



Index: NVADG Policies

1. Training and Using Volunteers During an Incident

- Overview
- Key personnel
- Basic shelter crew
- Technical rescue
- Training requirements
- Volunteers who missed annual training

2. General Incident Practices Policies

- Activation
- Where to report
- Attire
- Incident Command
 - Full incident briefings
 - NVADG briefings
- Safety
- Communications during an incident
- Volunteer coordinator
- Evacuation Team
 - 2 per team, daylight only, no 4x4,
- Radio checkout & guidelines
- Media response
- Evac Team Fuel reimbursement
- Debriefing

3. General Operations Policies

- Positions w/in NVADG for general operations (add fundraising, outreach, duty officer, etc)
- Workers comp claims
- NVADG Purchases and Reimbursement
- Purchasing T shirts and NVADG uniform

4. Mutual Aid and Supporting Other Organizations

- Mutual Aid to other counties
- Oiled Wildlife Care Network (OWCN)
- Acting Independently

The most current versions of these will be posted to the website, www.NVADG.org

Appendix A: Training Requirements

Appendix B: Approved Personnel for Positions

Appendix C: DSW Volunteer Policy June 2003

Appendix D: Example of Checklists



NVADG POLICIES

Most of these policies relate to NVADG only. IFAW and Technical Rescue teams have special policies, which may or may not be included here.

1.Training and Using Volunteers During an Incident

Overview

Our database of volunteers is large. Many people just want to help in the event of disaster and came to annual training in order to do so. Others want to be more active volunteers and/or act as coordinators/mentors/trainers for key positions during an incident. Plus, some are engaged in order to do technical rescue work.

- As an all-volunteer organization, most volunteers have full-time jobs outside NVADG. It is important that a variety of people are prepared to act in a variety of duties.
- Email is the core communication tool for training notices. Classes are also listed on our website, www.nvadg.org.
- **How a volunteer is used will be based on the training/experience they have,** their established leadership, availability, the length of the incident, and other factors.

During an incident there are tiers of responsibility & positions:

- Key Personnel (Incident Commander, Evacuation Leader, Shelters, Intake, Communications, PIO) See Appendix B for the names of people trained or being mentored to perform these duties.
- Technical (Radio coordination/set-up)
- Specialist/Skilled (Volunteer Coordinator, Evac team, Intake staff, Radio/Hotline/Dispatch, Shelter Leadership)
- Generalist (dog walker, animal handling, support, safety)
- Basic Crew (basic shelter work: cleaning, feeding, and assembling)
- During an incident the NVADG ICS will be listed on a whiteboard and kept current.

Checklists and Protocols/Procedures are to be used to assure quality, consistency and best management practices. Copies are on the website and in “grab and go” boxes for all functions. Procedures/Protocols have been approved through Butte County Animal Control, so please follow them. Volunteers must read over the Protocols before they begin a task. If you have questions, comments or concerns, please follow the NVADG ICS chain of command. See Appendix D for example of Checklists and Protocols/Procedures.

The most current Checklists and Protocols will be posted to the website under General Forms.

We need volunteers for year-round work, too! Outreach, fundraising, grants, Thank-You letters, publicity, administrative tasks, etc. Talk to the President or any Board member about volunteering for one of these positions.

Key/Technical/Specialist/Generalist Position Personnel

A pool of volunteers to fill Key Positions will be identified in advance, and those people will be sure they do the training required. Volunteers who attend specialized trainings and are able to show proficiency can be identified to fill these positions.

Basic Shelter Crew

The basic shelter crew positions are the most vital and require the largest number of people. Most volunteers will be shelter crew. **Crew volunteers get a quick training refresher by reading a Job Function Training Sheet before they start work.** Shelter leadership needs to assign an overseer of the crew to help guide them.

NVADG Technical Rescue Team

IFAW has invested considerable time, training, and resources into getting NVADG personnel ready to rescue animals during floods and swift water disasters. This highly trained team has all of the required equipment, including: dry suits, helmets and personal flotation devices (PFDs). Thanks to IFAW, we have two boats, two outboard motors, and two electric trolling motors. Working with Butte County Search and Rescue (BCSAR), the team has extended its training into high angle, over the edge rope rescue, and Technical Animal Rescue with large animals. They work with BCSAR's Air Operations unit and the team is part of the Butte Interagency Rescue Group (BIRG). Due to the technical nature of the team, mandatory training, attendance, and skills assessments are required for the safety of all individuals.

The training requirements are included in the Training Matrix. See Appendix A. After completion of all required training, team members must interview with the Leader of the Technical Rescue Team and one team member before being allowed on the team.

Training Requirements for Volunteers

See Appendix A or the NVADG website for training requirements.

- New volunteers must fill out all paperwork and attend the 16 hour annual training and do the online FEMA ICS 200 & 700. With this done they can be assigned to basic crew functions.

- **NEW!** Returning volunteers must attend the annual 3-hour refresher (put on a couple times a year) and attend the scenario training and drill in order to be assigned to anything other than “crew” level tasks.
- To help offset training expenses, all volunteers are asked to contribute a \$25 training fee each year. This helps with training supplies and expenses.
- New volunteers who join after the New Volunteer 16-hour orientation training is over can be help at an incident, but only at Basic Shelter Crew level.
- **The most current training requirements are posted to the website.**

Team Interviews

Although it is suggested that a volunteer inquire among team members to see if a specific team is suitable to your personality and physical abilities, an interview will not be scheduled until all training prerequisites have been completed.

Mentoring

Experienced leadership volunteers will find ways to mentor new leaders in the key incident positions. This will take the form of informal meetings and phone conversations. Volunteers interested in becoming more involved are encouraged to seek out a mentor group.

Volunteers Who Missed Annual Training, New to NVADG - How they can join

Mid-year volunteers can become Disaster Service Workers. They need to fill out all the regular new volunteer paperwork, pay their \$25, work with a NVADG representative to get sworn in with Butte County Office of Emergency Service and complete the ICS100, 200 & 700 training online. If we get an email request to join, this is the wording of the email we send them:

Dear potential future volunteer,

Thank you for your interest in the North Valley Animal Disaster Group. We have already had our introductory training for new volunteers this year. However, we strongly encourage you to attend any future training. During a disaster we need all the people that we can get; you will be safer and a more efficient volunteer, the more training you have. One important step is getting you signed up as a Disaster Service Worker. This is a Butte County requirement and is a huge benefit to you as you will be covered under State Worker's Compensation Insurance. Feel free to come to a single training to meet your fellow volunteers and see if this is something that you would like to do. If you decide to continue, we need three things:

- 1) Fill out the attached forms and send them to: NVADG, PO Box 441, Chico CA 95927*
- 2) Contact Cindi Duns Moor at Butte County Office of Emergency Service at 538-7373 and make an appointment to get sworn in as a Disaster Service Worker. Please bring your copy of the DSW Registration form.*

3) *Send all of your contact information to ERD@nvadg.org so that we can make sure we can keep you informed of any training and/or disasters!*

4

Thanks again for your interest in the North Valley Animal Disaster Group. We look forward to meeting you.

2.General Incident Practices Policies

Activation

NVADG is activated by Butte County Public Health (BCPH). During activation, NVADG reports to BCPH/Animal Control.

If a request is made for NVADG to activate from other than Butte County Public Health, NVADG must first obtain permission from BCPH to be authorized to deploy as Disaster Service Workers.

If NVADG volunteers respond without BCPH authorization they are considered private citizens without the official Disaster Service Worker coverage. Approval by the NVADG Board is mandatory in the unlikely case where NVADG volunteers choose to respond to an incident without BCPH activation.

Calls to the hotline by Fire or Police dispatch do not by themselves authorize calling volunteers to help or to activate. Duty Officers should direct Police or Fire Dispatch calls to BCPH/Animal Control Linda Haller. Citizens who are calling to request help need to call 911 or animal control. Duty Officers should contact NVADG President for guidance in special situations.

Alerting and Activating NVADG Volunteers

The common activation will be in the event of large evacuation as a result of fire.

- Volunteers may receive a “heads-up” alert when there is a fire, and there is potential for evacuation. This early warning gives volunteers preparation time to adjust their schedules, gather their go-bag and be physically prepared to report to work.
- Remember, until NVADG is activated by Butte County Public Health, volunteers will not be called to action.
- The alert system is an automated call to your designated phone number, a text to your cell number (if you provided a text number) and an email. The website should be updated with information (www.nvadg.org). However, depending on the situation, any of these alerts could be delayed.
- Volunteers are responsible for updating their contact information if email or phone numbers change. Email changes to erd@nvadg.org.

Key personnel are trained to be on duty for activation calls and know how to create activation alerts and update the website. Volunteers willing to perform these responsibilities should contact key personnel about training.

Where to report:

The activation text/call/email will give instructions on where to report.

- Expect that the Small Animal shelter will be at the old County Hospital, 2279 Del Oro, Oroville. Map: <http://yhoo.it/UVvp8C>. There is no predetermined location for the Large Animal shelter.
- The evacuation team, along with hotline/dispatch/radio communication will stage at a location that makes sense to the situation.
- For disasters other than fire, the activation and response will be contingent upon the situation.

Attire

All volunteers should wear NVADG shirts, long pants, closed-toe shoes and other attire appropriate to the position. To ensure public trust, it is essential that volunteers look and act in a professional and respectable manner while volunteering for NVADG.

Incident Command

NVADG follows the Incident Command System. The command structure will expand as the number of volunteers and positions grows. All volunteers must know to whom they report, and must follow the chain of command. See Appendix D

All volunteers must be familiar with FEMA's National Incident Management System ("NIMS") for the prevention, preparedness, response, recovery and mitigation of domestic incidents. This is the ICS100 required training. NVADG follows the ICS structure for the command, control, and coordination of our Emergency operations. This system is the same for every agency that responds to an emergency and allows all agencies to work together.

The Golden Rule of ICS and Team Leadership at NVADG: You must always follow the Chain of Command and obey the directives given to you by the person you report to. Leaders will go to the person they report to when they need assistance, and so up the chain. Never ignore the chain of command and take matters into your own hands. It will create chaos, extra expense, and danger for people and the animals.

Incident Briefings:

- **Inter-agency incident briefings** are done every morning with all response agencies: Fire, Sheriff, CHP, Police, NVADG, OES, etc. All responders are brought together and given

updates and an outline of plans and goals for the day. The NVADG representative will report back on what was covered at the NVADG daily briefing. Items may include:

- Changes that occurred overnight;
 - Changes in procedures;
 - Team assignments;
 - Introductions of new people;
 - Information from the Incident Command;
 - Safety concerns, security issues, and hazards;
 - Weather outlook and concerns;
- **NVADG briefing and general communications** about the disaster situation are done with the team and written on a white board for volunteers reporting for later shifts. Depending on the structure of the response, there may be more than one briefing or debriefing, as well. Items covered during briefings include all the above plus:
- Sheltering and Evac updates, plans and goals;
 - Information from the veterinarian;
 - Volunteer staffing

Safety

Safety must always come first. All volunteers are expected to obey safety rules, exercise caution, and use good judgment. While situations may be chaotic, volunteers should always think before they act.

A word about personal safety: Volunteers must remain mindful of personal safety at all times: if you don't protect and care for yourself, you will be unable to protect and care for the animals. Worse, you put your teammates at risk and you risk needing to be personally rescued. Volunteers must know themselves and their own limitations best. Take the time to put on personal protection equipment. Keep yourself fed and hydrated, and if you need a break – take one. Remember to bring personal care items and medications and, if you have food allergies or special dietary restrictions, bring food you're able to eat.

Safety with Equipment:

1. If you don't know how to use a piece of equipment, ask for help.
2. Use the buddy system when lifting
3. Zip ties: Never use knives or box cutters to cut zip ties. Only use scissors or wire cutters.

Communications during an incident

Our goal is to communicate with volunteers, the public and our partners. However, in the first hours of an incident information and plans change rapidly. NVADG will use our hotline message, our website and Facebook, texting, emails and our electronic Call-Em-All system to

provide mass information to volunteers. Your understanding, patience and support is appreciated.

- Know that through the Incident Command System, NVADG leadership is in communication with the incident leadership.

Volunteer coordinator

In the chaotic beginning of an incident, a volunteer coordinator is desirable. This person directs volunteers as they arrive, based on the volunteer's training & experience and the needs of the incident. If a volunteer coordinator is in place, please follow his/her instructions.

Evacuation Team policies

1. To be on the Evac Team during an incident, you must have attended annual Evac Trainings. See matrix. This is for the safety of the team, the public, and the animals.
2. Always have a minimum of 2 people on a team in a vehicle
3. Evacuate only in daylight
4. Evacuate only where roads are constructed for standard 2-wheel vehicles. Keep trailers where it's safe to turn around. If you get stuck, emergency resources will have to be diverted to rescue you.

Radio Checkout and Use

Radios have a special checkout process and specific instructions about frequencies to use, using the radio and radio checks. Your radio is your lifeline. Get trained on using the radio before an incident in order to be assigned to a task that involves a radio. Refresh your skills when you check out the radio. The Radio Specialists DO NOT HAVE TIME TO TEACH YOU how to use the radio at check out.

Media

Part of the ICS command includes a Public Information Officer (PIO). Direct any media inquiries to the PIO, Group Supervisor or his/her designee.

- If you interviewed in your role as a volunteer, be mindful of the words you use and how you appear. Your community is hurting, people are losing precious belongings. NVADG volunteers are providing emergency shelter for pets so those affected can take care of the other important things.
- Be aware when TV cameras are on site. This is how the community will be assured their pets are safe. Look professional and make safe, happy animals be the focus of the filming.

Completing a 214 for Evac Team Fuel Reimbursement:

This is the current Fuel Reimbursement Procedure from Butte County:

1. Upon activation by BCPHD to respond to an emergency/disaster, NVADG shall establish a mileage log for each vehicle used for evacuation during the course of evacuation and emergency sheltering. (NVADG has established the 214 Unit Log as the mileage log)
 - a) Form 214 - Unit Log shall be used for reimbursement purposes
 - b) Original 214 forms must be used and submitted in order to receive reimbursement.
- 2) Form 214 shall contain the following information:
 - a) Name of Driver
 - b) Type of vehicle
 - c) Date of Activation and Date of Activity
 - d) Event name
 - e) Starting and ending mileage for each trip made in response to the disaster
 - i) Example: Starting mileage from home to staging area, staging area to evacuation area, evacuation area to unloading area, and back for each day vehicle is used.
 - f) Fuel reimbursements will be paid on a per mile basis and calculated based on the current federal mileage reimbursement rate.

Note:

Without a 214 completed with all this information, Butte County cannot reimburse fuel.

- There is no guarantee Butte County will reimburse fuel.
- Depending on the situation, the NVADG Board may approve some reimbursement of fuel if Butte County does not reimburse. NVADG will require the same 214 documentation for reimbursement. See section on “NVADG Purchases and Reimbursements” on page 10.

Debriefing

A NVADG debriefing is always held at the end of an incident. NVADG volunteers come together and discuss what worked well and what adjustments need to be made. Recommendations for improvements are covered and questions are addressed. Volunteers are encouraged to make a note of non-essential suggestions for improvement and bring them to the debriefing.

3. General Operations Policies**Volunteer Positions within NVADG**

NVADG needs volunteers to work year-round to provide educational outreach and to have a force of volunteers ready to respond to provide evacuation, and emergency sheltering of animals when there is a disaster. Volunteers who are willing to make time to perform these functions are encouraged to talk to NVADG leadership about volunteering.

- Board of Directors. The Board is the governing body of NVADG. Directors meet monthly, or as needed. Minutes are published to volunteers via email.
- Educational Outreach Coordinator. This vital position coordinates people, supplies, communication and more for NVADG's outreach. By educating the community on how to be prepared to evacuate with their animals, NVADG's work during an emergency is reduced. Events include animal-oriented and safety fairs, parades, fairs and meetings.
 - Outreach volunteers. Each event requires 3-7 people to help set-up, talk to people, and put everything away.
- Historian. A great position for someone who likes keeping records, taking pictures, and documenting NVADG's activities.
- Equipment care. NVADG has a variety of trailers, engines, and other equipment that need periodic attention. People with experience in maintenance would be helpful.
- Fundraising, event planning and grant writing. As a donation-funded organization, NVADG always needs to be raising money. Our cause is compelling and there are even a lot of grant opportunities. We just need someone with the know-how and time.
- Other. You'll see by reading our Board minutes that we're always looking for help with projects. If you see where you could pitch-in and help, talk to the NVADG president or a Board member.

Workers' Compensation Claims

If a DSW volunteer is injured as a result of an authorized deployment or pre-approved training, please follow procedures below:

1. Provide **SCIF 3301**, Employee's Claim, to injured DSW volunteer within 24 hours of knowledge of injury.
 - a. DSW volunteer completes 1-8 (top section) and returns to immediate supervisor.
 - b. Immediate supervisor provides copy to DSW volunteer and then completes 9-18 (bottom section).
 - c. Completed form must be submitted **within 1 working day** after receipt from DSW volunteer. DSW volunteer shall be provided a copy of the completed form.

2. Complete **SCIF 3267**, Employer's Report, within **5 calendar days** of knowledge of injury.

DSW volunteer DOES NOT complete this form or receive a copy.

OR

Complete **SCIF 3267** over the phone with a Claims Reporting Representative. This expedites the claim initiation, especially for those employers without access to the paper form.

24 – Hour Claims Reporting Center (888) 222-3211

3. Submit documents within time lines. DO NOT wait until you have all documents before submitting.
4. Keep copies of all documents in **employer's** file for injured DSW volunteer.

DOCUMENT	SCIF	CAL EMA	COMMENTS
SCIF 3267	Fax Copy & Mail Original	Fax or Scan Copy	SCIF Fax: 707-646-0543
SCIF 3301			
DSW Registration & Oath	Fax Copy		CAL EMA Fax: 916-845-8736
Incident Report			
<i>Training Pre-Authorization*</i>			
<i>Training Verification*</i>		<i>*Required for training related injuries</i>	

NVADG Purchases and Reimbursement

The Treasurer, President, and Animal Group Supervisor have authority to make purchases without the direct approval of the Board of Directors for purchases up to the amount of \$500. Whenever convenient, it is preferred to put the purchase on the Monthly Meeting Agenda and have the entire Board discuss the purchase.

Whenever possible it is preferred to pay directly with the NVADG Check Card, or a NVADG Check. If you have pre-authorization to purchase something and pay for it yourself, the Treasurer will reimburse you with a check as soon as possible. The receipt must be given to the Treasurer in order to receive reimbursement.

There is a possibility (not a guarantee) that we may be reimbursed for items used during an incident, including fuel used in personal vehicles. This is up to the discretion of the Animal Group Supervisor, and Board of Director approval. There is no guarantee, nor should there be any expectation that any expense will be reimbursed at any time. It is essential that we have proper documentation to receive reimbursement. The following are a bare minimum of what is required:

- 1) Original Receipt: Write on the receipt your name and a complete description of the item(s) purchased. Make sure the date and time are on the receipt. This must be legible. If specific items are not itemized, they must be hand-written on the receipt.
- 2) Photocopy of the Volunteer's ICS 214 (Unit Log) with complete explanation of expense, including mileage when appropriate. The specific entry shall be highlighted.
- 3) County of Butte General Claim Form properly filled out and signed.
- 4) Photocopy of the Sign in Sheet for the day the Volunteer worked. The Volunteer's name shall be highlighted.

- 5) Fuel: If requesting reimbursement for fuel, a fuel log is required of dates, times, locations, assignments, and mileage of each individual trip. It may be done on a separated sheet, or included in your Unit Log.

You'll be given instructions on how to submit for reimbursement.

Wearing NVADG T-shirts, hats, sweatshirts

Volunteers are encouraged to purchase NVADG T-shirts to wear during incidents, trainings and outreach events. NVADG clothing is not novelty wear. It's what identifies your organizational affiliation during an incident. It's an identity badge. By wearing NVADG clothing you are representing the organization.

- Never wear NVADG clothing to represent the organization, or imply you're working on behalf of the organization, to a non-NVADG event without authorization. This is especially important if you are volunteering in another capacity.
- If you let your training lapse and become an inactive volunteer, return the shirt or box it away.
- Treat your NVADG clothing as you would a uniform. No one puts on a uniform for running errands.

4. Mutual Aid and Supporting Other Organizations

Mutual Aid to Other Counties

Butte County Public Health is the entity that officially activates us. It would be possible for BCPH to activate us for a state-wide emergency, or a disaster in another county. However, under ordinary circumstances we will not be activated as a group.

- ♦ Supplies: We would lend supplies like crates and bowls if needed.

Working with the Oiled Wildlife Care Network

- ♦ NVADG volunteers are eligible to become volunteers with the Oiled Wildlife Care Network (OWCN) by following the requirements of OWCN.

Acting Individually

Being a NVADG volunteer provides you with skills that could be useful to other organizations. When you volunteer outside NVADG, please respect the following:

- Never imply an event is NVADG-related unless it truly is.
- Don't wear your NVADG shirt/sweatshirt or imply you are representing NVADG unless you are authorized.

Attachments: Note - The most current versions are posted to the website

Appendix A: Training Requirements. Most current version is at www.NVADG.org

Appendix B: Approved people and positions. Most current version is at WWW.NVADG.org

Appendix C: DSW Volunteer Policy June 2003

Appendix D: Samples of Checklists/Procedures. Most current version is at www.NVADG.org