/TL)
 - 指揮處
- 因需求而擴充
- 必要時，IC 可指派執行組長、後勤組長、計劃組長
 - 管轄範圍若加大就必須相對地擴充組織



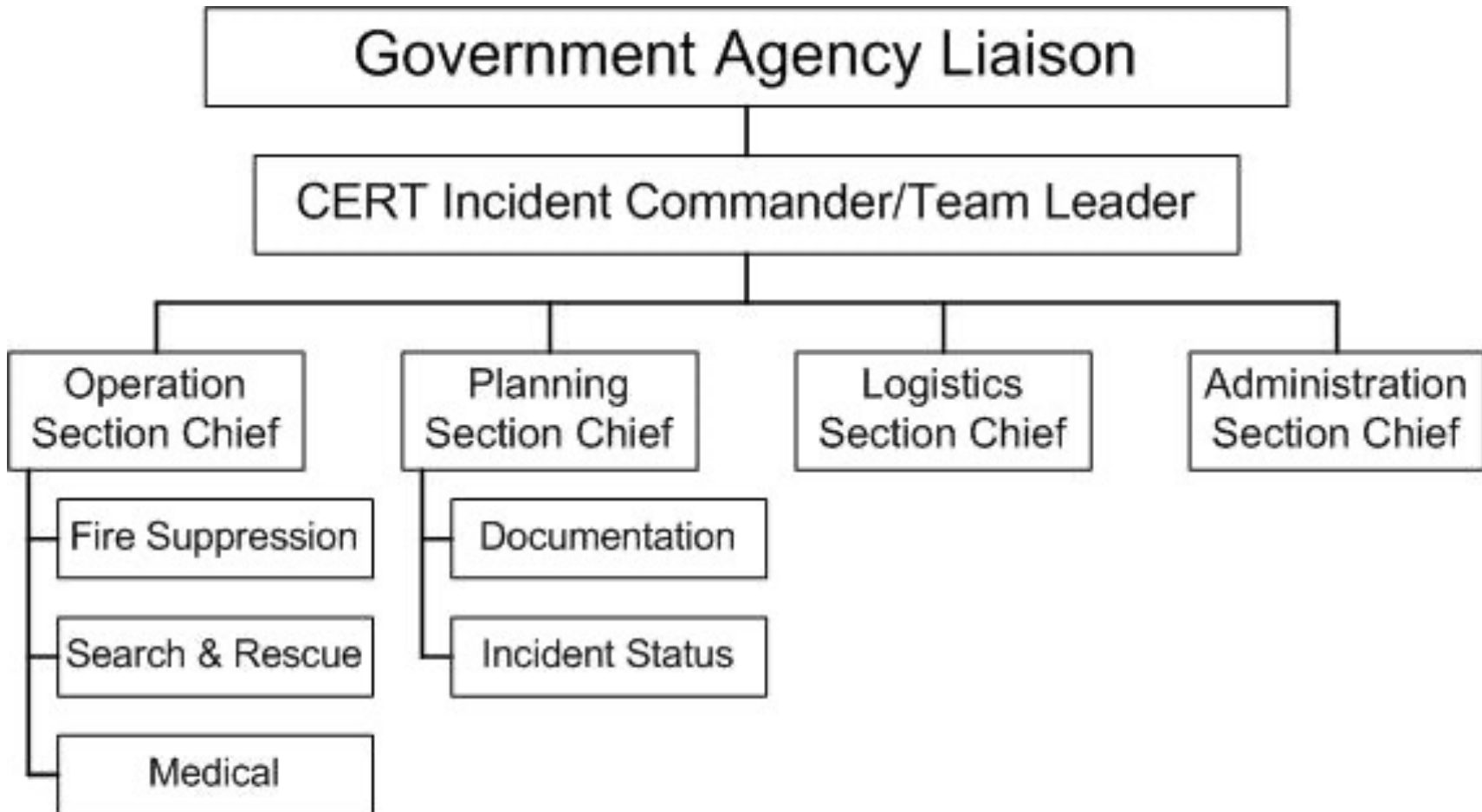
CERT 的運作



- 指揮架構
- CERT 隊長
- 指揮站
- 視需要擴展組織架構



CERT 組織



PM 2-5



跟媒體打交道



- 讓所有媒體直接去找 CERT 事故現場指揮官 (IC)
- 不要接受任何媒體的採訪或答覆任何他們所提出的疑問。



NIMS 規則



- 確保所有機構都能夠合作
- IS-100: 事故現場指揮的介紹
 - <https://training.fema.gov/is/courseoverview.aspx?code=is-100.c>
- IS-700: NIMS 的介紹
 - <https://training.fema.gov/is/courseoverview.aspx?code=is-700.b>
- CCFD CERT 啟動隊員必備條件

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Enter Search Term(s): Search

IS-100.C: Introduction to the Incident Command System, ICS 100

Course Date: 6/25/2018

Course Overview: ICS 100, Introduction to the Incident Command System, introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS). The Emergency Management Institute developed its ICS courses collaboratively with:

- National Wildfire Coordinating Group (NWCG)
- U.S. Department of Agriculture
- United States Fire Administration's National Fire Programs Branch

Course Objectives:

At the completion of this course, you should be able to:

- Explain the principles and basic structure of the Incident Command System (ICS).
- Describe the NIMS management characteristics that are the foundation of the ICS.
- Describe the ICS functional areas and the roles of the Incident Commander and Command Staff.
- Describe the General Staff roles within ICS.
- Identify how NIMS management characteristics apply to ICS for a variety of roles and discipline areas.

TAKE THIS COURSE

[Interactive Web Based Course](#)

CLASSROOM MATERIALS

[Download Classroom Materials](#)

FINAL EXAM

[Take Final Exam Online](#)

NOTICES

Test questions are scrambled to protect test integrity



ICS 練習



IC - Incident Commander (指揮官)
P - Planning (計劃)

O - Operations (執行)
L - Logistics (後勤)

外面一片烏黑，所有的燈都滅了，所以你需要手電筒才能繼續。

L

新聞媒體抵達現場要拍現況。

IC

一個鄰居說聞到瓦斯可是他無法關閉總開關。

O

IC很累所以需要交接。在那之前她要求一個最新現況的報告。

P



ICS 練習



IC - Incident Commander (指揮官)
P - Planning (計劃)

O - Operations (執行)
L - Logistics (後勤)

旁邊小區的火開始往這邊蔓延。

P

開始下雨了，而指揮處和急救中心都曝露在雨中。

L

你有幾位鄰居都受了輕傷需要醫療急救。

O

一名專業急救人員抵達現場並且要求現況的簡報。

IC



CERT 的啟動



- CERT 成員先處理自己、家人、住家及左鄰右舍的安全
- 前去預先指定的救災資源集合區報到
- IC/TL 確定後開始整頓小組
- IC/TL 決定行動的優先次序
- 組織有彈性並且會因資訊不斷地更新而進行調整



PM 2-7



現場規模評估



- 蒐集事實
- 評估並通報災情
- 考量可能發生的情況
- 評估自身狀況
- 確立優先事項
- 作出決策
- 制定行動計畫
- 採取行動
- 評估進展



PM 2-7



救援人員的安全



- 救援人員的安全是第一優先
- 嚴重損毀 = 不可進行救援
- 中度損毀 = 找尋、檢傷分類、撤退
- 輕度損毀 = 找尋、檢傷分類、繼續評估、做記錄



文件記錄



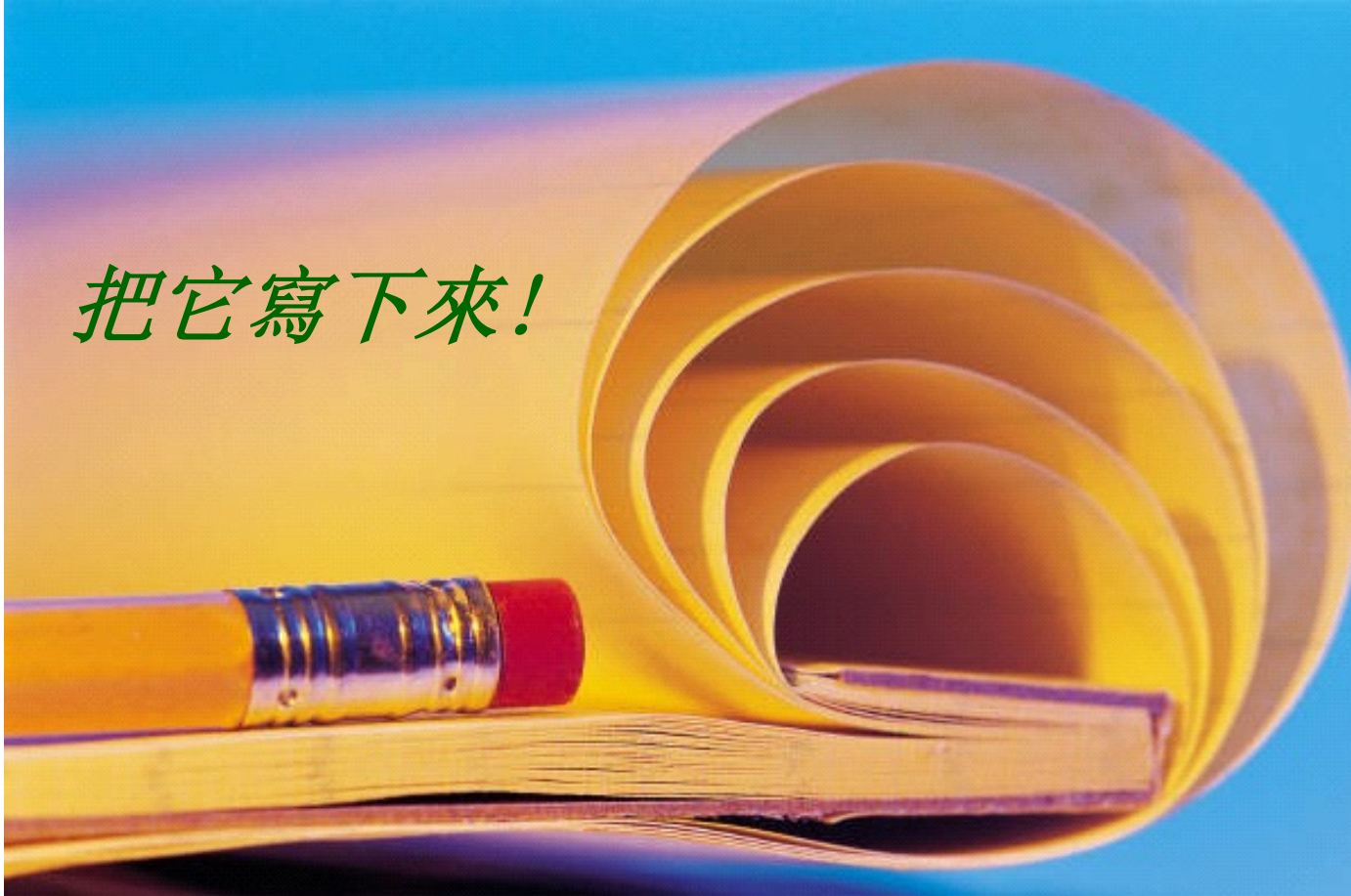
- 每個組長
 - 提高指揮處所有資料
- 指揮處
 - 記錄現況
 - 事故發生的地點
 - 所有可使用的進出口
 - 所有辨識出的風險
 - 所有支援的地點



文件記錄



把它寫下來！



CERT
COMMUNITY EMERGENCY
RESPONSE TEAM



NAME / TEAM LEADER NAME:				DATE PREPARED:								TIME PREPARED:							PAGE #:	
NEIGHBORHOOD:				TEAM NUMBER:								OPERATIONAL PERIOD:							COMMAND POST ONLY:	
				BURNING OUT	GAS LEAK	H ₂ O LEAK	ELECTRIC	CHEMICAL	IMMEDIATE	DELAYED	MINOR	DECEASED	TRAPPED	DAMAGE (3)	SEARCHED (4)	ACCESS	NO ACCESS	ASSIGNMENT COMPLETED	REPORTED TO EOC	
MSG#	TIME	LOCATION/ADDRESS	OTHER INFO	FIRES	HAZARDS (1)				PEOPLE (2)				STRUCTURE	ROADS		\ X	TIME			

Prepared By (Name and Position):

(1) Hazards - Utilities: X - Leak, TO – Turned Off; (2) People: U if victims but actual number unknown;
 (3) Structure - Damage: L – Light, M – Moderate, H – Heavy, C – Collapsed; (4) Structure - Searched: \ – partial , X – complete



醫療救護區病患追蹤紀錄表



CERT Medical Treatment Area Patient Tracking Log



Incident Name:		Date:	Scribe / Team:	Treatment Area Name / Location:			Page #: of
Time In:	Name/Description:	Triage Color:	Condition/Injuries:	Treatment Provided:	Brought By:	Disposition:	Time Out:
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					
		☐ RED ☐ YELLOW ☐ GREEN ☐ BLACK					

Record each patient upon arrival to the Treatment Area. Update triage, condition, treatment, and disposition as changes occur.
Transfer this record to responding Fire/EMS during handoff. Direct questions to your Team Leader or the CERT Coordinator.

FOR OFFICIAL USE ONLY



記錄表格



- 損失評估 (Damage Assessment)
- 人力資源簽到名單 (Personnel Resources Sign-In)
- 任務追蹤表 (Assignment Tracking Log)
- 任務簡報 (Briefing Assignment)
- 醫療區傷患治療記錄 (Victim Treatment Area Record)
- 對外通訊記錄 (Communications Log)
- 設備清單 (Equipment Inventory)
- 內部通訊記錄 (General Message)

損失評估



DAMAGE ASSESSMENT FORM		CERT					DATE								
LOCATION															
SIZE UP (check if applicable)															
FIRES		HAZARDS				STRUCTURE		PEOPLE		ROADS		ANIMALS			
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
OBSERVATIONS															
CERT MEMBER										PAGE ____ OF ____					



CERT
 COMMUNITY EMERGENCY
 RESPONSE TEAM

任務追蹤表



ASSIGNMENT TRACKING LOG				CERT		DATE	
ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
LOCATION		LOCATION		LOCATION		LOCATION	
TEAM		TEAM		TEAM		TEAM	
TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
OBJECTIVES		OBJECTIVES		OBJECTIVES		OBJECTIVES	
RESULTS		RESULTS		RESULTS		RESULTS	
CERT LEADER/ INCIDENT COMMANDER						PAGE ____ OF ____	
SCRIBE(S)							



任務簡報



BRIEFING ASSIGNMENT		CERT		DATE	
COMMAND POST CONTACT #			TIME OUT		TIME BACK
INSTRUCTIONS TO TEAM					
TEAM NAME		LOCATION			
OBJECTIVES					
EQUIPMENT ALLOCATED					
REPORT FROM RESPONSE TEAM					
FIRES		HAZARDS		STRUCTURE	PEOPLE
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL
		DAMAGED	COLLAPSED	INJURED	TRAPPED
				DEAD	
				ACCESS	NO ACCESS
				INJURED	TRAPPED
					ROAMING



醫療區傷患治療記錄



VICTIM TREATMENT AREA RECORD		CERT		DATE	
TREATMENT AREA LOCATION					
TIME IN	NAME OR DESCRIPTION	TRIAGE TAG (circle)	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
SCRIBE(S)				PAGE ____ OF ____	



對外通訊記錄



COMMUNICATIONS LOG		CERT		DATE
		RADIO OPERATOR NAME		
LOG				
TIME	FROM	TO	MESSAGE	
PAGE ____ OF ____				



設備清單



EQUIPMENT INVENTORY		CERT				DATE		
ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO		QTY	TIME	INITIALS	COMMENTS
				ISSUED				
				RETURNED				
				ISSUED				
				RETURNED				
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				RETURNED				
				ISSUED				
				RETURNED				
SCRIBE(S)						PAGE ____ OF ____		



內部通訊記錄



GENERAL MESSAGE		
TO	POSITION	
FROM	POSITION	
SUBJECT	DAT	TIME
MESSAGE		
SIGNATURE	POSITION	
REPLY		
DATE	TIME	SIGNATURE/POSITION

GENERAL MESSAGE		
TO	POSITION	
FROM	POSITION	
SUBJECT	DAT	TIME
MESSAGE		
SIGNATURE	POSITION	
REPLY		
DATE	TIME	SIGNATURE/POSITION



單元總結



- ICS 提供了一個有彈性的組織方法
 - “是否安全到可以進行救援？”
- 記錄一切並且與將訊息傳遞到所有 **CERT** 的管理層
- 不斷地提供指揮處最新損毀評估、小組現況、所有需求的資訊
- 指揮處記錄下並且注意所有狀況

