



## COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM POLICIES AND PROCEDURES

Serve DC, with assistance from community partners, provides a minimum of one CERT training series per month for the general public. Interested persons are encouraged to view upcoming training dates and Serve DC's website and register for training. Please contact Serve DC at (202) 727-7925 if there are questions.

Additionally, Serve DC provides customized trainings to community groups, government agencies, local businesses and other organizations contingent upon available dates. Classes should have at least 20 participants. These trainings are designed to fit the group's schedule, and may be held at a site convenient to the group. To view procedures on requesting group trainings, please read *Procedure on Requesting Group CERT Training*.

### **Procedure for Requesting Group CERT Training**

Serve DC offers group CERT training to community groups, government agencies, and other organizations in no less than 30 days of receipt of the CERT Group Training Application. The following is the procedure for requesting group training.

1. Group organizers must complete the CERT Group Training Request Application. For a copy of the CERT Group Training Request Application, please visit our website or contact Shirley Hall, CERT Program Officer at [shirley.hall@dc.gov](mailto:shirley.hall@dc.gov) or (202) 727-8965.
2. Submit the application to:
  - a. CERT Program Officer  
Serve DC  
One Judiciary Square  
441 4th St, NW  
Suite 1140 North  
Washington, DC 20001  
Fax: (202) 727-9198  
Email: [shirley.hall@dc.gov](mailto:shirley.hall@dc.gov)

### **Schedule Process for Group CERT Training**

1. Serve DC's CERT Program Officer will receive all applications.
2. Serve DC's CERT Program Officer will review all applications for completeness and accuracy.
3. Serve DC's CERT Program Officer will contact the point of contact listed on the application to determine the most feasible training dates. **Note:** The dates selected will be at least 30 days from the receipt of the application.
4. Once the dates are set, Serve DC's CERT Program Officer will identify trainers and a location (if needed).
5. Serve DC's CERT Program Officer will send out confirmation detailing the following:
  - a. Dates and time of training
  - b. Location
  - c. Trainers
  - d. Audio visual requirements
  - e. Space/set-up requests
  - f. Site visit request (if needed)
  - g. Serve DC parking needs
  - h. Cancellation policy
6. Serve DC will provide instructors, training materials, and supplies.

### **Cancellation Policy for Group CERT Training**

Serve DC requires a minimum of ten working days to change or cancel any class. In case of an emergency, Serve DC reserves the right to cancel any class. A new date will be set as soon as possible.

### **Grievance Procedure**

Serve DC has adopted an internal grievance procedure for prompt and expeditious resolution of complaints for the denial of training requests. Requests for CERT training that have been denied by Serve DC may be appealed by filing a grievance with Serve DC within sixty (60) days of the denial of the request. The following outlines the grievance procedure.

1. Complainant will complete the CERT Grievance Form.
2. Submit the form to:
  - a. Director, DC Citizen Corps  
Serve DC  
One Judiciary Square  
441 4<sup>th</sup> St, NW  
Suite 1140 North  
Washington, DC 20001  
Fax: (202) 727-9198  
Email: [regina.moran@dc.gov](mailto:regina.moran@dc.gov)
3. Complainant may also request to have an informal confidential presentation of their grievance prior to the final decision. This may be done in person or through a telephone conference.
4. Serve DC's Director, DC Citizen Corps receives grievance and forwards it to the Executive Director.

5. A review of the initial decision shall be conducted within ten (10) working days after the grievance is filed.
6. The Executive Director will review the complainants initial request for training, the initial decision rendered by Serve DC, the complainant's grievance form and, if requested, the informal confidential presentation by the complainant.
7. After full consideration of the grievance, the Executive Director will issue a written decision explaining the reasoning behind his/her decision. A copy of this decision will be forwarded to the complainant.
8. The Director, DC Citizen Corps shall maintain the confidentiality of all files and records relating to the grievance filed, unless disclosure is authorized or required by law.
9. Any retaliation, coercion, intimidation, threat, interference, or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Director, DC Citizen Corps.