



# Animal Branch Operations Center (ABOC) Job Aid

## ABOC Operations Section Chief



Name: \_\_\_\_\_ Date: \_\_\_\_\_ Event: \_\_\_\_\_

\* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section.  
Completed Job Aid will be reviewed at transfer of duties and maintained for future reference.

Time Done	
	<b>OVERVIEW</b>
	<p><b>The ABOC Operations Section assists development of strategy and identifies, supports and supervises the functional units tasked to accomplish incident objectives. The ABOC Section Chief oversees the Animal Branch Operations (ABO) Field Groups and Units.</b></p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> <li>• Temporary animal sheltering operations in emergency environment.</li> <li>• Field operations for animal evacuation, animal shelter-in-place and operations meeting representation for Animal Branch Operations (ABO) response.</li> <li>• Field communications for ABO response.</li> <li>• Technical oversight of animal tracking software program and equipment.</li> <li>• Functions are performed primarily with volunteers and mutual aid.</li> <li>• Serve as ABOC Liaison officer.</li> </ul>
	<b>POSITION OVERVIEW</b>
	<ul style="list-style-type: none"> <li>• The ABOC Operations Section Chief manages tactical incident activities to achieve incident objectives and oversees ABO Incident Action Plan (IAP) implementation at Shelters, Evacuation, Shelter-in-Place, Communications/Radio, Hotline/Dispatch, Shelterly and Lost Animal units. These are the ABO Field Groups and Units.</li> <li>• This position requires advanced knowledge of disaster operations, animal care and behavior, field operations and ICS systems.</li> <li>• The ABOC Operations Section Chief must have ability to multi-task and identify the unique support needs and solutions that work for animals and volunteers.</li> </ul>
	<b>REPORTS TO</b>
	ABOC Director
	<b>WHO REPORTS TO</b>
	<ul style="list-style-type: none"> <li>• Field Staging Group Supervisor</li> <li>• Shelter Group Supervisor</li> <li>• Shelterly Incident Lead</li> <li>• Lost Animal Matching/Tracking Lead</li> <li>• Veterinarian support - TBD</li> </ul>

	<b>PLANS &amp; REPORTS – What you create</b>
	<ul style="list-style-type: none"> <li>• Assure information from units is collected for the ABO IAP.</li> <li>• Assist as needed with completion of all forms in the ABO IAP.</li> </ul>
	<b>FORMS &amp; GUIDES – What you use</b>
	<ul style="list-style-type: none"> <li>• 214</li> <li>• ABOC Section Chief Job Aid</li> <li>• Sign-in sheets and electronic sign in</li> <li>• EOC IAP</li> <li>• ABO IAP</li> <li>• ICS 205 Radio Frequencies</li> <li>• ABO Sit/Stat</li> <li>• Shelterly Reports</li> <li>• Planning P and schedule of daily meetings</li> </ul>
	<b>TECHNOLOGY – What you need</b>
	<ul style="list-style-type: none"> <li>• Cell phone</li> <li>• Computer with internet access</li> <li>• Google Workspace access</li> <li>• Google Sheets</li> <li>• WhatsApp</li> <li>• Shelterly</li> <li>• Response Admin for electronic sign in/out</li> <li>• Adobe reader</li> <li>• MS Office – Word, Excel</li> </ul>
	<b>RESOURCES – What can help</b>
	<ul style="list-style-type: none"> <li>• BCAC equipment, trucks, trailers, ACO officers</li> <li>• NVADG equipment, facilities</li> <li>• NVADG Radio, hand held and mobile</li> <li>• If possible, obtain someone to drive when attending meetings, to allow you to continue working.</li> <li>• Information in NVADG Google Workspace.</li> </ul>
	<b>COORDINATE WITH</b>
	<ul style="list-style-type: none"> <li>• Sheriff and Cal Fire for evacuation safety</li> <li>• ACOs and Veterinarians for field and shelter animal assessment</li> <li>• PIO group for distribution of shelter and animal updates/stories</li> <li>• NVADG for special purchases</li> </ul>

<b>ASSIGNMENTS / DUTIES</b>	
	<ul style="list-style-type: none"> <li>• Ensure proper process of operations is being done in the field. Establish Groups and Units as needed.</li> <li>• Establish reliable two-way communication with Leads and Supervisors to receive and resolve questions, issues and conflicts. This includes Radio/Comms, Hotline, Dispatch, Shelters, Evacuation and Shelterly units. <ul style="list-style-type: none"> <li>○ These units depend on engaged and motivated volunteers to achieve results, and they directly interact with the public.</li> <li>○ These units are on the front line of what is happening from the community perspective of the disaster. They experience situations as they occur and are good informants and reporters for situation/status reporting.</li> </ul> </li> <li>• Assist in creating ABO tactics and strategies to complete operational objectives. Using field information, provide realistic evaluations and solutions to create achievable tactical objectives. Assist ABO field operations in identifying needs of personnel and supplies.</li> <li>• Direct and communicate with assigned units daily. Communicate priorities, objectives, strategies, and any changes or potential changes. Follow up on assignments and assess tactical improvements.</li> <li>• Ensure that assigned objectives and expectations for the operational period are reasonable and achievable.</li> <li>• ABOC Operations Chief or designee will attend 0700 Fire daily briefings, then take info immediately to Evacuation team dispatch location for all-hands morning briefing before the teams leave for their field assignments. This gives field teams the most up to date information.</li> <li>• ABOC Operations Chief or designee will attend ABOC daily morning briefings, daily Cooperators meeting, and communicate information to assigned units and key volunteers.</li> <li>• Have updates from meetings and field reports for ABO IAP to ABOC Planning Section daily by established time.</li> <li>• ABOC Operations Chief or designee will attend evening ABOC tactics conference call.</li> <li>• ABOC Operations Chief or designee will attend evening ABOC planning meeting.</li> <li>• Work with Leads and/or Supervisors to develop contingency plans for expansion and/or increased capacity if incident grows. Appoint project manager to coordinate, if needed.</li> <li>• Upon request, coordinate with Animal Control Program Manager to assign an Animal Control Officer to evaluate shelter-in-place animals for health and welfare, and/or whether they should be evacuated.</li> </ul>
<b>SET UP / START OF INCIDENT</b>	
	<ul style="list-style-type: none"> <li>• Begin 214.</li> <li>• Assist with Start of Incident Checklist along with NVADG Duty Officer and ABOC Director.</li> <li>• Check in with Shelter Group Supervisor or Shelter Leads. Assure enough staffing support and start up supplies are in process.</li> <li>• Check in with Staging Group Supervisor regarding Evacuation Teams: <ul style="list-style-type: none"> <li>○ Evacuation needs to hear from ABOC Director that they are cleared to go by both Fire and Sheriff. Assume that communication duty if necessary.</li> <li>○ Decision by ABOC Director on whether it is too late in the day to start evacuations.</li> <li>○ Assure these decisions are relayed via WhatsApp to set expectations for Hotline, Dispatch, Shelters, and ABOC Resource Unit Staffing.</li> </ul> </li> <li>• Check in with ABO Staging Group Supervisor regarding radio programming and availability.</li> <li>• Check in with ABO Staging Group Supervisor regarding number of Dispatch assignments in the</li> </ul>

	<p>queue.</p> <ul style="list-style-type: none"> <li>• Check in with Shelterly Group to assure Shelterly incident is activated and working.</li> <li>• Relay messaging information to ABOC Planning Resource/Volunteer Impact Technician for email/text/calls to volunteers.</li> <li>• Coordinate with ABOC Director to relay shelter opening times and addresses to EOC PIO and PIO-Animals for media and social media.</li> <li>• Confirm means of communications, collect ABO ICS 207 Org Chart names and phone numbers.</li> <li>• Set times for meetings and when information on counts will be required.</li> </ul>
<b>SHIFT CHANGE / TRANSFER OF DUTIES</b>	
	<ul style="list-style-type: none"> <li>• If possible, have next ABOC Operations Section Chief job shadow for one day.</li> <li>• Update Job Aid template with any new or revised duties. Explain how to use Job Aid.</li> <li>• Assure they have electronic sign-in access, schedule for meetings and other tools.</li> <li>• Reassign function email to new person, update IAP reporting to reflect new name and phone number.</li> <li>• Make face-to-face introductions to key people and provide a full contact list.</li> <li>• Assure new person is included in all distribution lists and has access to all reports.</li> <li>• Give update on current situation, areas of concern for each function: Field/Staging, Shelters, Technology/Shelterly, Matching Lost Animals. Explain current logistical support needed.</li> <li>• Provide intel on expected 24 – 72 hour and beyond outlook.</li> <li>• Turn over all documentation including Job Aids with tasks and unfinished business. Also, full contact list.</li> <li>• Leave phone number where you can be reached if further information is needed.</li> </ul>
<b>THINGS TO CONSIDER</b>	
	<ul style="list-style-type: none"> <li>• Assist ABOC Director with assignments and duties. This position serves as second in command.</li> <li>• Appoint a Deputy ABOC Operations Chief, or assign an assistant, as needed. Having a driver will allow you to work when you travel between locations for meetings.</li> <li>• All ABO functional needs are dependent on the size of the incident, the day, other competing incidents, and the population of the location(s) being evacuated.             <ul style="list-style-type: none"> <li>○ A short incident lasts 3-4 days and can be managed by NVADG volunteers and Butte County DSWs.</li> <li>○ A medium size incident lasts a week. Usually, can be managed by NVADG volunteers and Butte County DSWs.</li> <li>○ A large incident goes beyond a week and overwhelms the volunteer workforce. If it goes beyond Week 2 with a month or longer potential, it will require an Incident Management Team for the ABOC and workers who can commit to a 5-7 day assignment. Many of these will need to be paid workers.</li> <li>○ A low-count animal incident involves a low number of volunteers (58-60 volunteers) and less than 100 animals.</li> <li>○ A mid-count animal incident involves 88-100 workers for a few hundred animals.</li> <li>○ A high-count animal incident will require hundreds of workers to care for 400+ animals. These workers will have be sources outside of Butte County.</li> </ul> </li> <li>• Every new evacuation and every new repopulation create extra work and bottlenecks to various</li> </ul>

	<p>ABO functions.</p> <ul style="list-style-type: none"><li>• Use suitable communication techniques to share relevant information with appropriate workers in a timely basis to accomplish objectives in a potentially rapidly changing environment. Use WhatsApp and the Key People group to share information quickly. Confirm with Leads and Supervisors they are meeting and sharing information with their volunteer workers.</li></ul>
<b>DEMOBILIZATION</b>	
	<ul style="list-style-type: none"><li>• Deactivate position when authorized by ABOC Director and follow Demobilization directions.</li><li>• Work with ABOC Logistics to ensure all “return required” resources have been returned.</li><li>• Consumable supplies need to be replenished at end of incident to prepare for next incident.</li><li>• ABOC Director or Animal Control will determine protocols for unclaimed animals.</li><li>• Shelter in Place teams must contact owners to assure they are home to take care of their animals before they can close the Service Request.</li><li>• Shelter workers will call owners to pick up their animals. Clean/disinfect and disassemble crates and kennels. Order restock of disposable supplies.</li><li>• All units assure paperwork is submitted as required.</li><li>• All volunteers submit 214’s and mileage claims to designated NVADG Lead.</li><li>• Complete all required forms, reports, and other documentation.</li><li>• Be prepared to provide input to the after-action report.</li><li>• Work with all Groups and Units to assure there is staffing and resources to clean up and put supplies/equipment away.</li><li>• Request additional NVADG volunteer personnel if needed to help clean and put away.</li><li>• Assure trash, food, animal food and other rodent attractors are removed from trailers and facilities.</li><li>• Give thought to need for mental health support for volunteers and mutual aid. Research and/or identify options and publish information to all volunteers.</li></ul>
<b>TASKS (PENDING)</b>	

NOTES	

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ am / pm