



MI-TERT Component Selection and Minimum Requirements

All MI-TERT Taskforce members should understand that deployment requires commitment and flexibility. Basic comfort facilities may not be available and only those willing and physically able to work in adverse conditions should become team members.

Each participating agency is responsible for the selection of members that will fill the positions of call taker, radio dispatcher, telecommunicator, supervisor and IT positions using the standards and requirements set forth in this document. Members interested in becoming MI-TERT Team Leaders shall go through a selection process defined later in this document.

MI-TERT Basic Requirements

1. Taskforce Members

- A. Each member shall pass a criminal history background check by the member's agency.
- B. Have a signed letter from the members agency head acknowledging and approving participation in TERT on file with the MI-TERT State Coordinator. This letter will be renewed on January 1st of even numbered years. ***See attachment***
- C. The taskforce members agency must be a participant with MEMAC (Michigan Emergency Management Assistance Compact)
- D. Minimum of three years experience as a 911 communications professional.
- E. Have an excellent employment record maintaining an above average annual performance review with no chronic work problems.

2. MI-TERT Supervisor Requirements

Each MI-TERT Supervisor must meet the all the above requirements in addition to the following:

- A. Have a minimum of three years dispatch supervisory experience or three years dispatch experience with proven leadership abilities and excellent work record.

3. MI-TERT Team Leader Requirements

A MI-TERT Team Leader must meet all of the above requirements in addition to the following:

- A. Proven work record of establishing and maintaining positive interpersonal and interagency working relationships.
- B. Passion for the job.
- C. Ability and willingness to participate in ongoing trainings, meetings and events up to four times a year.

MI-TERT Health Requirements

A certain degree of care must be exercised by agency managers in selecting team members, and by the State Coordinator in selecting who to include in deployment teams with regard to medical and health considerations.

All MI-TERT Taskforce Members must meet the following minimum health requirements.

1. All vaccinations and core immunizations required by the Centers for Disease Control will be obtained by a TERT team member prior to deployment into disaster areas. These vaccinations and immunizations cannot be obtained at the last minute. The Hepatitis B immunization requires three shots spread over an eight-month period. (This immunization will not be required for a response to areas that pose no adverse environmental concerns). If these shots are not obtained in advance, a team member's ability to respond to disaster areas, both in and out of the state will be severely compromised.
2. Prior to any deployment, the State Coordinator will make every effort to contact the affected area's appropriate health authority to determine if specific additional immunizations are needed.
3. It is expected that no TERT team member possess any medical condition that would present a problem during deployment. No condition should compromise the member's ability to perform or place a burden on the Team Leader or requesting agency to spend time addressing such condition. Nor shall a condition require the team member to return home prematurely. Here again, agency managers best know their own employees and common sense must prevail.
4. If any of the following apply at the time of deployment, the member may not participate in that deployment. The State Coordinator will be responsible for reviewing this list with the member and the member's agency prior to a deployment.
 - A. Recent Surgery
 - B. Recent emotional or psychological challenge or problem
 - C. Any significant life change or loss in the past 12 months
 - D. Dietary restrictions that would impede work
 - E. Inability to remain active for long periods of time and endure physically exhausting conditions
 - F. Inability to have enough prescribed medications available for the total length of the deployment, including spare doses if needed.

MI-TERT Taskforce Member skill and character requirements

All MI-TERT taskforce members will possess the following minimum skill and character requirements.

1. Taskforce Members

- A. Must be adaptable, flexible and energetic
- B. Must be an excellent multi-tasker
- C. Must have strong problem solving abilities
- D. Must be assertive
- E. Must be an outstanding team player
- F. Excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the members classification
- G. Possess positive interpersonal communication and leadership skills
- H. Possess an ability to adapt and be flexible with different policies, procedures, equipment and geographical areas
- I. Possess an ability to adapt to poor environmental conditions such as no beds, cold meals and no running water
- J. Possess excellent people and teamwork skills inclusive of cultural Diversity
- K. Possess excellent documentation skills
- L. Willingness and availability to participate in deployments

2. Team Leader Requirements

A MI-TERT Team Leader must meet all of the above taskforce member requirements in addition to the following:

- A. Possess an understanding of local, state, regional and federal mutual aid processes and procedures
- B. Be able to coordinate work tasks and human resources in adverse and changing environments with minimal direction
- C. Possess knowledge to identify, locate and obtain logistical support for the team
- D. Strong administrative skills involving such things as scheduling, timekeeping and cost tracking
- E. Possess the ability to effectively interface with the Incident Command Structure, OEM, TERT Coordinator from the deploying entity (entities) and local TERT Liaison

Training Requirements for Taskforce Members

All MI-TERT Taskforce members must meet all MI-TERT minimum training requirements. These shall include a course in the following categories that must be ETSC funded and/or MI-TERT Steering Committee approved. This list is subject to change by the MI-TERT Executive and Steering Committees. Previously attended courses that may meet the requirements shall be submitted to the Steering Committee for approval regardless of date of attendance by sending a copy of the certificate and course description to the MI-TERT State Coordinator. *See attachment for a list of currently approved courses by the MI-TERT Executive and Steering Committees.*

The MI-TERT Steering Committee shall make efforts to sponsor and host training sessions for the required courses. The Steering Committee also encourages the Taskforce Members to participate in required training courses for Team Leaders to enhance their knowledge and skills.

1. Training Requirements for Call Takers, Radio Dispatchers and Telecommunicators

- A. EMD's must have current CPR and EMD certifications
- B. Customer service
- C. Communication Skills
- D. LEIN certification (Radio Dispatchers & Telecommunicators)
- E. Basic Telecommunicator Course that includes 40 hours of classroom training
- F. Fire Dispatching
- G. Professional Dispatcher
- H. Emotional Survival & Integrity
- I. Team Skills/Building
- J. 9-1-1 Liability
- K. Incident Command 100 & 700
- L. NIMS
- M. Hostage Negotiations
- N. Hazardous Materials
- O. Critical Incident Stress Management & Debriefing
- P. Advanced Dispatching (Radio Dispatchers & Telecommunicators)
- Q. Critical Incident Dispatch
- R. Cultural Diversity
- S. VoIP & The Telecommunicator
- T. Deployment Awareness for TERT members

2. MI-TERT Additional Supervisor Requirements

- A. ICS 200
- B. Completion of the TERT Leadership Course
- C. Completion of an approved Team Building Course

3. MI-TERT Team Leader Requirements

- A. Unified Incident Command
- B. Weather Spotter Training
- C. Wildfire
- D. Haz-Mat
- E. CISM (or related stress management)
- F. Homeland Security

- G. Any state or national credentialing required by the NJTI
- H. Attend a minimum of two TERT meetings a year
- I. IC 800 & 300
- J. EMD certification for out-of-state deployment (discretionary in state)

4. **MI-TERT IT Technician**

- A. CompTIA A+ Core hardware *
- B. CompTIA A+ OS Technologies *
- C. Knowledgeable in TCPIP, IP addressing **
- D. Knowledgeable in routing and switching technologies and protocols
- E. Knowledgeable in CAD and CAD interfaces
- F. Knowledgeable in radio interfaces and technologies
- G. Knowledgeable in phone system interfaces and technologies
- H. Deployment Awareness for TERT Members
- I. Stress Management or Critical Incident Stress Management

* CompTIA A+ certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. CompTIA A+ confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism.

** TCP/IP (Transmission Control Protocol/Internet Protocol) is the basic communication language or [protocol](#) of the [Internet](#). It can also be used as a communications protocol in a private network (either an [intranet](#) or an [extranet](#)). When you are set up with direct access to the Internet, your computer is provided with a copy of the TCP/IP program just as every other computer that you may send messages to or get information from also has a copy of TCP/IP.

Team Leader Selection Process

The following will be considered in the selection of Team Leaders. Completion of this process does not guarantee a Team Leader position.

- 1. The Team Leader candidate will provide a signed letter of consent for participation in TERT from the agency/department head
 - 4. The Team Leader candidate will complete an application
 - 5. The Team Leader candidate will sign a letter of confidentiality release
 - 6. The Team Leader candidate will provide a letter of recommendation from the department/agency head
 - 6. The Team Leader candidate must pass a background investigation conducted by the TERT State Coordinator or designee
 - 7. The Team Leader candidate must pass an interview with the TERT Statewide Coordinator, the Team Leader Coordinator and two of their designees
 - 8. The Team Leader candidate must provide two letters of recommendation from members of their public safety community who hold a position of rank
- A. Removal from the MI-TERT Taskforce will take place at any time that these requirements are not satisfactorily fulfilled

All MI-TERT Taskforce Members Deployment Considerations

1. **Health Considerations** - The MI-TERT State Coordinator and Taskforce members must consider the following in allowing and participating in deployments along with the health requirements listed in this document. If any of the below apply, the member may not be used in a deployment:
 - a. Recent Surgery
 - b. Recent emotional or psychological challenges or problems
 - c. Any significant life changes or losses in the past 6-12 months
 - d. Earlier losses or negative life events
 - e. Dietary restrictions that would impede work
 - f. Ability to remain active for long periods of time and endure physically exhausting conditions
 - g. If needed, enough medications available for the total length of the assignment plus some extra days.

2. **Personal Considerations** - MI-TERT Taskforce members should consider their comfort level in each of the following before participating in a deployment:
 - a. Consider the various situations you may experience while deployed.
 - b. Working with individuals who are experiencing intense distress and extreme reactions including screaming, hysterical crying, anger and withdrawal.
 - c. Working with individuals in non-traditional settings
 - d. Working in chaotic, unpredictable environments
 - e. Accepting tasks that may not initially be viewed as dispatch activities such as cleaning, serving meals, etc
 - f. Working in an environment with minimal or no supervision or being micro-managed.
 - g. Working with and providing support to individuals from diverse cultures, ethnic groups, developmental levels and faith backgrounds.
 - h. Working in environments where the risk of harm or exposure is not fully known.
 - i. Working with individuals who are not receptive to support
 - j. Working with diverse groups of professionals with different interaction styles

3. **Family Considerations** - MI-TERT Taskforce members need to assess the family's ability to cope with a deployment:
 - a. Is your family prepared for you to be absent for days or weeks?
 - b. Is your family prepared for you to work in environments where risk or harm or exposure to harm is not fully known?
 - c. Will your support system assume some of your family responsibilities and duties while you are away?
 - d. Do you have any family/relationship issues that will make it challenging for you to focus on the incident?
 - e. Do you have a strong, supportive environment to return to after your disaster assignment?

- f. Is your family prepared for limited two way communication, access to phones, internet, etc?
4. **Work Considerations** - MI-TERT Taskforce members need to assess how a deployment will affect their work life:
- a. Is your employer supportive of interest and participation?
 - b. Will your employer allow you to leave?
 - c. Will vacation time or A time be required?
 - d. Is the schedule flexible enough to leave within 24-48 hours?
 - e. Will your coworkers be supportive of your absence and be supportive when you return?
5. **Personal Considerations** - MI-TERT Taskforce members need to consider the following prior to deployment:
- a. Who will take care of your family?
 - b. Who will attend to daily home needs such as bills, lawn maintenance, care of pets, mail, etc.
 - c. Are all your documents in order? Wills, finances, etc.