



# WELCOME



Dear A-CERT Candidate,

We are excited that you have chosen to participate in the Airport Community Emergency Resource Team (A-CERT) at the Minneapolis-St. Paul International Airport (MSP). The airport community is unique in its relationships and design. With that understanding we look forward to working with you to provide a safe and pleasant experience for our traveling public.

### **CERT Background**

CERT has been in existence since 1986. The Los Angeles Fire Department (LAFD) understood that citizens within their community had a desire to assist in times of emergencies and disasters. What they also understood was the danger citizens would be in if they were to respond without proper training and tools.

The CERT program in the City of Los Angeles primarily focused on earthquake response. Seeing the success of the program, the federal government used the training model developed by LAFD and created an all-hazard CERT program that could be used and adapted throughout the United States.

### **How is A-CERT different?**

CERT relies on residents within the community that volunteer to act as *initial first responders* until the professionals arrive. While MSP does not have the benefit of using residents, we do have the benefit of training those that work in our terminals on a regular basis.

### **Thank You**

Thank you for being a willing participant in this program. It takes all of us working together to provide the *best airport experience in North America* for those who travel through our terminals every day. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads 'Kristi Rollwagen'.

Kristi Rollwagen  
MAC – Manager-Emergency Programs

A handwritten signature in black ink that reads 'Brenda Kremer'.

Brenda Kremer  
MAC – A-CERT Program Manager





## MSP Airport Community Emergency Resource Team

### **What is A-CERT?**

In considering the Metropolitan Airports Commission's (MAC) mission statement to "provide the best airport experience in North America"; we had to address how to fulfill this mission in the event of a disaster or emergency situation. The airport's *Emergency Operation Plan* (EOP), identifies the hazards that are faced at the Minneapolis-St. Paul International Airport (MSP). From that list positive changes have occurred to help reinforce the structures on airport property as well as identifying the necessary training for first responders. A-CERT will help to equip airport employees (MAC and tenants) with knowledge and training to become valuable assets should an incident occur at MSP.

A-CERT is a modified version of the traditional *Community Emergency Response Team* (CERT). CERT relies on residents within the community that volunteer to work as *initial first responders* until the professionals arrive. Since MSP does not have the benefit of using residents as volunteer resources, A-CERT would provide the opportunity to train airport personnel to become *initial first responders*. This would include modifying the training to meet the unique needs of an airport community.

Training personnel to assist with evacuation and shelter-in-place will help MSP to become operational in a timelier manner. Other airports such as Indianapolis International Airport have included A-CERT in their Continuity of Operations Plan (COOP). As the program grows, A-CERT members could also be trained in simple triage and first aid, and light search and rescue.

### **Why A-CERT?**

According to Dr. Anthony R. Mawson (2005), fear is minimal in disaster situations and "expressions of mutual aid predominate" (107). The problem this creates is people are slow to react – whether it is to evacuate or shelter-in-place. The natural inclination is to find those they are traveling with or to stay with co-workers. Mawson notes that "evacuation may be so delayed that survival is threatened" (107). His conclusion is to take what is instinctive and use it to the benefit of the community as a whole.

Training airport personnel gives each individual a responsibility in the face of disaster and chaos. Risk decreases when personnel are trained on evacuation and shelter-in-place not only for themselves, but for the passengers we serve. The desire to help will exist whether they are trained or not. Training gives them the necessary knowledge and tools to move away from danger rather than moving towards it.



# MSP A-CERT

## What is the purpose of the CERT Program?

- To be a *trained* response asset
- To be an extension of first responder services until professional responders arrive

## Why A-CERT

- People will react
  - Training provides safety
  - Training provides efficiency
- “To provide the *best* airport experience in North America”
- Evacuation and Shelter-in-place events
  - Fire
  - Weather Emergency
  - Active Shooter
- Continuity of Operations
  - More people trained to help respond and recover from a disaster or emergency event

## Is A-CERT New

- Other Participating Airports:
  - John Wayne Airport
    - Santa Ana, CA
  - Indianapolis International Airport
    - Indianapolis, IN
  - Memphis International Airport
    - Memphis, TN
  - Detroit Metropolitan Wayne County Airport
    - Detroit, MI
  - Sea-Tac Airport (in process)
    - Seattle, WA



Now that you have registered to participate in the MSP A-CERT there are a couple of things that you will need to complete before official training begins.

## Personal Preparedness Survey

The first thing we need you to do is to complete an online survey that MSP A-CERT will use to help identify those areas that we can provide valuable information for our members. Please be honest as you complete the survey as this is not a “pass/fail” test and it is anonymous. This is just a guide to help us know how to best serve you.

Please go to <https://www.surveymonkey.com/r/9PFTHS8> and complete the Personal Preparedness Survey 2016.

## Independent Study Course

The second item is to complete IS700.A: National Incident Management System (NIMS), An Introduction. This is a free course provided by the Federal Emergency Management Agency (FEMA) online.

Go to: [Training.FEMA.gov](http://Training.FEMA.gov). You will be required to register for a FEMA Student Identification (SID) Number. This is free of charge, but required for all FEMA courses. Once you have registered complete the IS700.A course.

On the website it states that the course will take approximately 3 hours. This does not have to be done all in one sitting. You do have the option to break it down if that is what you prefer. You must complete an entire Lesson in order to get credit, otherwise you will have to start over next time you login. There are six lessons total and a final exam.

Once you have completed the course and passed the exam, you will receive a certificate by email. Please forward that email to [brenda.kremer@mspmac.org](mailto:brenda.kremer@mspmac.org). This will assist us in keeping track of your certifications.

(\*NOTE: If you have already completed IS700 or IS700.a, you do not have to retake the course unless you desire to. Please email your previous certificate to Brenda Kremer).







# ACERT Registration Form

## MSP Airport Program



### Contact Information

Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Work Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Person to Notify in Case of Emergency

Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Work Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### MSP Work Information

Company: \_\_\_\_\_

Work Days (circle all that apply):

**Monday      Tuesday      Wednesday      Thursday      Friday      Saturday      Sunday**

Shift (circle all that apply):

**Morning                  Afternoon                  Evening                  Overnight**

Location of Employment: Terminal \_\_\_\_\_ Concourse \_\_\_\_\_  
 Other \_\_\_\_\_

### Supervisor Approval and Waiver of Liability

By authority to approving this application, I consent to allow my employee to participation in ACERT Training and incident response. I acknowledge that injuries may result to my employee during training or incident response and shall be the responsibility of his/her employer. By approval to allow my employee to participate in ACERT Training and incident response, I agree that the Metropolitan Airports Commission (MAC) shall have no liability for any injuries to my employee and waive all claims of liability against MAC for such injuries. If the participant is an employee of the MAC, I agree that MAC is responsible for injury liability to its employee.

Name (print): \_\_\_\_\_ Title: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Employer: \_\_\_\_\_

**Agreements Signature and Waiver of Liability**

By submitting this application, I consent that by my participation in this training and incident response is at my own risk. I also agree to appear in any video productions or photographs without a fee, salary, payment, remuneration or other compensation for the appearance now or in the future. I understand that I can opt out of video productions or photographs by informing the MAC Manager of Emergency Programs in writing. I agree to waive all liability against MAC for any and all injuries I may sustain during participation unless I am an employee of MAC.

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## MSP ACERT 2016 Schedule

### April

- Kick-off Training
  - Tues April 5, 2016 - 8:00am-12:00pm
    - Unit 1 – Disaster Preparedness
    - Unit 6 – CERT Organization
    - Unit 7 – Disaster Psychology
      - Preparedness Survey

### May

- Second Training
  - Tues May 10, 2016 - 8:00am-12:00pm
    - Unit 2 – Fire Safety
    - Unit 5 – Light Search and Rescue Operations

### July

- Third Training
  - Tues July 19, 2016 - 8:00am-12:00pm
    - Unit 3 – Disaster Medical Operations 1
    - Unit 4 – Disaster Medical Operations 2

### September

- Fourth Training
  - Tues Sept 13, 2016 - 8:00am-12:00pm
    - Unit 8 – Terrorism and CERT
    - Evacuation/Shelter-in-place
    - Unit 9 (Intro) – Course Review

### October

- Final Drill
  - Tues Oct 4, 2016 – 8:30am-11:30am
    - Unit 9 – Disaster Simulation
  - Graduation - TBD
    - Preparedness Survey