Welcome C4C Volunteers
To
Crisis Response Training

Read this slide very carefully before you consider this ministry.

There are several things that must be brought to your attention here at the beginning.

Crisis Response, in all other circles is known as Incident Response. The word incident reveals it sever uniqueness.

This is not your normal trip to the Nursing Home or Hospital.

Only about 4% or the American public are cut out for this kind of <u>work</u> and, in our case, a <u>ministry</u>.

Even though we are not first responders or search and rescue there are some truths each of you need to consider.

You will see grief in a form that will shake you to your very core, and not just from one person, but from almost everyone you come in contact with.

Even a Memorial, could stir old, deep, suppressed feelings from past loss.

You will see devastation and sometimes complete devastation in lives as well as infrastructure.

You must be able to compartmentalize your feelings, stay focused and if you are not a person who can control intense feelings in your life, it is best to pass on this opportunity NOW.

This is a hard ministry, physically and mentally, and not just on you but your dog also. It can be the most rewarding ministry you have ever experienced, or it can damage you.

Now that I have left nothing unsaid and some of you will choose to go no farther, I welcome, but still caution, all those who choose to accept this mission.

Print off and very carefully read both your C4C Volunteer Handbook and the Crisis Response Guidelines.

Get familiar with both and always carry them on assignment.

There is a lot of information in the Guidelines that you will be responsible to know.

You will be required at the end of this presentation to attest that you have read and agree to both the Guidelines and this training.

Some of you, and I hope all, will get tired of some things I say over and over, BUT after one assignment you will understand why I stress them so much.

Read the Guidelines now before continuing this training

The Guidelines is the go-to document for all Response information.

This program is multilayered, so members have an opportunity to participate at one or more of the 3 Types.

Refer to page 2 of the Guidelines.

We are NOT First Responders. If you are where First Responders are working, you are in the wrong place.

We are care givers to the victims and rescue personnel **in controlled locations.**

While on assignment you represent more than just yourself. You represent our Lord and Savior Jesus Christ, C4C, and the agency or organization that requested your services. While our Lord is not worried about being sued the others are, so follow the rules to the letter, and if you find yourself in a position when you don't know the rule on a position or action decline request or postpone action until you can get clarification.

We do not freelance!!!! This means you can not represent C4C unless you are given permission to be there. It also means you can not change your assignment during the day. The one exception is for health or safety.

In the event you move from where you are expected to be, you must contact either the person who assigned you that job or your C4C Chief-of-Party.

You can not post anything on social media while on assignment. Pictures, activities, and even testimonies MUST go through BOTH your Chief-of-Party and the organization you are working for first!!!!

Photos with faces or insignias must be accompanied by a Photo Release Form that can be found on our web site.

Website: k9forchrist.org; then choose Serve; then Crisis Response Teams.

You can order the Crisis Response Tri-Folds to give away in the C4C Store

Incident Command System (ICS) Overview for
C4C Crisis Response Volunteers

Why do I need to know about ICS?

When you assist on an Incident (the same thing as our word "Crisis") you need to understand that you are a part of the overall response operation and that it utilizes a flexible, adaptive, repeatable process of management known as the Incident Command System. You must understand its basics, know where you are in it, and agree to work within its framework.

The Incident Command System:

Is a standardized, on-scene, all-hazards incident management concept.

It allows its users to adopt and, to some degree, modify the integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

By using Incident Management best practices, ICS helps to ensure:

1. The safety of responders and the public.

2. The achievement of tactical or operational objectives.

3. The efficient cost-effective use of resources to achieve all objectives.

Examples of Incidents Managed Using ICS

Fire, both structural and wildland

Natural disasters, such as hurricanes, tornadoes, floods, ice storms, or earthquakes

Human and animal disease outbreaks

Search and rescue missions

Hazardous materials incidents

Terrorist incidents, including the use of weapons of mass destruction

Planned events, such as parades, demonstrations, memorials, and weddings

The complexity of the incident dictates the size of the Incident Management organization needed to manage it.

The first responder on scene is the Incident Commander. That single individual assumes all incident management responsibilities (positions).
1. This single position continues until the incident is completed, if no other positions need filling, or that individual is replaced by a more qualified Incident Commander .
2. If the complexity increases, requiring the Incident Commander to fill other management positions, only needed positions will be filled.
3. As soon as the complexity of the incident allows, the organization will be reduced to manage in a cost-effective manner.

The following slide represents a management organization of moderate complexity where all 8 positions of the Command and General Staff are filled.

It should be noted that although these positions are responsible for getting the tactical or operational objectives done, it is not until the lower levels are filled with the appropriate technical labor force in each category and divided up into the appropriate work areas, that anything is accomplished.

The critical thing for each C4C volunteer to realize is that you will not be a member of the Command or General Staff . We will be working for someone who answers to the Liaison Officer or, possibly, the Public Information Officer.
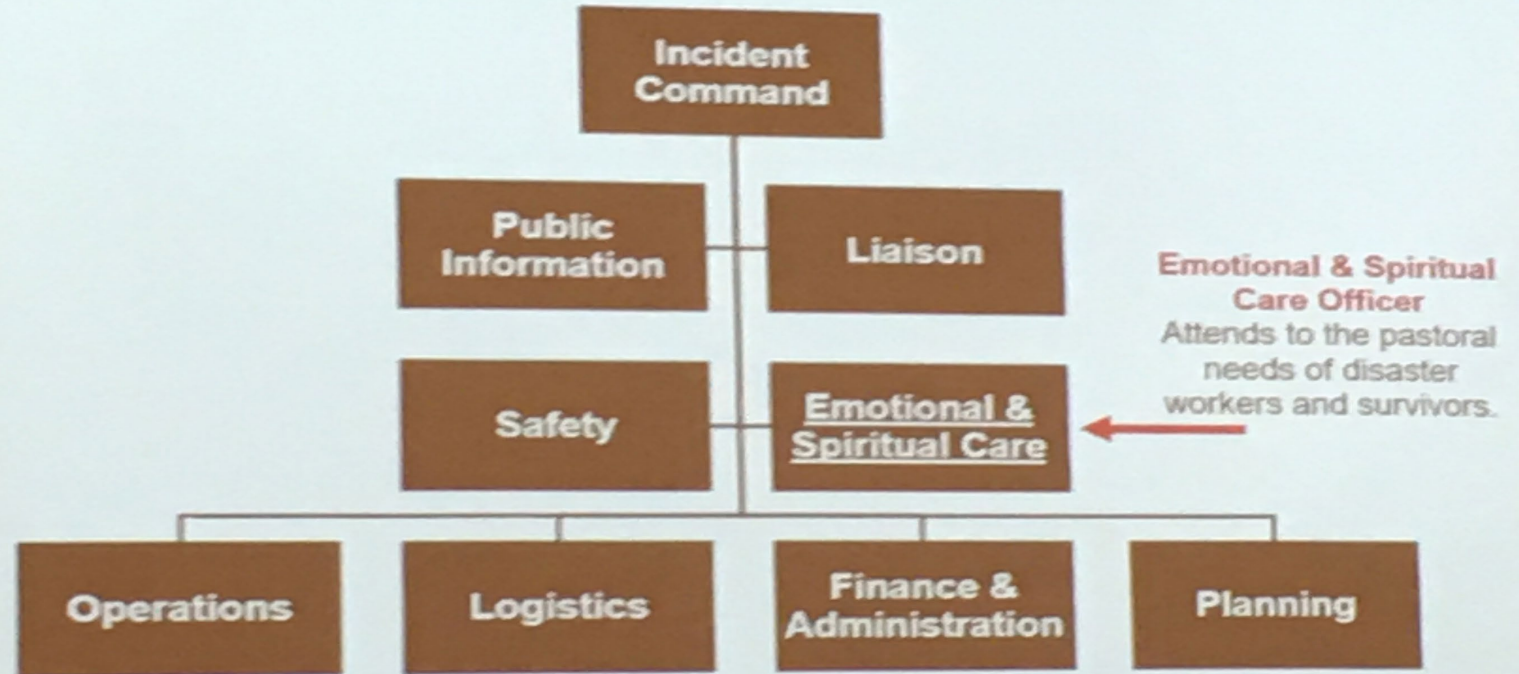
Basic Command and General Staff Chart
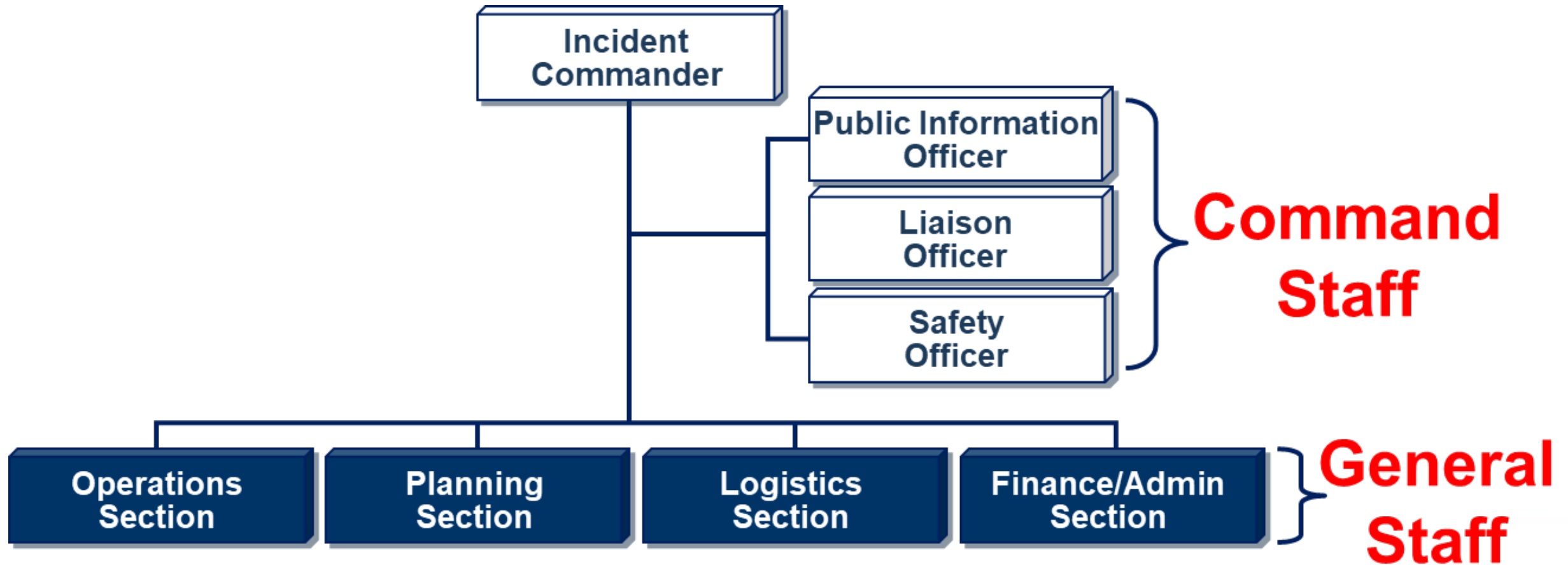
This graph shows how the Salvation Army modifies the structure of the Command Staff to fit the importance of Emotional and Spiritual Care.

When working with The Salvation Army we work within this position where the red arrow is.

INCIDENT OPERATIONAL PERIODS

Describes how much time a management organization takes to bring the crisis to a close

- Single operational period (initial response):
  - May be managed solely by local jurisdiction
  - Possibly involves mutual aid
  - May extend 3 to 12+ hours

- Multiple operational periods (extended response):
  - Incident extends beyond one operational period
  - hours to days, weeks, months, sometimes years

LIAISON OFFICER
LOFR

- Identifies cooperating and assisting agencies (Salvation Army and Red Cross are here)

- Determines capabilities of cooperating and assisting agencies

- Confirms names and contact location of agency representatives

- Identifies special agency needs

PUBLIC INFORMATION OFFICER PIO

- Determines methods to be used for information flow

- Identifies politically sensitive issues

- Coordinates information release with the IC (we could be assisting at public meetings at the IC's discretion)

- Identifies other agencies that may assist with information release

The C4C person in charge of daily assignments is considered the Chief-of-Party. If you are solo, the Chief-of-Party is you. One of the most important duties is knowing where we are in the organization and who we are working for, "at all times".

Don't be afraid to ask your Chief-of-Party, your supervisor, or the agency questions.

Don't start an assignment, or even a new day, without all the information you need to be safe and do the job right.

We are part of a well thought out plan. We have a small piece of the pie. Stay in your lane and don't try to do someone else's job.

There is only one thing worse than not having a plan, and that is having 2 plans!!!!

This next section of 9 slides explains what a management organization "Team" uses to build and achieve the desired, planned outcome for an incident "Crisis".

When we plug into the Team running the Crisis we function in a manner that applies "The Principles of Command" in every assignment we accept.

The Principles of Command

1. Unity of Command.

• Create for each crisis one clear set of objectives.

• All actions are designed so that the objectives can be accomplished.

2. Chain of Command.

• The organization of the crisis is built in an orderly, hierarchical structure.

• Each person at the crisis has only one supervisor.

•A method of communication with supervisor is established before work begins.

3. Span of Control

- Each supervisor supervises 3 to 7 people or groups of people.
- The optimum supervisory ratio is 1 to 5.

4. Division of Labor

- Work is properly and appropriately delegated.
- Work is divided by geography and called a division, or by function and called a group, or both can work together.

5. Delegation of Authority

- The Incident Commander has been given by the host agency the authority to carry out the assignment.
- When work is assigned, the proper authority is delegated to complete the work.

6. Principle of Clarity

- In all documents, communications and assignments you are to be as clear as possible.
- Ask questions of subordinates to ensure understanding.
- If you are not clear, ask, do not assume… clarify!

7. Principle of Anticipation

- Try to anticipate what is likely to happen.
- Try to anticipate what may go wrong.
- Try to anticipate how your actions will affect the situation… and others.

This next section of 5 slides explains the Basic Rules of ICS.

These rules are used by the team to maintain the integrity and, thus, the functionality of ICS.

1. Be consistent

- Apply a consistent style of operation throughout the crisis.

2. Display a calm demeanor.

- Stay calm, even if it seems like you are acting.
- Your calm demeanor will help others to remain calm, too.

3. Solicit communications.

- Ask questions to make sure that you are understood.
- Solicit feedback to make improvements.
- It is better to over-communicate than to under-communicate.

4. Stay within your capacity…

- … as an individual.

- … as an Incident Management Team.

5. Maintain control…

- … of the situation.

- … of the people you supervise.

Very little of this will make much sense to you until you go on an assignment.
Depending on the level of complexity, or simplicity, of an organization you may not see any
of the ICS structure but you will know it's how things get done.

Please feel free to call me and I will try to bring clarity to any questions you have.
For anyone who wants to participate at the CRO #2 and #3 levels I require each volunteer to
interview with me on the phone. That is best done when we are not trying to dispatch to a Crisis.

Note, for some reason, trying to contact me through the website mail option is not always working.
I don't continuously check the website for mail. The best way to get me is by phone/text, but you are
welcome to e-mail me at either of the two e-mails below.

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