



NVADG New Volunteer Awareness Training

Saturday and Sunday
January 21 and 22, 2023

Included here:

- 214 Form
- Acronyms
- Clear Text Examples
- Go Bag Standard Operating Guideline (SOG)
- Media / FAQs
- Mileage Form
- NVADG Incident Organization Chart
- Training Guidelines, Calendar
- Website Resources– SOGs and Forms, Log in, Blog
- WhatsApp SOG

Forms you will receive on Saturday:

- Disaster Service Worker
- Live Scan
- Volunteer Contract/Release of Liability

Animal Disaster Response Acronyms

January 2023

ACO	Animal Control Officer
ADOC	Animal Department Operations Center (Revised 2023 to ABOC)
AVMA	American Veterinary Medical Association
BCAC	Butte County Animal Control
BCSCR	Butte County Sheriff's Communications Reserve
BCFSC	Butte County Fire Safe Council
BCOEM	Butte County Office of Emergency Management
BCSO	Butte County Sheriff's Office. (Also abbreviated to SO)
BCSAR	Butte County Search and Rescue (Also BCS&R)
BOC	Branch Operations Center (Animal Control is a Program, not Department)
CalFire	Calif Dept of Forestry and Fire Protection
CalOES	Calif Office of Emergency Services
CARES	California Animal Response Emergency Systems
CART	County (or Community) Animal Response Teams
CDFA	Calif Dept of Food and Agriculture (Animal health managed under CDFA)
CERT	County Emergency Response Team
CFD	Chico Fire Department
CHP	California Highway Patrol
CSUC	Calif State University Chico
CVMA	Calif Veterinary Medical Association
CVET	California Veterinary Emergency Team
DA /DAR	Shelterly Dispatch Assignment/Dispatch Assignment Resolution
DOC	Department Operations Center (during an emergency)
DSW	Disaster Service Worker
ECC	Emergency Command Center (CalFire in Butte County)
EOC	Emergency Operating Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FRS	Family Radio Service
FEMA	Federal Emergency Management Agency
GEARS	Golden Empire Amateur Radio Society
GIS	Geographical Information System
GMRS	General Mobile Radio Service
HT	Handheld Transceiver (handheld two-way radio)
IAP	Incident Action Plan
IC	Incident Commander

Animal Disaster Response Acronyms

January 2023

ICP	Incident Command Post (one for Fire, one for Law Enforcement)
ICS	Incident Command System
IFAW	International Fund for Animal Welfare
LCES	Lookout, Communications, Escape Route, Safety Zone
LE	Law Enforcement
Mobile	Vehicle Two-way Radio
NART	National Animal Response Team
NEMS	National Emergency Management System
NIMS	National Incident Management System
NGO	Non-Governmental Organization
NVADG	North Valley Animal Disaster Group
OA	Operational Area
OARS	Oroville Amateur Radio Society
OEM	Office of Emergency Management
OFD	Oroville Fire Department
OES	Office of Emergency Services
Ops	Operations
PAWS	Paradise Animal Welfare Society
PFD	Paradise Fire Department
PHA	Paradise Horseman's Association
PIO	Public Information Officer
PTT	Push To Talk
RACES	Radio Amateur Communications Emergency System
RAS	Request for Animal Service (2023: now called SR / Service Request)
REOC	Regional Emergency Operations Center
RP	Reporting Party
SAR	Search and Rescue
SCR	Sheriff's Communications Reserve
SEMS	Standardized Emergency Management System
SOG	Standard Operating Guidelines
SOP	Standard Operating Procedures
SR	Service Request for Animal Service (New with Shelterly, 2023)
VI	Volunteer Impact, NVADG's volunteer management system
VMAT	Veterinary Medical Assistance Team
YSDADA	Yuba/Sutter Domestic Animal Disaster Assistance

Clear Text Examples

Conversational	Clear text
I can't read you, there's too much static.	Unreadable
What did you say, I didn't hear you? Someone else was talking to me.	Repeat
We are on our way to the animal evacuation.	Responding
We are going to the animal shelter in Chico. shelter	Enroute Chico animal
We are finished with the delivery of cages to the shelter and on our way back and ready for a new job.	Available
We are still at the shelter and unloaded, but we can take another job if you need us to.	Available at scene
We have arrived to evacuate the horse at 123 Elm Street.	At scene
We have just come upon a traffic accident and need to talk to you right away. Everyone needs to be quiet.	Emergency traffic
We need some additional help on this one.	Resource request
We have what we need to do this job.	Can handle
Okay, I understand what you want me to do.	Copy
AR COMM this is AR 15	AR COMM-AR15
This radio doesn't seem to be working very well. Can you hear me okay?	Radio check



North Valley Animal Disaster Group Standard Operating Guidelines

Title: GO-BAG

Objective: Suggested minimum gear for deployment

Description:

All volunteers should have a “Go-bag” with minimum gear for an unsupported deployment of up to 36 hours. It can be common during an incident that resources (including food and water) will not be available during the initial stages of an event. The nature of your assignment may dictate what equipment that you should bring.

All personnel should have:

- NVADG Identification Badge
- NVADG uniform shirt and hat, long pants, closed toe shoes, gloves
- 214, forms, cheat sheets, JIT training sheets
- Drinking water and food for 36 hours
- Personal medications
- Eyewear, sunglasses, reading glasses, contact lens maintenance products, etc.
- Cash and/or debit/credit card
- Knife, multi-tool
- Watch, time piece
- Flashlight and/or headlamp
- Pen/pencil and notepad, clipboard
- Cell Phone with 12v and 110v chargers
- Whistle
- Human and Animal First Aid Kit, CPR Mask

Evacuation/Shelter in Place Team:

- Extrication and forcible entry tools
- Heavy duty wire cutters
- Halters & leads, collars & leashes
- Map book, GPS
- Crates
- Animal food and water
- Large Human/Animal First Aid Kit
- Scanner, mobile radio, handheld radio for each team member
- Personal Protective Equipment – appropriate to incident

Optional items for your consideration:

- Sunblock, bug spray
- Change of clothes
- Toiletries
- Family radio
- Binoculars
- Jacket, warm clothing
- Tent, sleeping bag, pillow
- Rain gear
- Camera
- Ice Chest
- Folding Chair
- Bandana, N95 mask
- Eye drops (for smoke)

Related Documents Attached: n/a

Revision: January 22, 2020

Author: John Maretti

NVADG Possible Media Questions

What is your group doing here today? What is your situation? What is going on?

We are evacuating animals from _____. We have set up a Emergency Animal Shelter at _____.

How many people are working? What are their backgrounds and skill levels?

We have ___ Volunteers working today. They have all gone to mandatory training consisting of: Introduction to Animal Rescue, Incident Command System, Fireline Safety Training, Evacuation and Shelter Training, Radio Training, Animal First Aid, etc. We also have Volunteers that are RVTs, Vets, Firefighters, Nurses, etc.

What are YOU doing here today? I am the Public Information Officer; I am assisting in getting the information to pet owners... I am a shelter Volunteer; I am assisting in taking care of animals.

Why did YOU get involved? I love animals and am a great person...

What is the purpose of your organization? What is the main purpose of the group?

The purpose of the group is two-fold:

- 1) To educate the public to take responsibility for their animals by including them as part of the family disaster plan.
- 2) To work together with public and private agencies in the North Valley with the evacuation and sheltering of animals during a disaster.

What is the Mission Statement? Working with emergency services to educate the public about disaster preparedness and assist in sheltering and evacuation of animals during a disaster.

How did your organization get started?/When was the group started? The NVADG was started in the Summer of 2002.

Why was the group started?

During disasters, Emergency Services providers have found that some people will not evacuate if they can't bring their animals with them. Unfortunately, this has proven to have fatal results in Butte County.

After the devastating Marysville Flood of 1997, the California Board of Governors directed the California Department of Food and Agriculture (CDFA) to set up an Animal Disaster Plan in each county in California. At that time, Butte County's Emergency Services began to draft a Guide to Disaster preparedness and enlisted the NVADG to complete this task.

How do you receive your authority? Butte County Supervisors adopted a Resolution in 2003 initiating us as a volunteer organization directed by Butte County Public Health Animal Control Department.

What type of training does your group have? They have all gone to mandatory training for their positions, including: Introduction to Animal Rescue, Incident Command System, Fireline Safety Training, Evacuation and Shelter Training, Radio Training, Animal First Aid, etc

Do you need additional volunteers? Who? What type of skills do they need? Where should they go? Because of the training and background checks required, unless the situation is critical only trained volunteers

and mutual aid are used for the animal response. During non-emergency times, prospective Volunteers can check our webpage at www.nvadg.org for dates of any new training.

Do you need donations of money or supplies? What and where? Currently we need cash. Donations are tax deductible and can be sent to: PO Box 441, Chico CA 95927, or donate directly on our webpage at www.nvadg.org by using Paypal.

How is the group funded? We are a non-profit organization that relies on the generosity of our community and on grants. Donations are tax deductible and can be sent to: PO Box 441, Chico CA 95927, or donate directly on our webpage at www.nvadg.org by using Paypal.

What should the public be doing to help protect their own animals? Have agreements with your neighbors that you will take care of each other's animals when you are gone. Have a safe place to take your animals if you have to evacuate.

How many animals have you cared for so far? Statistics?

How can you rationalize spending resources on animals when people need help? Humans are a priority. Professional Law Enforcement and Firefighters are all assisting with human needs. All of the Volunteers in our group are ADDITIONAL personnel that have been assigned specifically for animal issues.

Where can people go to reclaim their pets? The Emergency Animal Shelter is located at: _____.

Are any recovered animals up for adoption? All unclaimed animals will be turned over the local Shelters. They may be adopted after the required waiting period.

Are there local Veterinarians involved? Yes. A few years ago our legislators created and funded a specific veterinary response for disasters, which is being used today. It's out of UC Davis and is called CVET. It uses local Veterinarians and RVTs as well as statewide veterinary resources. Our local Veterinarian offices are very important and are assisting us today.

What is considered a "disaster" and who will make the call on it? State, County? The County or City will determine if a local disaster is declared. A disaster does not have to be declared for NVADG to be activated.

What gives your group the legal right to come on a stranger's property and remove their animals without their permission? We only respond when specifically requested by a property owner.

We heard a rumor of... Don't respond to any rumors.

Don't answer any questions about the cause of the fire/flood, or acreage burned, etc. Direct the person to the Fire Information Officer.

The Golden Rule: If you don't know the answer – say, "I don't know the answer, but will find out and get back to you."

Who are the "co-operating" groups?

Butte County
Butte County Animal Control
Cal-Fire/Butte County Fire
Butte County Search and Rescue
Chico, Paradise, and Oroville Animal Control

City of Chico
Butte Humane Society
Butte County Fire Safe Council
Butte County Sheriff's Office Communications Reserve Unit
American Red Cross
International Fund for Animal Welfare (IFAW)
Halter Project
Humane Society of the United States (HSUS)
ASPCA
Red Rover
American Humane Association
Paradise Horseman's Association
UC Davis Calif Veterinary Response Team (CVET)
California Animal Response Emergency System (CARES)
Oiled Wildlife Care Network

“Elevator Story”

NVADG stands for the North Valley Animal Disaster Group. It was started in 2002 after there were several deaths from people who refused to leave their animals behind during a wildland fire, even though an Evacuation Order had been issued. Our Mission Statement is to educate people about disaster preparedness. During a disaster, we set up temporary animal shelters for homes that have been evacuated. Our Evacuation Teams train with the Fire Department and have protective equipment and radios so that they can go behind the road blocks and bring people's animals out to be united with their owners.

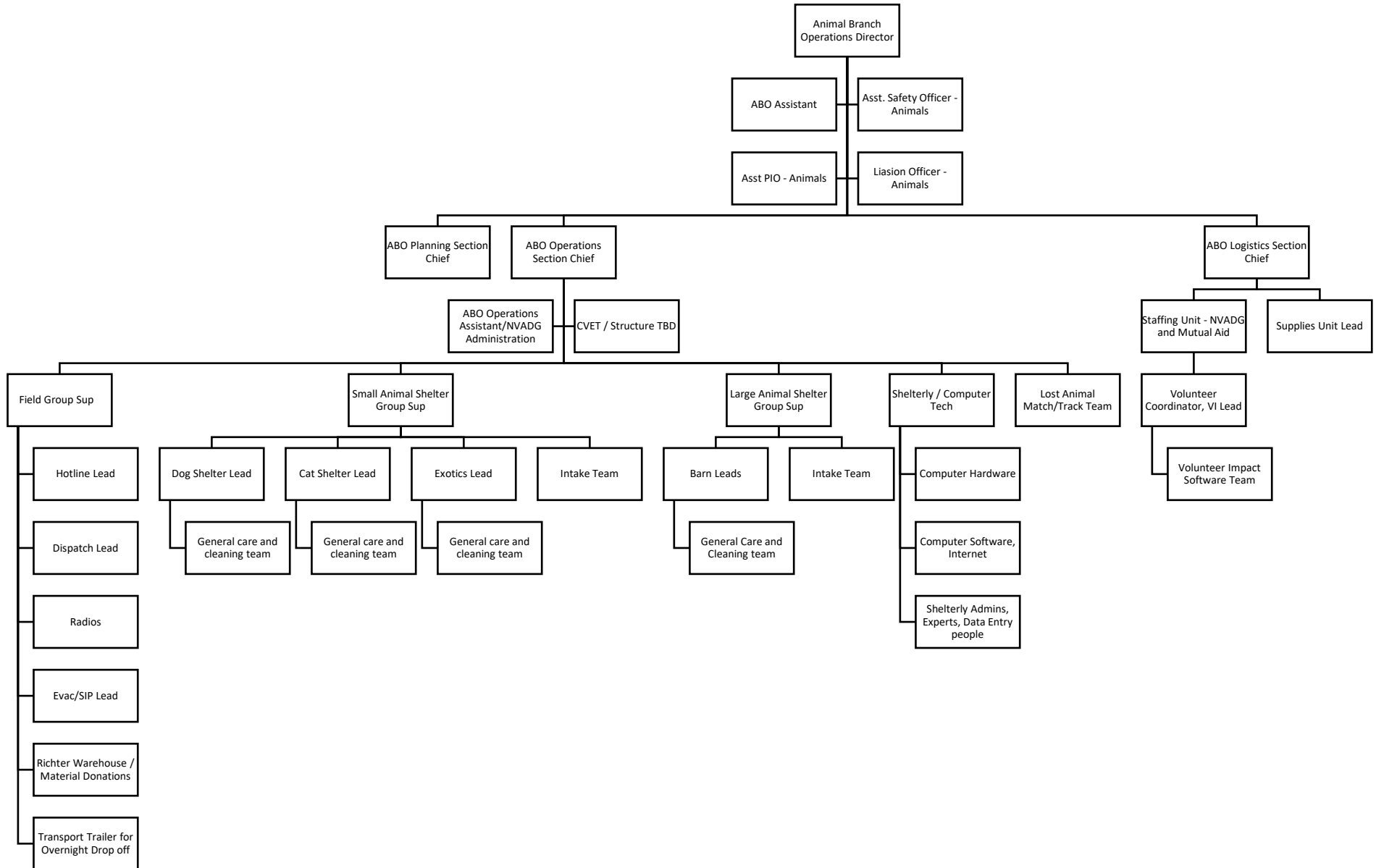
Butte County has declared NVADG the local Disaster Animal Response Team via County Resolution. All of our volunteers are sworn in as California Disaster Service Workers by Butte County Emergency Management.

We are also part of the International Fund for Animal Welfare Emergency Response Network. This gives our volunteers the opportunity to assist other communities in times of need, as well as having additional resources available to Butte County if we are overwhelmed.

We are a non-profit organization; we have no paid employees. We are able to purchase rescue equipment and pay for trainings because of donations from people like you.

If you would like to become a volunteer, or make a donation, please visit our webpage at www.nvadg.org, and join us on Facebook.

NVADG / Animal Branch Operations (ABO) Incident Organization Chart



Training Schedule









During ordinary disaster incidents only NVADG-trained Disaster Service Worker (DSW) volunteers are activated for emergency sheltering and evacuation.

We train new NVADG volunteers over the 3rd weekend of January each year. The required basic orientation training is 16-hours, done over Saturday and Sunday. There is a ton of behind-the-scenes work to account for new volunteers training, contacts, background check and more. For that reason we do all new volunteers at once, and once a year. Calendar the 3rd weekend for next January and plan to sign-up in December!

NVADG volunteers train year-round. To see our current scheduled trainings, [click here.](#)

▼ NVADG- 2023 Training



Activity	Shifts	Start	End
 NVADG - 2/15 & 2/16 Shelterly Operational - Dispatch/Debrief Day 1 and 2	2	2/15/2023	2/16/2023
 NVADG- 02/06 Hotline Operator Basics - Zoom Class	1	2/6/2023	2/6/2023
 NVADG- 02/08 Hotline Operator Basics - In Person Class	1	2/8/2023	2/8/2023
 NVADG- 03/06 PG&E First Responder Training	1	3/6/2023	3/6/2023
 NVADG- 03/11 Animal Shelter Operational	1	3/11/2023	3/11/2023
 NVADG- 04/14 - 04/16 ICS300	3	4/14/2023	4/16/2023
 NVADG- 05/12 - 05/14 Animal Technical Rescue Awareness & Technician	3	5/12/2023	5/14/2023
 NVADG- 05/13 Hands On! Large animal handling- Focus on Horses	2	5/13/2023	5/13/2023
 NVADG- 06/24 Animal First Aid	1	6/24/2023	6/24/2023

Mission Statement

Training Schedule as of January 17, 2023. Subject to change.



North Valley Animal Disaster Group Standard Operating Guidelines

Title: TRAINING GUIDELINES 2023

Objective: Set a standard for minimum training for positions.

Description: Below is the required and recommended training for various positions. The Team Lead has the discretion to substitute outside training and/or experience to meet any requirement on an individual case-by-case basis.

Position	Requirement	Recommended
Small Animal Sheltering	New Volunteer Training	Small Animal Handling Intake and Forms Animal First Aid Shelterly Operational-Shelters
Large Animal Sheltering	LAS Operations Large Animal Handling Shelterly Awareness presented at 2023 New and Refresher Trainings	Intake and Forms Animal First Aid Shelterly Operational-Shelters
Evacuation Team	Small & Large Animal Handling Shelterly Awareness presented at 2023 New and Refresher Trainings Bi-annual Animal First Aid Radio Operational Evacuation Operational Evac Towing * Fireline Safety** Pass Driving Rodeo Pass Physical Fitness Test Pass Interview by Team Lead	Human CPR & First Aid Intake and Forms Shelterly Operational – Dispatch/Debrief

Technical Rescue Team	Low Rope Rescue Operational Pass Physical Fitness Test Attend min of 2 trainings/year	Rope Rescue Technician River and Flood Rescue Technician Animal Technical Rescue
Technical Rescue Single Incident Response	Low Rope Rescue Operational Animal Technical Rescue Small & Large Animal Handling Pass Physical Fitness Test Pass Interview by Team Lead Attend min of 4 trainings/year	Rope Rescue Technician Swiftwater – if water related
Dispatch/Radio Operator	Dispatch/Radio Operations Intake and Forms Shelterly Operational - Dispatch/Debrief	Hotline Training Shelterly Operational-Hotline Shelterly Technical Evacuation Operations
Hotline***	Hotline Basic Training Intake and Forms	Shelterly Operational-Hotline Shelterly Operational- Dispatch/Debrief Shelterly Technical All NVADG training classes will help answer caller questions
Data Entry Specialists for Shelterly	Shelterly Awareness presented at 2023 New and Refresher Trainings Hotline Basic Training Shelterly Operational-Hotline Shelterly Operational- Dispatch/Debrief Shelterly Operational: Shelters	Dispatch/Radio Operations Evacuation Operational Shelterly Technical
EOC/ABOC	ICS 100, 200, 700, 300 Animal Focus ICS-300 for ABOC Google Workspace Hotline Basics Evacuation Operational Shelter Operations	ICS 800 The more you understand NVADG functions, the better you will be at ABOC positions.
ABOC Logistics Staffing	Shelterly Awareness presented at 2023 New and Refresher Trainings Volunteer Impact training	The more you understand NVADG functions, the better you will be at scheduling staff.

Supervisory/Lead	Team Requirements for Area ICS 200, 700 Google Workspace Shelterly Operations for Area	ICS 300, 800 Shelterly Technical
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*In-person or Virtual

**Recommended Annually, Required Bi-annually, Fire Shelter practice required

***Hotline remote by special authorization only

For the purpose of this document, Animal Handling is synonymous with Animal Behavior.

Virtual Training: Certain requirements may be met by virtual training depending on circumstances and approval of Lead/Instructor. This may include (live or recorded) Zoom, videos, etc.

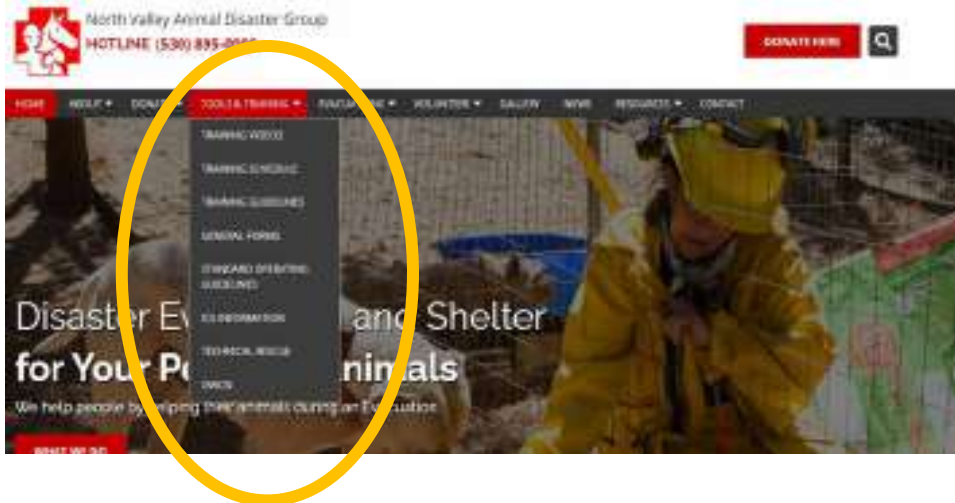
Reciprocity: Certain requirements may be met by non-NVADG classes by approval of Lead/Instructor.

Proficiency: In obvious areas where an individual shows proficiency, the training requirement may be waived by the Lead/Instructor. For example, a Veterinarian or RVT is automatically assumed to be proficient in Animal First Aid, and a Firefighter is automatically assumed to be proficient in Fire Line Safety.

Shelterly: There are three basic levels of training: Awareness, Operational and Technical.

- Awareness training is given at New and Refresher trainings, and is open to all volunteers.
- Operational training is given for three topics: 1) Hotline, 2) Dispatch/Debrief, and 3) Shelters. These classes will be scheduled between February and May. Due to the enormous risk, **only extremely proficient volunteers will enter information during an incident.**
- **Technical training requirements include participating in monthly “scenarios” and meeting once a month for six months to keep skills current.** Technical training is met by taking all 3 operational trainings or through a scheduled Technical Training class. Final approval for the Technical level is determined by Shelterly Administration.

Classes are Shelterly Operational-Hotline, Shelterly Operational-Dispatch/Debrief, Shelterly Operational-Shelters, and Shelterly Technical. Shelterly Awareness was presented at the 2023 New Volunteer Training and the 2023 Refresher Training.

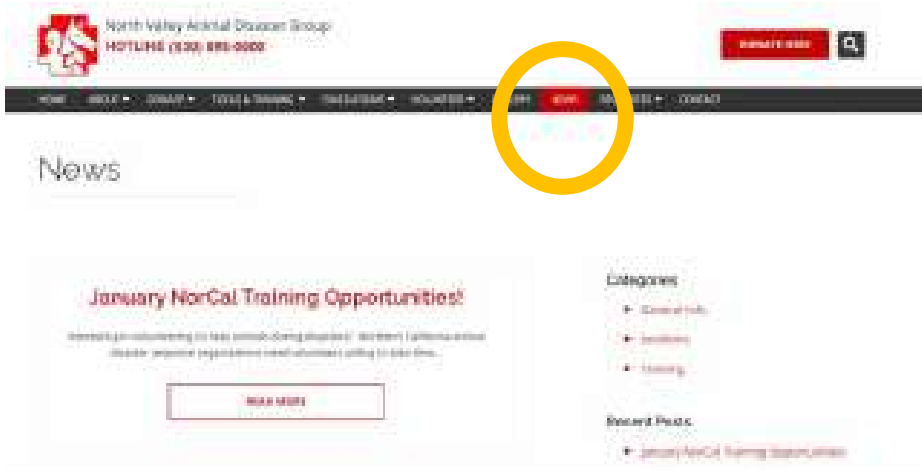
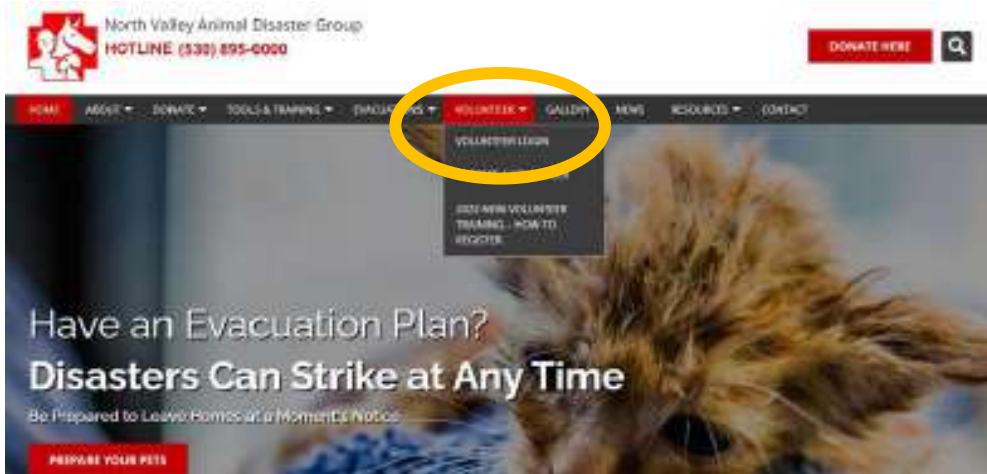


Website Resources

Training and Forms

Volunteer Impact Log In

News Blogs





The NVADG Website has a Ton of Information

www.nvadg.org

Standard Operating Guidelines - Menu Tools & Training

For reminders about what has been covered in Awareness Trainings, take a look at these SOGs:

- Activation
- Cat Shelter
- Community Outreach
- Decontamination
- Documentation
- Dog Shelter
- DSW Identification Badges
- Evacuation Team
- Go Bag
- Hotline Operator
- Incident Command System
- Media and PIO
- Mutual Aid Guidelines
- Organization
- Oiled Wildlife Care Network
- Photo Policy
- Privacy
- Radio
- Safety
- Shelter In Place
- Small Animal Shelter
- Social Media
- Technical Rescue Team
- Trailer and Vehicle Driving Tests
- Training Guidelines
- Uniforms
- Veterinarians
- Volunteer Behavior
- Volunteer Requirements
- WhatsApp
- Wildlife

General Forms – Menu item Tools & Training

Here's where NVADG posts the instructions, forms, protocols and checklists we use in preparation for, and during, an incident. Bookmark this page so you can find it when you need it!

- **NOTE: Many of these processes are evolving as we incorporate Shelterly. Use the information you get at hands-on training if there is a difference.**
- **Paper forms will be used in case of loss of electronic access.**

Forms Needed for Every Activation

- 214
- Sign-in Sheet
- Mileage Claim Form

Checklists

- Small Animal Shelter
- Cat Shelter
- Dog Shelter
- Intake
- PIO/Media
- Safety
- Incident Command Post (ICP)

Shelter Procedures

- Animal Housing Grid – Cats
- Animal Housing Grid – Dogs
- Animal Location Inventory
- Animal Transfer Index
- Cat Shelter Protocols
- Daily Medical Treatment Log
- Dog Shelter Protocols
- Exotic Protocols
- Family Radio Sign-out
- Intake Daily In and Out Tracking
- Intake Form Completion – How To
- Isolation Protocols
- Isolation Time Checked
- Large Animal Care Schedule

- Large Animal Shelter Counts
- Large Animal Shelter Nightly Routine
- Master Intake List
- Small Animal Shelter Nightly Routine
- Small Animal Shelter Counts
- Visitor Protocols

Evacuation Forms

- Digital Radio Personal Responsibility
- SIP Notice
- Trailer Certification
- Vehicle Inspection Form

General Forms Incident Related

- Fillable PDF Service Request 2023 (Request for Animal Service)
- Distribution of Donated Goods Log Form
- Donation of Goods Receiving Log
- Incident Injury Accident Report
- Sign-in Sheet Remote work

General Forms Administration

- Activity Set-up Form for Volunteer Impact
- Bite Report
- Expenditure Form
- Reimbursement Form
- Forklift Evaluation and Agreement

Camelot / Large Animal Shelter (LAS) Forms

- LAS Equipment Maintenance Log
- LAS Facility Task Log



North Valley Animal Disaster Group Standard Operating Guidelines

Title: WhatsApp

Objective: To provide guidelines for the use of the WhatsApp application

Description: WhatsApp is an excellent communication tool that can be used routinely, and during deployments. It can have pre-designated groups, and can also quickly set up specific-need groups. When used properly, information is shared with the correct personnel instantly – and only the pertinent personnel. When used improperly, non-pertinent information is over-shared with busy people who have no need to see the information. Here are some guidelines:

- Set up separate specifically-designed groups, so that only specific people are contacted.
- Use short, brief phrasing, as if you were talking on the radio.
- Only send media-usable photos with action, and volunteers with their NVADG logo showing.
- Do NOT use please and thank you. It is polite, but takes up valuable time and space.
- If you have a message for one person, don't bother the entire group with your private message. Phone or text them privately, or click on their name in WhatsApp and chose "reply." That enables you to send a WhatsApp message just to that one person, without disturbing the entire group.
- Feel free to use the "Exit Group" feature, but know that you will permanently lose any threads.

For additional information, go to: <https://www.whatsapp.com/>

Related Documents Attached: n/a

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Author: John Maretti