



VOLUNTEER INFORMATION MANUAL

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MISSION STATEMENT

"To mitigate the loss of human and animal lives by providing disaster response assistance for displaced animals during natural and man-made disasters in Central California; to promote the prevention of cruelty to animals; and to foster the human-animal bond."

PURPOSE

- Assist emergency responders, the Red Cross Central CA, and other disaster-related services with emergency animal sheltering, animal evacuation and reunification of owners and pets during natural and man-made disasters.
- Collaborate with city/county emergency service managers to develop animal evacuation and emergency sheltering plans for incorporation into the jurisdiction's emergency operating plan.
- Assist law enforcement and animal control agencies with animal cruelty and neglect cases by providing volunteer and equipment resources for field rescue and emergency animal sheltering.
- Provide educational workshops for emergency responders, governmental/non-governmental agencies, volunteer organizations, and the general public on disaster preparedness for animals, the impact of the human-animal bond in disasters, and other animal-welfare topics.
- Participate in community events to educate on disaster preparedness for animals.

GEOGRAPHIC DEPLOYMENT REGION

The CCADT provides emergency animal services to the counties of Fresno, Madera, Kings, Tulare, Merced and Mariposa. If requested, the CCADT will provide mutual-aid to other counties within California during large-scale incidents if resources are available.

VOLUNTEER QUALIFICATIONS

- Age 18 years or older
- Be qualified as a Disaster Service Worker Volunteer (DSWV) if required by county and/or pass background check
- Complete the CCADT Training Requirements
- Complete all application forms
- Animal handling experience helpful
- Have personal medical and vehicle insurance
- Tetanus vaccination required
- Hepatitis A & B and Pre-Exposure Rabies vaccinations (highly recommended)
- Agree to abide by the CCADT Professional Code of Conduct
- Experience with MS Word & Excel is helpful

VOLUNTEER PARTICIPATION

- Participation in any emergency/disaster deployment and community events is voluntary.
- If volunteer cannot participate in a deployment or community event, it never impacts the volunteer's ability to receive future invitations.
- To be considered an active volunteer, CCADT requires volunteers to participate at least 25 hours per year. Any time spent toward CCADT-related activities may count toward the 25-hour requirement. This includes, but is not limited to, deployments, community events, training, meetings, etc. Volunteers are responsible for tracking and recording their hours for reporting at the end of each year.

VOLUNTEER FUNCTIONS

These are the common primary volunteer functions for animal evacuation, emergency animal sheltering, and community events; however, depending on the incident or event, there may be additional responsibilities:

A. Emergency Animal Sheltering

- Setting up, moving, and taking down cages
- Animal intake processing
- Documentation of lost animals
- Implementation of animal identification system
- Daily cleaning of animal cages, water bowls, toys, etc.
- Preparing food for daily feeding
- Maintaining a clean shelter environment indoors and out
- Coordination of on-site donations
- Walking and socializing animals
- Interacting with animal owners
- Preparing animals for transport

B. Animal Evacuation (Field Rescue)

- Set up crates/carriers
- Carry animals to transport vehicle
- Map out location of animals (criminal cases)
- Animal intake processing
- Assist with photographing animals
- Transportation of animals

C. Community Events

- Set-up of informational booth
- Distribution of disaster preparedness brochures/handouts
- Promote sign-ups for CCADT information
- Promote raffle item (if applicable)
- Demonstration of basic restraint techniques for dogs and cats
- Proficient in talking to media



VOLUNTEER POSITIONS & DESCRIPTIONS

SUPERVISOR POSITIONS	DESCRIPTION
ANIMAL RESCUE GROUP SUPERVISOR (ARGS)	<ul style="list-style-type: none"> ▪ Reports to the Incident Commander or Operations Director of the lead emergency service agency ▪ Responsible for the implementation of the Incident Action Plan (IAP) pertaining to the animal evacuation and/or emergency animal sheltering operation. ▪ Supervises the Animal Evacuation and Shelter Leader
ANIMAL EVACUATION SUPERVISOR	<ul style="list-style-type: none"> ▪ Reports to the ARGS ▪ Responsible for the evacuation of animals inside the disaster area, assignment of resources, and filing necessary documentation of the operation. ▪ Oversees the Evacuation Team Leaders and Evacuation Logistics Manager
EMERGENCY ANIMAL SHELTER (EAS) SUPERVISOR	<ul style="list-style-type: none"> ▪ Reports to the ARGS ▪ Supervises the EAS Manager(s) ▪ Responsible for organizing the shelter(s); assignment of resources, and filing necessary documentation.
MANAGER & TEAM LEADER POSITIONS	DESCRIPTION
ANIMAL EVACUATION LOGISTICS MANAGER	<ul style="list-style-type: none"> ▪ Reports to the Animal Evacuation Supervisor ▪ Responsible for managing evacuation equipment from the strike trailer to the team. ▪ Keeps inventory of resources used for evacuation
EMERGENCY ANIMAL SHELTER MANAGER	<ul style="list-style-type: none"> ▪ Reports to the EAS Supervisor ▪ Responsible for the day-to-day operation of ONE shelter. ▪ Supervises the EAS Team Leaders
EAS LOGISTICS MANAGER	<ul style="list-style-type: none"> ▪ Reports to the EAS Manager ▪ Coordinates the intake and distribution of shelter supplies (purchased or donated) ▪ Maintains accountability of all shelter equipment
EAS ANIMAL CASE MANAGER	<ul style="list-style-type: none"> ▪ Reports to EAS Manager ▪ Responsible in reuniting animals with owners



VOLUNTEER POSITIONS & DESCRIPTIONS

MANAGER & TEAM LEADER POSITIONS	DESCRIPTION
ANIMAL EVACUATION TEAM LEADER	<ul style="list-style-type: none"> ▪ Reports to the Animal Evacuation Supervisor ▪ Manages 5-7 volunteers in the evacuation of animals from the disaster area.
EAS TEAM LEADERS	<ul style="list-style-type: none"> ▪ Reports to the Shelter Manager ▪ Supervises 5-7 EAS volunteers with the day-to-day care of the animals
ANIMAL INTAKE MANAGER (Evacuation or EAS)	<ul style="list-style-type: none"> ▪ Reports to either the Evacuation or Shelter Manager (depends on incident) ▪ Responsible for intake of animals, assisting people with lost animals, maintaining records, and supervision of the Animal Intake Assistants.
VOLUNTEER MANAGER (Evacuation or EAS)	<ul style="list-style-type: none"> ▪ Reports to either the Evacuation or Shelter Supervisor ▪ Responsible for volunteer scheduling & orientation ▪ Maintains documentation, forms, and volunteer hours
TEAM POSITIONS (Animal-Handling)	DESCRIPTION
ANIMAL INTAKE ASSISTANT	<ul style="list-style-type: none"> ▪ Reports to the Animal Intake Manager ▪ Responsible for interacting with the public that arrives at the EAS ▪ Assists in the intake of animals into the shelter.
EAS ANIMAL HANDLERS	<ul style="list-style-type: none"> ▪ Reports to a EAS Team Leader ▪ Assists in daily care of animals ▪ Moves animals in and out of cages/runs as necessary. ▪ Assists in exercising animals ▪ Notifies the Team Leader of any situations that require special attention
TEAM POSITIONS (Non-Animal Handling)	DESCRIPTION
HISTORIAN / RECORDER	<ul style="list-style-type: none"> ▪ Reports to the Animal Intake Coordinator ▪ Responsible for assisting the Animal Intake Coordinator in keeping statistics on the number of animals arriving and departing the shelter. ▪ Informs the Public Information Officer of any major events at the shelter



VOLUNTEER POSITIONS & DESCRIPTIONS

TEAM POSITIONS (Non-Animal Handling)	DESCRIPTION
LOGISTICS ASSISTANTS	<ul style="list-style-type: none"> ▪ Reports to the Logistics Manager ▪ Responsible for assisting with equipment and donation inventory ▪ Responsible for removing garbage
DATA ENTRY CLERK	<ul style="list-style-type: none"> ▪ Reports to the Animal Intake Coordinator ▪ Responsible for data entry to track incoming shelter animals during an incident.
VOLUNTEER MANAGER ASSISTANT	<ul style="list-style-type: none"> ▪ Reports to the Volunteer Manager ▪ Responsible for assisting in the scheduling of volunteers for field rescue and EAS
ERRAND RUNNER	<ul style="list-style-type: none"> ▪ Reports to various groups as needed. ▪ Responsible for responding to requests to run errands in the local community
SANITATION ATTENDANT	<ul style="list-style-type: none"> ▪ Reports to the Animal Shelter Team Leader ▪ Responsible for making sure the shelter is clean and sanitized as possible. ▪ Responsible for removing garbage



CCADT VOLUNTEER TRAINING REQUIREMENTS*
 (A description of positions are available at www.ccadf.org)

CORE TRAINING	TRAINING REQUIREMENTS	RECOMMENDED
<p>REQUIRED FOR ALL VOLUNTEERS</p> <p>Positions: (Non-handling of animals)</p> <ul style="list-style-type: none"> ▶ Data-Entry Clerk ▶ Logistic Assistants ▶ Historian/Recorder ▶ Volunteer Manager Assistant ▶ Sanitation Attendants ▶ Errand Runners 	<ul style="list-style-type: none"> ▶ “Introduction to the CCADT” Presentation on what is expected of the CCADT volunteer During this time, volunteer applications may be submitted ▶ “Disaster Preparedness For Pets” Workshop (2 hrs) <p>FEMA Online Courses **</p> <ul style="list-style-type: none"> ▶ ICS 100.b Intro to the Incident Command System ▶ ICS 700.a Intro to the National Incident Management System (NIMS) <p>Vaccinations Required: Tetanus</p>	<ul style="list-style-type: none"> ▶ Community Emergency Response Team (CERT) Training (20 hrs) <p>Vaccinations: Hepatitis A; Pre-Exposure Rabies</p>
<p>EMERGENCY ANIMAL SHELTER (Non-management)</p>	<p>TRAINING REQUIREMENTS</p>	<p>RECOMMENDED</p>
<p>Positions: (requires animal handling)</p> <ul style="list-style-type: none"> ▶ Shelter Attendants ▶ Animal Intake Assistant ▶ Animal Exercise Assistants 	<ul style="list-style-type: none"> ▶ Core Training ▶ Emergency Animal Sheltering Course <p>Vaccinations Required: Tetanus</p>	<p>Hepatitis A; Pre-Exposure Rabies</p>
<p>EMERGENCY ANIMAL SHELTER (Management / Team Leaders)</p>	<p>TRAINING REQUIREMENTS</p>	<p>RECOMMENDED</p>
<p>Positions: (requires animal handling)</p> <ul style="list-style-type: none"> ▶ Animal Shelter Manager ▶ Animal Shelter Logistics Manager ▶ Animal Shelter Volunteer Manager ▶ Animal Case Manager ▶ Animal Shelter Intake Manager ▶ Animal Shelter Team Leaders 	<ul style="list-style-type: none"> ▶ Core Training ▶ Emergency Animal Sheltering Course ▶ Pet First-Aid for Emergency Responders Course <p>Be proficient with MS Word, Excel; good communication skills</p> <p>Vaccinations Required: Tetanus Recommended: Hepatitis A; Pre-Exposure Rabies</p>	<p>RECOMMENDED</p>

* All FEMA Incident Command System (ICS) courses may be completed as an online course OR as a classroom course. For online courses, visit the FEMA training website at www.training.fema.gov or GOOGLE the course names. Please forward a Certificate of Completion for all online courses to naomiflam@ccadft.org



CCADT VOLUNTEER TRAINING REQUIREMENTS

ANIMAL EVACUATION	TRAINING REQUIREMENTS	RECOMMENDED COURSES
<p>Positions: requires animal handling</p> <ul style="list-style-type: none"> ▶ Evacuation Team Members ▶ Animal Evacuation Intake Assistant 	<ul style="list-style-type: none"> ▶ Core Training ▶ Pet First-Aid for Emergency Responders (4 hrs) ▶ Animal Evacuation Awareness Course (8 hrs) <p>Vaccinations Required: Tetanus; Hepatitis A Recommended: Pre-Exposure Rabies</p>	<ul style="list-style-type: none"> ▶ Large Animal Evacuation Training ▶ Technical Swift-Water / Flood Water Rescue ▶ Equine Rescue Training
ANIMAL EVACUATION / SHELTER SUPERVISORS	TRAINING REQUIREMENTS	RECOMMENDED COURSES
<p>Positions: requires animal handling</p> <ul style="list-style-type: none"> ▶ Animal Rescue Group Supervisor ▶ Animal Evacuation Leader ▶ Animal Shelter Leader 	<ul style="list-style-type: none"> ▶ Core Training ▶ Community Emergency Response Team (CERT) (20 hrs) ▶ CERT Animal Response I & II (8 hrs) ▶ Human First-Aid/CPR (Red Cross or American Heart Assoc.) ▶ Pet First-Aid for Emergency Responders (4 hrs) ▶ Animal Evacuation Course (8 hrs) ▶ Emergency Animal Sheltering Course (8 hrs) ▶ FEMA Online Courses ▶ IS 200.b ICS for Single Resources & Initial Action Incidents ▶ IS 800.b National Response Framework Introduction <p>Vaccinations Required: Tetanus; Hepatitis A Highly Recommended: Pre-Exposure Rabies</p>	<p>FEMA Online Courses</p> <ul style="list-style-type: none"> ▶ IS 10.a Animal in Disasters (Awareness & Preparedness) ▶ IS 11.a Animals in Disasters (Community Planning) ▶ IS 111.a Livestock in Disasters
ANIMAL TRANSPORT	TRAINING REQUIREMENTS	RECOMMENDED COURSES
<p>Positions: requires animal handling</p> <ul style="list-style-type: none"> ▶ Animal Evacuation Transporters ▶ Animal Shelter Transporters 	<ul style="list-style-type: none"> ▶ Core Training ▶ Pet First-Aid for Emergency Responders (4 hrs) ▶ Must show proficiency in towing a gooseneck and/or bumper pull utility or stock trailer ▶ Submit DMV record for the past 5 years <p>Vaccinations Required: Tetanus Recommended: Hepatitis A; Pre-Exposure Rabies</p>	

CCADT'S PLEDGE TO ITS VOLUNTEERS

The Central California Animal Disaster Team (CCADT) pledges to:

- Treat all CCADT volunteers with respect.
- Keep the animals' best interests as a priority at all times.
- Treat all animal owners with respect.
- Be available to all volunteers and respond as quickly as possible to all questions, comments and requests for assistance or advice.
- Communicate with volunteers openly and honestly.
- Train volunteers to give them the knowledge they need to successfully perform their duties.
- We will strive to provide clear direction and clarification of expectations.
- Keep volunteers safe and healthy while on deployment to the best of our ability.
- Seek and use volunteer feedback to guide program decisions. CCADT recognizes the value of volunteer input and encourages continued communication.
- Handle any situation involving volunteer criticism or discipline as professionally and discreetly as possible.
- Never force or expect a volunteer to do something outside of their level of comfort.
- Provide at least two group briefings per day while on deployment, and one debrief opportunity after the deployment is over.
- Provide support for the emotional needs of volunteers before, during and after a deployment. CCADT will also provide direction for additional opportunities for support if needed.

CCADT VOLUNTEER CODE OF CONDUCT

At the end of each year, CCADT volunteers are asked to review and agree to the Volunteer Code of Conduct. Volunteers who do not respond after a series of e-mails, telephone calls, texts, and/or after written communication will be removed from the active volunteer list.

If the deadline has passed to reaffirm volunteer status and the volunteer wishes to remain on the year's active list, please contact **Mary Reimer** at **maryreimer@ccadt.org**.

All persons working or volunteering on behalf of the CCADT shall adhere to the following policies:

1. Volunteers shall not abuse or neglect any animals.
2. Volunteers shall follow the rules and procedures as outlined by the CCADT during the volunteer training process and as instructed during the deployment and volunteering period.
3. Volunteers will understand and comply with the Incident Command System (ICS) at all times.
4. Volunteers agree to protect confidential information such as deployment invitations, criminal investigation information, member records, animal information, photographs, other volunteer information and/or disaster victims' information.
5. Volunteers are expected to be professional, honest, reliable, and compassionate toward humans and animals, and to recognize that they are part of a team effort.
6. Volunteers must involve CCADT staff in requests for assistance, mobilization or deployment.
7. Volunteers shall not solicit donations of any type to personal accounts or for other organizations while they are volunteering with CCADT. All requests for donations must go through the proper chain of command. All donations accepted on CCADT's behalf shall be delivered to a Team Leader, who will forward to the CCADT office as soon as possible. Personal gratuities or solicitation for unaffiliated organizations or personal businesses is prohibited.
8. Volunteers must receive consent from a CCADT Supervisor prior to representing CCADT to the media at any time. All media inquiries are to be referred to the CCADT Public Information Officer (PIO).

9. Volunteers shall communicate changes to their scheduled deployment days/times to the CCADT office and/or the Team Leader in a timely manner, and sign in and out daily while deployed.
10. Volunteers shall not publicly make any derogatory statements about CCADT, other organizations or individuals.
11. When representing CCADT, volunteers shall wear the uniform designated by CCADT and wear current identification while on site for a response.
12. Volunteers should be neat and presentable. Volunteers shall only wear the CCADT t-shirt and badge while performing duties in the capacity of a CCADT volunteer.
13. Volunteers shall be prepared to accept assignments as directed by the Team Leader.
14. Volunteers shall observe all safety rules and regulations and should be familiar with the proper use and operation of all equipment and only perform tasks within trained capabilities.
15. Volunteers shall inform the Team Leader of any safety hazards or accidents, including animal bites or scratches.
16. While on duty, volunteers shall not consume or be under the influence of any impairing substances. These substances includes all alcoholic beverages, prescription and/or non-prescription drugs that can impair vision, judgment, and motor senses.
17. Volunteers may not bear any weapons of any kind on a deployment.
18. At any time during a deployment, volunteers shall not possess, use or sell any illegal drug; or violate any law.
19. Smoking is not permitted while handling animals or working in any emergency animal shelter except in designated areas.
20. Volunteers agree to allow pictures and/or video to be taken and used, without compensation, for the purpose of promotion and publicity related to CCADT and its programs.

CCADT is an at-will, non-profit organization and has the right to terminate a volunteer with or without cause. Breach of listed code of conduct terms may result in the loss of ability to volunteer for CCADT. CCADT reserves the right to release any volunteer who is in conflict with the goals of CCADT.

VOLUNTEER POLICIES AND PROCEDURES

A. Volunteer Costs and Reimbursements

Volunteers are responsible for all personal costs related to deployment. CCADT does not reimburse for supplies purchased or other expenses unless authorized by a CCADT Supervisor.

Travel expenses may be reimbursed IF funds are available. CCADT recommends that volunteers carefully log their volunteer-related expenses and keep receipts. Volunteer expenses may be tax deductible. Consult your tax advisors for details.

B. Deployment

1. **Mobilization:** After an agreement is reached with the emergency response agency, a CCADT supervisor will send an e-mail, text, or phone call deployment alert to active CCADT volunteers. Volunteers who live closest to the incident will be contacted first.

Evaluate the deployment alert and decide whether or not you are qualified to meet the specific criteria for that incident. If you want to deploy, please text or phone the CCADT Supervisor. Be prepared to provide the dates you are available to deploy.

Deployment alerts are to be treated as CONFIDENTIAL! If not treated as such, the volunteer is subject to be terminated from the CCADT.

2. **Activation:** A CCADT staff member will call or text volunteers who are available to deploy. Details of the response will be discussed. At this time, the staff member and volunteer will make a decision together whether or not to activate. It is ALWAYS okay to decide at this step that the deployment is not right for you. Calls are typically made in the order of date available to deploy.
3. **Confirmation:** CCADT staff will send a personalized e-mail to you confirming the dates of your deployment and providing any remaining details. Volunteers MUST inform CCADT in a timely manner if any of their plans to deploy change, such as anticipated arrival time or date.

C. Post-deployment Procedure and Support

- 1. Written volunteer debrief survey:** After a deployment, volunteers will be able to provide detailed feedback about their experience, including their interaction with the Team Leader, through a confidential debrief survey. Comments beyond the survey are welcome and can be directed to Naomi Flam at naomiflam@ccadt.org.
- 2. Further support:** Volunteers who wish to discuss any aspect of the deployment, or is having difficulty recovering from the deployment, are welcome to call or email Naomi Flam naomiflam@ccadt.org.

D. Immunizations

All volunteers are required to have a current tetanus immunization. Highly recommended immunizations include Hepatitis A, Hepatitis B, and Pre-Exposure Rabies. It is possible that volunteers without these immunizations may not be able to participate in some deployments.

E. Attire

At CCADT emergency/disaster deployments, volunteers are required to wear the CCADT t-shirt/polo shirt; battalion dress uniform (BDU) long pants (black or dark blue), cargo pants in black or dark blue, or jeans in good condition.

No shorts or capri pants are allowed.

Shoes must be closed-toe. Sneakers are allowed in the emergency animal shelter. It is highly recommended that battalion boots or high-ankle hiking boots be used for field rescue.

F. Volunteer Discipline and Termination Procedure

All matters concerning volunteer discipline and termination should be conducted in accordance with CCADT's Pledge to Volunteers.

After each deployment the on-site CCADT Team Leader(s) is invited to share comments in confidence with the CCADT Supervisor about the volunteers who deployed. These comments are used to identify outstanding volunteers, as well as volunteers who need more support.

During this review, a Team Leader could report that a volunteer violated the Volunteer Code Of Conduct. In those cases, CCADT staff will discuss

the situation with the volunteer and will determine whether or not the situation warrants further action, such as termination.

G. Community Event Procedures

CCADT staff encourages volunteers to educate their communities about disaster preparedness for animals at events such as pet expos and safety fairs. Please contact the CCADT Supervisor at least 4 weeks prior to the event for optimal support.

Depending on the specific event and the volunteer's needs, CCADT will provide:

- Talking points about the CCADT and disaster preparedness for animals.
- CCADT's sign up form for newsletters.
- Brochures and other publications.
- A tablecloth or banner that can be returned when the event is over.

Volunteers may not bring live animals to the event. Cash donations cannot be accepted for another organization at a public education event.

CCADT ANTI-HARASSMENT POLICY

The California Animal Disaster Team (“CCADT” or “Team”) is committed to providing an environment free from unlawful discrimination and harassment. The CCADT’s policy prohibits any unlawful discrimination and/or harassment by anyone on the Team based on pregnancy, childbirth or related medical conditions, sex, religious creed, race, color, national origin or ancestry, age, physical or mental disability, medical condition, marital status, sexual orientation, or any other consideration made unlawful by federal, state or local laws. It also prohibits unlawful discrimination and/or harassment based on the perception that anyone has those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

The CCADT’s Anti-Harassment Policy applies to all persons involved in the operation of the Team, including all CCADT volunteers, supervisors and those in management, as well as persons doing business with or for the CCADT including clients, vendors, other responding agencies, and others who may be deployed during animal evacuations or enter the Emergency Animal Shelter.

Prohibited harassment, includes, but is not limited to, the following types of behavior:

1. Verbal conduct such as offensive epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
2. Visual conduct such as derogatory and/or sexually-oriented powers, text messages, e-mails, photography, cartoons, drawings, gestures, or nudity;
3. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;
4. Threats and demands to submit to sexual requests as a condition of continued involvement with the Team, or to avoid some other loss, and offers of volunteer opportunities and/or benefits in return for sexual favors; and,
5. Retaliation for having reported or threatened to report harassment.

The CCADT volunteers should immediately report to the on-site CCADT Supervisor if it is believed that he/she is the victim of any type of prohibited harassment, including sexual harassment so complaints can be quickly and fairly addressed.

If the on-site supervisor is involved in the conduct, or, if for some reason the volunteer Team member feels uncomfortable about making a report to that person, please contact Mary Reimer, CCADT Operations Director at maryreimer@ccadt.org or Naomi E. Flam, CCADT President – naomiflam@ccadt.org.

The CCADT will fully and effectively investigate any report of prohibited harassment and, if substantiated, will take whatever remedial and/or correction action it deems necessary, up to and including termination from the Team of any individual who is believed to have violated this prohibition against harassment. The complaining CCADT volunteer will be informed of the results of the investigation. The CCADT will also take action to protect the complaining CCADT volunteer from further harassment and/or retaliation, if any.

Any CCADT volunteer engaging in conduct prohibited by this policy may be personally liable in any legal action brought against him or her.

Violation of any aspect of this policy will result in termination from the CCADT. Additionally, it is a violation of this policy to knowingly submit a complaint based on false allegations or to knowingly provide false information in connection with an investigation of a harassment/discrimination complaint.

CCADT SOCIAL MEDIA POLICY

The Central California Animal Disaster Team (“CCADT” or “Team”) uses social media to communicate our mission, purpose, deployments, events and other work provided to the communities of the Central Valley. We recognize that those who are involved in its work may also use social media either as part of their official role or in their private lives.

With the popularity of social media sites such as Facebook, Twitter, YouTube, Instagram and many others, it is important to understand the implications from volunteers’ use of these and other similar sites. The use of social media presents certain risks and carries with it certain responsibilities. Due to the nature of CCADT’s work during disasters and emergencies or response with law enforcement for animal cruelty and neglect cases, it is mandatory that all CCADT members adhere to this policy.

Social media is never private. The purposes of this policy is to set out what CCADT expects from our volunteers when using social media. It is important to remember that all volunteers are ambassadors for the Team.

This policy is solely for volunteers and aims to:

- Give clear guidelines on what volunteers can say about the CCADT;
- Comply with relevant legislation and protect volunteers;
- Help volunteer supervisors manage performance effectively;
- Help volunteers draw a line between their private lives and their volunteering;
- Protect CCADT against liability for the actions of volunteers;
- Be clear about sensitive issues and explain how problems with inappropriate use will be addressed.

Policy Statement

CCADT recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics relevant to our work using a variety of social media, such as Facebook, Twitter, blogs, etc. This policy aims to protect individuals who volunteer with us in any role and to encourage you to take responsibility for what you write, exercise good judgment and common sense.

Inappropriate use of social media may pose risks to our reputation and can jeopardize our compliance with legal obligations. To minimize these risks, we expect volunteers to adhere to this policy.

Scope and Purpose of the Policy

This policy deals with the use of all forms of social media, including Facebook, YouTube, Twitter and **all** other social networking sites, and **all** other internet postings, including blogs.

All volunteers are responsible for the success of this policy and should ensure that they take the time to read and understand it. Any misuse of social media or questions regarding the content or application of this policy should be directed to Naomi Flam at naomiflam@ccadt.org.

If a volunteer is found to be in breach of this policy, it may lead to the volunteer being terminated as a CCADT volunteer.

Guidelines for Responsible Use of Social Media

1. The following sections of the policy provide volunteers with common-sense guidelines and recommendations for using social media responsibly and safely.

We want you to help protect the reputation of CCADT. Volunteers must not post disparaging or defamatory statements about:

- a. CCADT;
- b. CCADT board members or volunteers (past or present);
- c. Any emergency responder and his/her responding agency;
- d. Other affiliates and responding agencies.

Volunteers should also avoid social communications that might be misconstrued in a way that could damage our reputation, even indirectly.

2. Volunteers are personally responsible for what they communicate in social media (as part of their role or on personal sites). Remember that what you publish might be available to be read by the masses (including communities subject to possible evacuation orders), colleagues, volunteers and social acquaintances for an indefinite time. Keep this in mind before you post content.
3. Only designated CCADT representatives may post images to CCADT social media sites. It is important that appropriate legal releases are obtained. Volunteers may “share” or re-post **ONLY** those images that are posted on CCADT sites (i.e., Facebook). **No images of clients, volunteers or animals may be posted on social media directly by volunteers.**
4. CCADT does not permit any form of tagging of vulnerable adults or anyone under the age of 18.

5. Volunteers are not permitted to set up social media accounts for CCADT purposes without prior consultation and approval by Naomi Flam.
6. Remember that you must respect confidentiality at all times and protect confidential information. **No volunteer is permitted to post confidential information.** Confidential information includes things such as unpublished details about our work, (*especially during response to law enforcement requests for assistance*), details regarding evacuations, deployments, financial information or information on our supporters, board members or volunteers.
7. If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication until you discuss it with your volunteer supervisor or Naomi Flam.
8. If you see content in social media that disparages or reflects poorly on CCADT, you should report it to Naomi Flam. All volunteers are responsible for protecting our reputation.

If you have questions or need further guidance, please contact Naomi Flam, CCADT President at naomi.flam@ccadt.org.

CCADT T-SHIRT / POLO SHIRT POLICY

The official CCADT deployment T-shirt is to be worn ONLY during a CCADT-sanctioned deployment or at a community event of which the CCADT is a participant. If the T-shirt is worn during an animal rescue or emergency animal sheltering incident that is NOT sanctioned by the CCADT, then you risk being terminated as a CCADT volunteer and will assume all liability, medical, and/or legal costs associated with the incident if you cause harm or injury to a person or animal.

The CCADT polo shirt can be worn to promote the CCADT; however it is NOT to be worn during an animal rescue or emergency animal sheltering incident that is NOT sanctioned by the CCADT. If the polo shirt is worn during an animal rescue or emergency animal sheltering incident that is not sanctioned by the CCADT, then you risk being terminated as a CCADT volunteer and will assume all liability, medical, and/or legal costs associated with the incident if you cause harm or injury to a person or animal.

INCIDENT COMMAND SYSTEM (ICS) POSITIONS AND DESCRIPTIONS

ICS/Chain of Command

There is a very strict chain of command on all deployments. **All CCADT volunteer communications MUST go through an assigned CCADT Team Leader** unless otherwise directed. If every volunteer on the site went to the Incident Commander (IC) with questions and comments, the IC would quickly become overwhelmed, operations would not be as effective and the quality of animal care would decrease.

No one other than the CCADT Team Leader or his/her clearly specified designee should come to a CCADT volunteer and reassign a task. If this occurs, please check with your Team Leader and he or she will handle the request. This does not mean the new task will not get done; it just means the proper person will do it.

CCADT volunteers have skills and positive attitudes that are easily recognized, thus they are often requested to assist in different ways by different people and agencies. However, CCADT volunteers' primary concern is animal care; this sometimes gets lost in all the activity and needs to remain the priority.

Skills

Even if you are an animal control officer, a veterinarian, a physician or a rocket scientist, you most likely will not be called upon to use these skills. While on deployment, there are very specific procedures. According to ICS, qualified individuals are already assigned to each position and even though you may have the skill to fill that position, you may not have been requested to do so. The Medical Director will handle all veterinarian issues, the Safety Officer will have authority over all human first aid, the Public Information Officer will address all media relations, etc. Unless specifically asked to do so, please do not go outside of these duties you have been specifically assigned to do.

What is the Incident Command System (ICS)?

ICS is the model for command, control and coordination of an emergency response and provides a means to coordinate the efforts of individual agencies as they work toward the common goal of stabilizing the incident and protecting life, property and the environment. ICS uses principles that have been proven to improve efficiency and effectiveness in a business setting and applies the principles to emergency response.

Why do you need to know about ICS?

We live in a complex world in which responding to emergencies, from single-car accidents to large-scale disasters, often requires cooperation among several agencies.

Given the current movement toward using an ICS structure for emergency response, it is likely, therefore, that you will function in an ICS environment.

During a deployment, you may or may not be working a role that you are used to performing. You may be tasked to do a duty for which you are overqualified. Be aware there is personnel on-scene responsible for each role listed in the ICS chart. If you are not specifically listed on the chart, do not attempt to fill this role. Every duty given during a deployment is an important facet to the overall success of the response and it is imperative you stay within the bounds of your assigned task.

This is the basic information that you will need to work in an ICS environment, although you are strongly encouraged to understand the complete system via the online FEMA courses and understand the rationale for using ICS. Comprehension of ICS is imperative to successfully performing your role and understanding why your role is significant during a deployment.

The different sections and branches within ICS as it pertains to CCADT responses, are briefly described below.

Planning Section

In smaller events, the Incident Commander is responsible for planning, but when the incident is of larger scale, the Incident Commander establishes the Planning Section. The Planning Section's function includes the collection, evaluation, dissemination and use of information about the development of the incident and the status of resources. This section's responsibilities can also include creation of the Incident Action Plan, which defines the response activities and resource utilization for a specified time period.

Operations Section

CCADT primarily falls under this category. There may be more than one Operations Branch, such as a Shelter Operations and Field Operations. The CCADT Team Leader reports to Shelter Operations. CCADT volunteers report to the Team Leader (Shelter Operations on the ICS chart).

The Operations Section is responsible for carrying out the response activities described in the Incident Action Plan. The Operations Section Chief coordinates Operation Section activities and has the primary responsibility of receiving and implementing the Incident Action Plan. The Operations Section Chief reports to the Incident Commander and determines the required resources and organizational structure within the Operations Section. The Operations Section Chief's main responsibilities are to:

- Direct and coordinate all operations, ensuring the safety of Operations Section personnel
- Assist the Incident Commander in developing response goals and objectives for the incident

- Implement the Incident Action Plan
- Request (or release) resources through the Incident Commander
- Keep the Incident Commander informed of the situation and resource status within operations

Logistics Section

The Logistics Section is responsible for providing facilities, services and materials, and personnel to operate the requested equipment for the incident. This section takes on great significance in long-term or extended operations. It is important to note that the Logistics Section functions are geared to support the incident responders. For example, the Medical unit in the Logistics Section provides care for the incident responders, not civilian victims.

Finance/Administration Section

Though sometimes overlooked, the Finance/Administration Section is critical for tracking incident costs and reimbursement accounting. Unless costs and financial operations are carefully recorded and justified, reimbursement of costs is difficult, if not impossible. The Finance/Administration Section is especially important when the incident is of a magnitude that may result in a Presidential Declaration. Each of these functional areas can be expanded into additional organizational units with further delegation of authority. They also may be contacted as the incident deescalates.

SAMPLE - VOLUNTEER HOURS TRACKING SHEET

Volunteer Name: _____

Date	Event	Hours	Mileage (Optional)
TOTALS:			

Signature: _____