



Animal Branch Operations Center (ABOC) Job Aid

ABOC Planning Resource Unit Lead



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	
OVERVIEW	
	<p>The ABOC Planning Resource Unit Leader sources, requests, tracks, coordinates, and follows up to obtain the volunteers, mutual aid and paid staff needed to support the animal response. Requires proficiency in Volunteer Impact.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Requesting, obtaining and tracking personnel to support Animal Branch Operations (ABO) using NVADG volunteers, mutual aid, government resources and Butte County employees assigned as DSWs. • Coordinating with Volunteer Impact (VI) Technician on assignments. • Knowing unique training requirements for animal response. • Identifying alternate options when there are not enough volunteers / mutual aid workers.
POSITION OVERVIEW	
	<ul style="list-style-type: none"> • The animal response takes an extraordinary number of workers, most of whom will be volunteers. This requires ongoing coordination between supply, demand, scheduling, and follow-up. Clear and supportive communication is required in this high-stress position. • The ABOC Resource Unit will identify staffing needs based on animal and service request count, as well as assuring no volunteers work more than six days in a row or over 12 hours a day for multiple days. • The ABOC Resource Unit will source, schedule, sign-in, badge, track, and orient mutual aid workers. Actual sourcing through EMMA and MRT may be done by the EOC; that will be determined by the circumstances during the incident. • Mutual Aid requests focus on Animal Control Officers and Independent Animal Disaster Response organizations like IFAW, ASPCA, County Animal Response Teams (CARTs), etc. Check with the ABO Director on the most current protocol for requesting Animal mutual aid. • Requires good knowledge of EMMA/EMAC/MRT system and options to escalate mutual aid needs. • This position is best filled by people who can commit to a prolonged assignment. • If the incident risks going more than 3 days, position should begin working on mutual aid at the outset of the incident.
REPORTS TO	
	ABOC Planning Section Chief

	WHO REPORTS TO
	<ul style="list-style-type: none"> • Volunteer Impact Technician (VI Tech)
	PLANS & REPORTS – What you create
	<ul style="list-style-type: none"> • 207 Org Chart – assist creating • 204s for each function – assist creating • Master Staffing Excel Spreadsheet with name and schedule
	FORMS & GUIDES – What you use
	<ul style="list-style-type: none"> • 214, electronic sign-in, paper sign-in • ABOC Planning Resource Unit Job Aid • Blanks: 204 ABO Assignment List 207 ABO-specific Organization Chart • Planning P and schedule of daily meetings • EOC IAP, ABO IAP, ABO Sit/Stat • Volunteer Impact (VI) Reports • ICS 211 check in list for Mutual Aid • CARES Volunteer / Agency Resource Catalog • CARES Feb 2022 Resource Request Process Manual https://www.cdfa.ca.gov/AHFSS/Animal_Health/eprs/cares/ • Master Staffing Spreadsheet (Excel format) • Job Aids for all positions within Animal Branch Operations to identify job duties
	TECHNOLOGY – What you need
	<ul style="list-style-type: none"> • Cell phone • Volunteer Impact – Administrator credentials • Shelterly • Computer with internet access • WhatsApp • Email for position • Excel staffing chart • Google workspace • Ring Central • Electronic Sign In app – Administrator access to review who is present • Microsoft Office • Adobe full access
	RESOURCES – What can help
	<ul style="list-style-type: none"> • Shelterly – see # of Service Requests and animals in Shelters. • Phone numbers for Butte County, Mutual aid, and NVADG Leads. • ABO ICS 207 Org Chart. • ABO ICS 204, Assignment List. • Current Mutual Aid instructions for animal response during a disaster. • Whiteboard for Master ABO Staffing Org Chart, transfer to 207 and 204. • Instructions on how to use Volunteer Impact Google Form Link for scheduling (In VI). • Shelterly report of animals in Shelters and open/assigned Service Requests. • Planning for staffing: <ul style="list-style-type: none"> ○ Cats: 1 person per 15 cats

	<ul style="list-style-type: none"> ○ Dogs: 2 per 11 dogs ○ Exotics: 1 per 15 animals ○ Small Shelter Intake: 6-10 ○ Small Shelter Leads: 5 (Lead, Dogs, Cats, Exotics, Intake) ○ Horses: 2 per 20 ○ Pigs: 2 per 10 ○ General livestock: 2 per 50 ○ Feather Barn: 2 per 110 birds ○ Intake: 6 ○ Leads: 3 (Lead, Barn, Intake) ○ Hotline: 3-10 ○ Dispatch: 3 ○ Radio Operations: 1 ○ Shelterly Data Entry Techs: 3-5 (Dispatch/Debrief, Hotline) ○ Evacuation: Dependent upon # of Requests. 10-50 ○ Warehouse: 1 ○ Lost Animals – 1-2 ○ Staging Group Supervisor – 1 ○ Shelterly Techs: TBD ○ ABOC staff: 9
COORDINATE WITH	
	<ul style="list-style-type: none"> • EOC personnel sourcing upon agreements through ABOC Planning Section Chief and EOC Planning Section Chief. • NVADG Volunteer Impact Team. • ABO Unit and Group Supervisors and Leads.
ASSIGNMENTS / DUTIES	
	<ul style="list-style-type: none"> • Working in partnership with Volunteer Impact Technician, source, schedule, prioritize, and fill the daily 60+ personnel slots covering 35 functions of Animal Branch Operations. Know that NVADG volunteers are trained to fill multiple positions. • Assure Veterinarian care and housing is being coordinated. Assist with or assume scheduling and housing (through ABO Logistics) if needed. • The ABO Resource Unit Lead may work to source workers and volunteers from non-NVADG pools: Butte County employees, Non-Government Organization Mutual Aid (CARTs, IFAW, ASPCA, etc), Regional, State and Federal agency mutual aid. Confirm with ABOC Planning Section Chief. <ul style="list-style-type: none"> ○ For EMMA, submit request with complete and accurate information. Use FEMA resource typing for animal operations. If a position doesn't fit, be very specific about what person will be doing. State any certification required (Fireline Training). Have means to immediately be able to approve schedule for potential responders. • The Resource Unit Lead keeps the master staffing schedule via excel spreadsheet. • Complete daily 207s and 204s for each function and give to ABOC Planning Section Chief by designated time. • Coordinate with ABOC Planning Section Chief on alternate tactics if staffing minimums cannot be met.

	<ul style="list-style-type: none"> • Assure no volunteers work more than 6 days in a row or more than 12 hours a day for multiple days. Assure volunteers are not stranded working alone. • Coordinate with VI Tech: Clarify with all leads on their true minimum staffing needs. There is an ideal ratio of worker-to-animal, and there is a minimum needed. Check in directly if you don't hear from units. • Maintain check-in/check-out of mutual aid resources, and badge assignment. (Does not apply to NVADG volunteers). • Assure mutual aid workers complete demobilization/release of duty paperwork (EMMA 3,4,5) • Working with ABO Groups and Units, establish the appropriate level of staffing, continuously monitoring effectiveness and modifying as required. The staffing levels are based on the formula under the "Resources" section in this Job Aid, but may be modified by ABO Planning Section Chief if necessary. The number of actual people working can be confirmed with the electronic sign-in or the Lead. Leads can also confirm the minimum number of workers they need, contingent on animal behavior and volunteer skills. • Coordinate with VI Technician: Work with Volunteer Communication (PIO – Animal, or ABOC Operations Section Chief) to update NVADG volunteers on the situation and need for staffing. • Provide ABOC Planning the information for the ICS 204 with names and contact of Leads for each unit. Also assist with ABO ICS 215 Operational Planning Worksheet daily.
SET UP / START OF INCIDENT	
	<ul style="list-style-type: none"> • Working in partnership with VI Tech, assume scheduling duties from Duty Officer. Update Animal Branch Operations Org Chart constantly as new people volunteer for duty. Continue initial activation volunteer assignments and assure all key positions are filled. • Assure someone activates Sign In App and QR code with Ops Periods. • Activate/obtain/assign 213 Web Form access. (NOTE: get instructions) • Activate/obtain/assign email address. (NOTE: get instructions) • Along with ABOC Planning Chief, make face-to-face introduction with EOC personnel unit, whether Logistics or Planning, and explain/define roles. ABOC focuses on Animal Response workers, EOC focuses on all other. • Within the pool of Butte County employees are those who are NVADG volunteers and/or trained to work with animals. Work to get those employees assigned as Disaster Service Workers (DSWs) for Animal Branch Operations. • Meet with ABOC Director and General Staff and identify immediate resource needs. • Get intel and stay current on incident. Initial intel about size of population being evacuated and potential size of incident is extremely important for animal response personnel planning.
SHIFT CHANGE / TRANSFER OF DUTIES	
	<ul style="list-style-type: none"> • If possible, have next ABOC Planning Resource Unit Leader job shadow in advance. • Update Job Aid template with any new or revised duties. Explain how to use Job Aid. • Assure they have electronic sign-in access, schedule for meetings, other basic tools they will need. • Reassign function email to new person, update IAP reporting to reflect new name and phone number. • Make face-to-face introductions to key people and provide a full contact list. • Assure new person is included in all distribution lists and has access to all reports. • Give update on current situation, areas of concern and current personnel support needed.

	<ul style="list-style-type: none"> • Provide intel on expected situation over next 24-72 hours and beyond. • Turn over all documentation including completed Job Aids listing tasks and unfinished business. • Leave a phone number where you can be reached.
THINGS TO CONSIDER	
	<ul style="list-style-type: none"> • Availability of NVADG volunteers: Timing of incident, area being evacuated, competing incidents. • Animal Branch Operations Center positions must be filled with trained staff. Only ABO Assistant can be untrained. There is a list of Butte County employees who have been trained in ICS 300 and ABOC positions. See Appendix or check with BCAC. • Many other positions require specific training. Volunteer Impact technician can help identify people with the right skills. • Availability of mutual aid will be impacted by other incidents. • NVADG can do “just in time training” for many positions, especially in shelters. • NVADG Shelterly animal tracking system requires training and skills. • The mutual aid request system for animal response is subject to change. Always escalate and get help if you hit roadblocks.
DEMOBILIZATION	
	<ul style="list-style-type: none"> • Assure EMMA workers complete demobilization forms and turn in badges. • File documentation as required. • Complete 214 for time period. • Clean area and restock for next incident. • Plan to provide input for after-incident review.
TASKS (PENDING)	

NOTES	

Name: _____ Phone #: _____

Date: _____ Time: _____ am / pm