

Canines 4 Christ Crisis Response Guidelines

These guidelines have been approved by the Board of Directors and must be followed when Canines 4 Christ (C4C) volunteers have an opportunity to respond to any crisis or related activity. It is acknowledged here that the rules and regulations we have established are strict, but they must be followed. They are here for three very good reasons: protect you and your dog, to protect C4C, and the requesting organization.

In any crisis, C4C could have members impacted by it. If you are aware of a member in need, let's be the first to extend the hand of Christian fellowship and support to them and let's contact our Care Partner Group. If it's you who is impacted, please remember your first responsibility is to your family and home. Let C4C be your extended family and help you if we can. You and your dog can provide wonderful care to your neighbors and family members, but if you have been approved to respond with us on Crisis assignments please pass on an assignment until you are no longer a victim and have discussed your situation with leadership.

Our program has 7 objectives which are woven into all program processes and covered in prayers.

1. Train members to participate in the organized Crisis Response (CR) ministry.
2. Provide a safety mechanism for all members and their dogs while on assignments.
3. Support members, if needed, while working on an assignment.
4. Help members decide if a request is a current or potentially approvable C4C assignment.
5. Ensure proper documentation of deployment is being collected.
6. Provide an off-site contact when possible and appropriate with the requesting official so we can build future organizational relations with that official.
7. Ensure C4C volunteers are in the right place at the right time with the needed training and experience to share hope and peace and, if the Spirit leads, the plan of Salvation.

We do not have prearranged, established teams in this ministry and you are not required to take an assignment.

Definition of approved responses can probably best be articulated by a smaller list of what is not approved. First and foremost, **C4C volunteers are not First Responders**. We do not minister in the field, streets, and on the water where ongoing rescues are taking place. If you are in the same areas where search and rescue personnel and their dogs are working, you are not where our core mission can best be achieved. Remember, we provide **Support and Care** to victims, first responders, and staff, but most importantly we don't want you to become a victim. We hope and pray no one will accept a non-approved assignment that would put you and your dog in harm's way.

What is approved? You and your dog should only be in controlled environments. We work at the request of, or permission from an Incident Command Team, the person in charge of the response or event, or with established assisting agencies like the Salvation Army and the American Red Cross. You should never freelance at any crisis, or event. Some form of pre-deployment or on-site permission must be received. Our future opportunities are based on the familiarity and goodwill of local emergency managers and the coordinators of our partnering agencies who know our work. In other words, find out who is running the response or event operations and talk to them first. To make this easier, get to know your local and regional managers before a crisis happens and let them know what you and C4C can do for the victims, first responders, and staff.

Examples of where we should be ministering are in evacuation centers, gathering areas, staging areas, dispatch centers, press conferences, feeding areas, incident command posts, memorials, hospitals, and funerals (**See Funeral Guidelines posted on the website in Crisis Response**). The Dispatch section below helps you and leadership gather information to better understand if what you are being asked to do is an appropriate, approved assignment. You will find that your mission can change while on assignment. This will be determined by those you

are working for and **should never be decided by you, unless you believe you are in danger.** Always check the current Guidelines and make sure your new assignment stays within the Guidelines.

We not only want to keep you safe and healthy, but also your dog. As we progress in this ministry, we don't know how the demands of this ministry will affect our dogs in the extreme heat of the south. We have at this time, experienced 28 deployments and 30 plus events. Depending on the age and health of your dog, on average about 2 hours on duty for every 1 hour off is a good shift. So, until more experiences prove otherwise, we will continue to recommend this shift guide.

If you choose to accept an assignment that does not fall into the approved criteria, you are not allowed to wear C4C logos and to be covered by our group insurance.

On all Crisis Response Opportunities (COR) regardless of who the sponsoring agency, (the group that has given you permission to minister) is, you must have your C4C ID on and visible. If you have more than one logo on your dog, the C4C logo must be prominent. If the sponsoring agency provides you with clothing to improve access to their service areas, you can display it. If another Christian group asks you to come alongside them and serve and it's ok for you to wear C4C logs and ID do so. **NOTE, make sure they're not freelancing.**

Refer to the current Volunteer Manual for complete guidance on identification of handler and dog. For Crisis Response, **you must always be on an approved assignment and have member and dog identification clearly visible to be covered by insurance.** If you can't wear one of our shirts or hats the member ID on the lanyard or clipped to your shirt is fine and all available dog options are acceptable. Note, If you are asked to give an interview don't send mixed signals. A good statement is: "My dog and I are here representing C4C a Christian canine therapy ministry with the permission of whoever.

Caution: While on a crisis you may see grief in a form and volume that will shake you to your very core, and not just from one person, but from almost everyone you encounter.

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. Pray for all who participate.

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.

Remember we represent our Lord and Savior Jesus Christ, Canines 4 Christ, and the organization we are working for. We need to look neat in clothes that are not out of place for the situation. If you are working alone, you are our primary representative, the Chief-of-Party, so to speak, and thus you need to be professional and ensure all applicable guidelines are followed.

We are currently acknowledging 3 distinct types of crisis response opportunities (CRO). CRO #1. Spur of the Moment; this is serving your local area in opportunities lasting hours for up to one day. CRO #2. Short-term; this lasts 2-4 days where you may or may not return home each night. CRO #3. Long-term; this lasts 4-7 days not including travel, where you stay at the crisis.

CRO #1, Spur of the moment. Includes tornados, mass traffic events, structure fires, local flooding, fire base camps, shootings, memorials and funerals. Other opportunities can be approved by the Dir. of Crisis Response. Fred Wetzel 208-830-3002.

In our daily lives we are sometimes presented with spur of the moment crisis opportunities, and if C4C trained, we should take advantage of them, as God lays them in our path.

Your dog must have a minimum of 25 visits to be taken on this CRO #1 assignment level. Or one of the following exceptions must be secured and documented: 1. Your chapter leader vouches for your dog's demeanor and record. 2. One of the C4C Board members vouches for your dog's demeanor and record. 3. Two local C4C members, familiar with the dog, vouch for dog's demeanor and record.

All members who feel they could be used by the Lord in this way must take our Incident Management training that will help you understand the incident management process and where you fit into the overall effort while ministering.

Mandatory training is on the C4C website and consists of a power point presentation, current Response Guidelines, and current Volunteer Manual. From our website and before dispatch, you must review the power point training, download and read both the Response Guidelines and current Volunteer Manual. Also, from the same website location **you must send the preloaded "Attest to Training" email to the Program Director of Crisis Response**. This process confirms that you attest to the following: "You have taken the training, agree with the guidelines and handbook, and will follow the proper dispatch protocol for the complexity of the assignment".

All this is because we must track member training to ensure the basic knowledge level, safety, and ability to complete the assignment. These Guidelines will ensure that willing members can participate in crisis response work within the expectations of emergency managers and provide C4C with a consistent and ever improving process for all.

If you would like we can schedule a Zoom training activity for any chapter or other member group, or you can always access it on our website and do self-pace.

K9forchrist.org/serve/crisis response.

Spur of the Moment deployment can put you in the most danger because you are alone, without support, and you can also earn a bad reputation for C4C if you are not careful. Be ready to explain what our approved missions are. If they say no thanks, GO HOME!!!

Next, if you can, please call or text your chapter leader if you have one. If they can't or won't handle your dispatch use the following string. Fred Wetzel Program Director of Crisis Response at 208-830-3002, or other leadership. Try to provide us with as much information as you can from lines (2 a-f) in the **Dispatch Section** that follows. We know that with these CRO #1 responses they are quick, and you may not be successful in reaching one of us. **Don't let that stop you, tell SOMEONE** to let them know what you are doing, and please do the best you can to collect good information. This is so C4C knows you are on a response, we can pray for you, we can help you if needed, and we can log in your work in to build institutional experience and awareness through a debriefing process. Plus, we would like to know you get home safely. Please stay safe and do good work.

So that you are always ready, you should keep a "to go bag". You **must** have your ID, be in your C4C shirt if possible and dog in a vest or scarf. You will also need water and a water bowl, C4C or Crisis Response contact phone number in case you need it, a copy of these Guidelines, and several C4C photo release forms in your vehicle. Yes, we need a signed photo release form when showing the face of a person, or logo of service organizations such as Fire, Rescue and Police.

No posting to any social media while on assignment. All posting of pictures and content must be approved by the Program Director of Crisis Response and the sponsoring agency if any.

Don't accept any assignment you or your dog can't physically complete.

I can foresee the situation where a member is close to home and is asked to return tomorrow to continue work. This begins to fall into a CRO #2, Short-Term assignment and your C4C contact needs a call to be a part of the decision making.

CRO #2 and CRO #3

Be sure to check your personal schedule before committing to one of these assignments. We can now provide free iron on CR Logos to go on red polyester guide shirts that you buy. The preferred pants are kaki cargos. At this time they are not mandatory but highly recommended for uniformity during extended assignments.

All potential CRO #2 and #3 members will be interviewed by the Program Director of Crisis Response to ensure that the member understands the physical and logistical demands of CRO #2 and #3. There is within our organization, members and dogs who are blessed with many applicable skills and a subset of that group already

have advanced emergency training. We need to know these specific details so we can organize responses around them better. **All dogs must have at least 50 visits for levels #2 and #3.**

As a reminder, all members who desire to be a part of this ministry at these two levels, are required to take our incident management training, download, and read the current Response Guidelines, current Volunteer Manual, and attest to the following by sending the preloaded email on the site. You have taken the training, agree with the guidelines and Handbook, and will follow the proper dispatch protocol for the complexity of the assignment. Note the training is the same as outlined in CRO#1 above.

On Short- and Long-Term assignments you are more likely to be with 1 or more C4C members. If so, act like a team get organized. In this case “you are your brothers or sister’s keeper”. Help to ensure no team member slips through the cracks at any time.

At this point all should remember these efforts are still early steps of our Crisis Response Ministry. We strive to ensure that we begin safely, learn from our experiences, and most importantly, forge a path to teach and bring other members alongside us. This ministry will be hard work, stressful, and entail long hours. It will require both the member and their dog to be in relatively good physical condition.

The Dispatch:

COR#1

Open to all members who have taken the training. Obviously, this type of dispatch is not as formal as #2 and #3 but you should gather as much information as you can, based on the information in #2 a-f below. **This is not just another trip to a nursing home.** Your family and if you have a chapter leader they need to know where you are going even if you can’t get word to leadership. Please take notes and photos and fill out the **Response Activity Log** and e-mail to Fred Wetzel at fred@canines4christ.org. If you are a member of a chapter, let them know you’re going so someone close can help keep track of you.

You can only self-deploy if one of the two following cases apply: You are called by a local emergency contact or after seeing the opportunity and BEFORE you begin to help, you seek out the person or organization in charge and ask them if you can be of assistance.

CRO #2 or CRO #3.

Dispatch requests. Note, if anyone is contacted by someone other than leadership for this type of response, you as the original point of contact, **must gather and provide leadership with the following information before deployment.** If you are the first point of contact for a group assignment, then get solid call back information for leadership to secure all required dispatch information from your requestor. If you are called by leadership to go or join a group, you will be provided this information.

We want to keep all dispatches as local as possible so if you have a chapter leader start with them. If they can’t or won’t handle your dispatch use the following string.

1. Upon receiving a request, verbal contact must be made with one of the following leaders before you begin your deployment. Your Chapter Leader, if no answer; Fred Wetzel 208-830-3002; contact Joseph Olan 830- 212-2990 or if no answer call Ross Powell 210-639-7227. Text us to get our attention for a call back.

2. You will need to provide or be provided by leadership with the following mission information.

- a. Name and location of crisis or event.
- b. Requesting organization.
- c. **A clear definition of your requested mission and mission duration estimate.**
- d. Name and cell phone # of your onsite contact.
- e. Your cell # and a home contact # if we need it.

f. Your travel arraignments (things like when you will be leaving, how long it will take, will you be returning home each night).

3. The Chief of Party will check in as often as possible to leadership or your chapter leader and let them know how things are going and if any help is needed. Chief of Party or Chapter Leader will be responsible for submitting the Response Activity Log for the group.

4. Please take plenty of photos and have someone take pictures of you and your dog working. Make sure we get closeups to see the C4C logo on you and your dog.

*******Caution and needed action******* If you or anyone else take a picture that we could use in our documents, we MUST get written permission from the person, parent, or organization for us to use it. C4C Photo Release Form can be found on the website or upon request from the Program Director of Crisis Response.

5. If there is more than one C4C volunteer on a response you should work together and become a team to be more effective. We recommend face-to-face meetings on-site before you start, before and after shifts, and before you start home. Take notes and lessons-learned experiences during each shift to be shared at your meetings. The Chief of Party will use this information for a group closeout meeting (before leaving for home) and with leadership later to help C4C get better at these deployments.

6. Serve the Lord with gladness!!!!!!

Words of wisdom:

Tornados:

These very devastating events create difficult logistical problems for all involved with them. For us they are not something you want to get involved with immediately. They happen so fast with no real advanced warning like hurricanes, the response agencies are almost always behind the power curve. Everything for the first 24hrs. and longer in the big ones, is search and rescue and you don't need to be there. The organizations we generally work for are struggling to find people and resources to go and provide support. Your local Salvation Army or Red Cross contact outside of the path of the tornado are good calls to make to let them know you can help.

The big thing to remember with these events is that after the search and rescue is over there may not be much organized victim support. Be creative in your response, use it to build future opportunities where the managers call you to come to a specific place at a specific time.

Hurricanes:

Personal supplies needed for Long Term, Large Scale, Summer type Deployment.

All other assignments are less demanding when you are off-duty and you can find power and sleeping arrangements, but you still need to be self-sufficient during the day.

This section is for the most difficult type of deployment that Canines 4 Christ (C4C) will participate in. It addresses supplying experienced members and dogs to support an ongoing, regional, long-term crisis by an incident management team or partnering agency.

We represent our Lord and Savior Jesus Christ, Canines 4 Christ, and the organization we are requested by, each time we go on assignment.

We need to look neat and all look the same if possible. Wear clothes that protect us, and, even more importantly, be appropriate for the weather conditions.

The opportunity to accept new on-site jobs that are not approved will be frequent so only the Chief-of-Party (COP) will address new opportunities.

Communication with your COP is very important. This person is responsible for your wellbeing, don't leave them in the dark on anything. The COP will be the only member to represent C4C leadership and will deal with all deployment business. **Traveling to and from the crisis is the most dangerous part of the assignment.** Keep in constant contact with your COP, especially if your travel plans change. Also, we may not know the exact location to report to when we start on travel so until you have assembled with the team stay in contact.

Washing clothes may not be possible. You will need to take what you need to wear for 7 days. The reason for the 7 workdays is that one of the hardest jobs on an assignment like these is ordering personnel, keeping track of them, and ordering replacements. At this point we don't know how long our dogs will last and what is best for them. We will be recommending 2-hour shifts with about 1 hour between them. It's also possible the 7 days is more than they can handle so we will be having this discussion with our ordering agency before and during deployment.

A power supply on site is as problematic as showers. If your vehicle can't run it or charge it, you may lose it. I always carry a small solar charger in case I'm not around a generator. Don't plug in your phone or other device to generator power without a surge protector, so take one with you.

As COP I carry Satellite communication device (text only). Other COP's may not have that capability.

Be aware that many times all cell phone towers are down or without power. Make sure your family knows this. Your family representative needs to call the C4C emergency contact number that will be established and given to you before each deployment so in case you must be reached for an emergency. Note, as much as I wish and pray this works flawlessly, many times it doesn't, so make sure your family knows they may not reach you as quick as they would like. It is like we are serving the Lord in a war zone or back country Africa. The COP, if possible, will make arrangements to be contacted for incoming emergency calls. Please note, contact may ONLY be possible through the requesting agency and be person-to-person delivery of the message. Keep cell phones off to save battery life. Breaks and after hours are OK times to make family contact, if you're lucky.

Gas is like gold, make sure you fill up as close as possible to the incident and take extra if possible.

Any special food you and your dog need must be in a nonperishable form, and enough to last the entire assignment. Although you may not need it, you should plan to take enough food and water for 3 days.

Things get stolen, so cut down on what you take. Most stores inside the impact zone, if open, can't take credit cards until the power comes back. If you are not being provided food by the requesting agency (hopefully we will know this at dispatch) you may find that you must have cash to buy anything. I carry 1 card and \$300 and always keep them on my person.

If you or your dog begins to struggle for ANY reason let your COP know and they will help you in any way you need!!! If you are COP, confide in a team member or requesting agency to get you help.

Supplies you need to carry: (Note these are minimum quantities)

Doggy boots or special spray on products to keep your dog's feet off hot surfaces.

Hand sanitizer, cleaner.

Enough medication for you and your dog to last 2 weeks.

Make sure you have your dog's vet records.

Note: If you feed moist food to your dog, I suggest the one serving size container. Between the heat and the ants open containers of anything are a pain.

A minimum of 3 cases of bottled water. If you don't need them the victims will!

Extra pair of prescription glasses.

1- pair sunglasses. If sunglasses are prescription, extra pair also.

1- Khaki broad brim hat with a strap. Our black C4C Chaplain's hat is OK, but it will direct the heat of the sun right to the top of your head if you are outside.

4- Uniform clothing has been developed. Red polyester guide shirt that you buy, iron and sew on Crisis Response logos. At this time they are not required but recommended.

4- Light tan/ Kaki zip-off leg cargo pants. You may have the opportunity to zip off the legs and work in shorts but trust me, you will need the pockets!

2- Pair closed-toed walking shoes. Boots are good but hot. Closed-toed sandals are possible but are assignment dependent. Your feet will make you miserable so take care of them.

Off duty clothes and shoe types are your preference.

Several bandanas

Sunscreen

Chapstick, (Bag Balm is the best all-round antiseptic and moistener I have used.)

2 Containers of Insect spray, believe me you will need it.

1- Lightweight rain/wind jacket

7- Pair socks

Toothbrush and other toiletries. Towels are only provided if a national shower contractor is on site. Don't expect a shower but miracles do happen. Come prepared to bathe in a bucket if all else fails. I like the packages of body whips.

1 doz. toilet seat covers. Port-A-Toilets are the norm.

1-Pair shower shoes

7- Sets of underwear

1- Refillable water bottle you can clip on your belt.

A fannie pack or small backpack are good options.

1- Personal first aid kit for you and your dog.

1- Collapsible water/food bowl for your dog.

1- Flashlight and extra batteries. Headlights work best and free up your hands.

1- Earplugs. You may be sleeping near a snorer or a generator.

1- Tent and what you need to get off the ground or floor to sleep. Lightweight cotton sheets and a pillow. A sleeping bag will be hot!!! You may not be provided with shelter or room to sleep in.

If this hasn't scared you off take the incident management training, watch the tropics, and let's serve the Lord together with gladness!!!!!!

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