



North Valley Animal Disaster Group Standard Operating Guidelines

Title: MUTUAL AID GUIDELINES

Objective: To offer guidelines when either responding or requesting mutual aid

Description:

Guidelines for Outside Agencies Responding to a Butte County Mutual Aid Request

- NVADG greatly thanks you for your response. No organization has the resources to handle a large extended operation. We hope that we can reciprocate if you have needs in the future. Meanwhile, here are some guidelines to help things run smoothly.
- ICS: You have been requested by Butte County Public Health/Animal Services and will be directed by BCPH. They will handle staffing needs. All outside communications by your group must be clear that BCPH is the lead agency and that your group is assisting our community. BCPH and NVADG have an excellent working relationship, and we want to make sure that you are taken care of properly!
- Paperwork: There are three forms of documentation that must be filled out each day: Sign-in Sheet, ICS 214 Duty Sheet, and the Butte County Mileage Form. We will provide these forms and help on how to fill them out.
- Uniform: Feel free to proudly wear your organization's uniform. We may have NVADG uniform shirts and hats available for purchase if you would like. Please follow obvious safety protocols like long pants, closed toed shoes, etc. If you are going into the field during a fire evacuation, 100% cotton clothing is required – under fire retardant clothing.
- Fundraising: BCPH and NVADG are extremely appreciative of your support to our community. We understand that all organizations have expenses, and that disasters provide a rare opportunity for fundraising. We will not suppress your desire to fundraise. However, we ask that in all of your requests that you include an opportunity for your donors to donate locally to NVADG - preferably via PayPal on our website at www.NVADG.org
- Brochures: Please do not display any brochures. Feel free to hand out personal business cards to associates and new friends

- Social Media, Press Releases, and Picture Policy: Please review all materials with the Public Information Officer (PIO), or their designee, before releasing anything. There usually aren't any restrictions, but please check in before posting anything – especially the first time.
- Demobilization: Our policy is to attempt to release mutual aid resources as soon as possible.

Guidelines for Butte County Mutual/NVADG Requesting Mutual Aid

- All Mutual Aid requests need to come from a government organization in order for DSW Workers' Comp insurance to be valid. Usually a request from an NGO is not valid.
- Use the proper form for any requests. When in doubt, use an ICS 213.
- Somebody working in Logistics may not have an animal background. You need to be as specific and clear as possible with all requests.
- Try to conform with FEMA Typing when possible.
- Be specific about who their supervisor will be, check-in time and location.
 - Ex: Report to Bill Smith at 123 Main St. at 0800 on June 2nd
- Be specific for duration needs.
 - Ex: We will need two personnel for three days for the 0800-1700 shift.
- Inform responders of living conditions.
 - Ex: You will need to bring a tent and sleeping bag. Meals will be provided.
- Be specific with equipment needs.
 - Include part number if necessary, for clarity.
- If you are ordering equipment that needs special personnel to operate, include that in your request.
 - Ex: If you order heavy equipment, be sure to order an operator.
 - Ex: If you order fencing, be sure to order trained personnel to assemble said fencing.
- Be specific where and when you would like any equipment delivered, or if you can pick it up.
- Provide JITT to Mutual Aid Responders. Make sure they know what their job is and how to do it safely.
- Be nice to Mutual Aid responders. Take time to personally thank them!

Guidelines for NVADG Responding Mutual Aid

- We will not do active fundraising while in another community.
- We will not display any brochures or Community Outreach Materials.
- We will follow the ICS Chain of Command.
- We will offer advice when requested, but not push anybody to do things “our way.”
- We will be professional at all times, and not complain in person or on social media about any matter.
- We will get permission from the agency PIO before posting anything.
- We will fill out any forms/paperwork that is required.
- We will wear our uniform proudly.
- The NVADG Lead will provide the Executive Director an update daily.

Related Documents Attached: n/a

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