

Henry County Office of Emergency Management

Volunteer

Standard Operating Procedures and Guidelines

Rights and Responsibilities of Emergency Management Volunteers



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Henry County Office of Emergency Management

216 South 12th Street, New Castle, IN 47362

www.henrycoema.org

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IMPORTANT: This manual is intended to summarize the general rights and responsibilities of non-paid volunteers registered as emergency workers. It is only a digest and may require reference to the full text for a more detailed interpretation. Copies of the reference material listed below are available at the Henry County Office of Emergency Management.

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Henry County

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Emergency Management Volunteer Policy

Standard Operation Procedures (SOP)

Within this document the terms EMA, Department, Office, HCOEM all refer to the Henry County Office of Emergency Management.

This manual has been created to provide guidelines for all rostered volunteers of the Henry County Office of Emergency Management. Henry County at its option, may change, delete, suspend or discontinue parts or the policy in its entirety at any time without prior notice. In the event of a policy change all volunteers will be notified by their contact method.

The directives of the manual are as follows:

1. To set policy
2. Set ground rules for procedure
3. To assure directives for general operations

All standards and guidelines are written to be in compliance with the United States Federal Code, the Indiana Code, and the United States Office of Management and Personnel Standards so as to be in compliance for federal and state fiscal reimbursement.

These policies and procedures are available to all documented members of the Henry County Office of Emergency Management upon request.

Purpose: This manual outlines the rights and responsibilities of active volunteers of the various teams supported by the Henry County Office of Emergency Management (the Department). This manual is intended to clarify the relationship between the Department and our valued citizen volunteers to our mutual benefit and in the interest of our public safety mission.

Welcome: *The Henry County Office of Emergency Management welcomes all volunteers.* Each volunteer opportunity is a big job and an important one for all of us who serve or live within Henry County. We are thrilled and thankful that many talented individuals have chosen to be a part of the volunteer cadre.

All volunteers are special, the time offered is a gift to our community. They bring unique talents, skills and energies into our disaster preparedness and emergency response programs. Helping them become a successful volunteer is the purpose of this handbook. It is important that their volunteer time with us be pleasant, productive, and personally satisfying.

We love our Emergency Management



Volunteer Policies:

Regardless of the specific role performed during a volunteer's experience, there are rules, policies, regulations, procedures, and expectations that will govern their service. This is only a summary. *This guide is based on official county policies and elements of the law that may require additional interpretation in their original context.*

Non-Discrimination:

Volunteers shall be recruited without regard to any individual's sex, race, color, religion, national origin, age, marital status, medical condition, disability, or any other basis prohibited by local, State or Federal law. The Department will provide reasonable accommodation to qualified volunteers. Volunteers needing mobility or other accommodation must make these accommodation requests clear prior to their volunteer assignment. The Department reserves the right to limit its use of volunteers, adjust the hours of any volunteer or to otherwise adjust services as it deems fit in order to achieve its public purpose and policy safely and effectively.

Potentially Hazardous Activity: Participation in emergency operations is a non-traditional volunteer enterprise. Although the exposure to unnecessary risk will be avoided or mitigated whenever possible, some emergency response and recovery activities are inherently dangerous. In addition, exposure of the volunteer to images and accounts of loss and trauma, and the other conditions typical to emergency operations, should be expected.

Special Indemnification During Active Service: Volunteers are entitled to certain protections while engaged in authorized volunteer service. The purpose of this safeguard is to encourage volunteer service on behalf of the county without fear of personal liability. The Henry County Office of Emergency Management will make every reasonable effort to support and protect our volunteers in return for the valuable time and expertise they provide which is so important to the success of the program and our public safety mission.

While engaged in emergency operations as a Registered Emergency Worker (including authorized training) Indiana State Law gives them certain rights. These include supplemental coverage of medical expenses for on-the-job injuries, replacement of lost or damaged personal property directly related to the volunteer activity, reimbursement for necessary fuel costs and tolls, and other

compensation related to an in-service mishap. Coverage does not, however, cover acts of gross misconduct or negligence.

They *may* also be eligible for “defense” (indemnification and hold harmless) under the provisions under County Policy. A Documented Volunteer means they are considered by the policy as a “quasi-employee”, with temporary rights and authority relevant to specific volunteer duties even though they do not receive wages. Eligibility for defense means they must be acting in good faith in the conduct of the lawful business of the County under the direction and control of the Henry County Office of Emergency Management.

Volunteer Application Process:

- New applicants will complete an application for membership.
- The Emergency Management office shall complete a security/background and traffic check of the individual through a NCIC. Including check through the Henry County Sheriff’s Department and local Police Department(s).
- The Director or designee shall do a background check using personal references including employers.
- Application Review Board consisting of the Director, Deputy Director and those assigned by the Director to assist will review open applications as needed.
- The Director has final approval for all appointments.

Registration as a Volunteer: Registration and acceptance with the Department is a prerequisite for protection. All volunteers are required to be registered with the Department before they start volunteering. The registration process includes filling out a Volunteer Application and familiarization with the policies outlined in this handbook. Important guidance for volunteer activity is found in Indiana Code: IC 10-14-3-15 (Governmental functions; liability; emergency management workers). Each volunteer will be provided with a copy of the 10-14-3-15 and will receive orientation to the contents as they relate to volunteer activity. Volunteer candidates may also find a copy of Indiana Code Title 10-14-3-15 in the Library of our web site (www.henrycoema.org).

Background Check: Volunteers may be asked to submit to a criminal history check (applicable to those working with at-risk population groups, or who may have access to sensitive information or restricted facilities). Disqualification for volunteer service based on the results of the background criminal history check is the responsibility of the Department authorized official.

Period of Service: Emergency workers are considered on duty (in service) when they are actively involved in a mission or training event authorized by the state Emergency Management Division (indicated by the issuance of a mission number) or other officially recognized business of the Department; and that activity is properly documented.

While engaged in eligible mission-related activity as an emergency worker (under the aegis of a state EMD mission number), they are entitled to the benefits and provisions of the law for the time and distance to travel to the duty station, performance of volunteer services, and reasonable time to return to their point of origin (portal to portal).

Emergency Worker Classification: Once registered as a volunteer, you will receive a classification (general assignment) consistent with the scope of your volunteer responsibilities. Emergency worker classes used in this program are: Administration, Communications, General,

and Public Education. They may be given more than one classification in the event the assignment is diversified. (There are special sets of additional qualifications for Hazardous Materials Team, Search and Rescue and RACES emergency workers as required by their SOP's).

Emergency Manager is The Authorized Official: The Emergency Management Program Manger is the authorized official for registering emergency workers and ensuring certain workers meet basic qualifications as stated in this SOP. The authorized official may at his or her discretion impose more extensive and detailed criteria than specified in the rules.

Attendance: Once volunteer candidates are placed in a volunteer position, they become an important part of the team. Regular attendance at training, community service projects, and emergency activations are an expectation. If anyone wishes to cease being a volunteer at any time, they should notify the Director so that they can process their departure appropriately. They will be required to surrender their identification card and any Department or team property in their possession at that time.

Monthly Meetings

Monthly scheduled meetings are mandatory unless excused. Written request (includes text messages and emails) to excuse an absence should be submitted (24) hours prior to the scheduled meeting. Unexcused absences from training are grounds for suspension and/or dismissal from the agency.

Training, Drills and Exercises: Volunteers will be periodically required to participate in training courses, procedure drills, and emergency response and recovery exercises. These are intended to help maintain proficiency or to develop new skills. Active involvement in training is an expectation, and has a bearing on volunteer status.

Volunteer Time Sheets: The Department maintains time sheets for each emergency worker and or ICS 204, 211. It is critical that volunteers locate the time sheet (check in) at each volunteer location and sign in so that a record of service is maintained. Check in is a part of eligibility for protection under the law. Volunteers will be considered "checked in" if they report to the Emergency Operations Center, Net Control Station, Rally Point or other authorized Check in Station and enter their time and activities in a unit log or otherwise document activities in the records of the Department. These records will prove to be a valuable resource during incidents of grants that allow for a SOFT match.

Personnel File and Training Records: The Department will maintain a file on each emergency worker that contains the volunteer application, training certificates, and any other documentation of volunteer activities. The results of a background check, if any, will not be included in the file and will be retained by the Sheriff's Office. Volunteers may review the contents of their personnel file at any reasonable time by contacting the Director, Deputy Director or a team Captain.

Safety: It is the duty of documented volunteers to observe safe practices in all activities related to their volunteer service. Any volunteer that identifies an unsafe act by another volunteer or staff member has the authority to bring it to their attention. Unsafe/dangerous acts should ne addressed with your unit leader.

Report Accidents and Incidents: Documented volunteers have a duty to immediately report any accident or incident which a reasonable person would expect to result in the eventual filing

of a claim or suit.

Personal Transportation: Volunteers are responsible for securing their own transportation to and from their volunteer assignment. (They should consult a tax advisor regarding possible deduction of volunteer mileage.) On occasion, volunteers may be authorized to use County licensed vehicles. In this case they will comply with County policy for the use of such equipment (including completion of a provided standardized course in driver safety, and possession of a valid driver's license in good standing).

Professional Conduct Expected: The Department's policy on anti-harassment stipulates that all volunteers are expected to accomplish their work or service in a professional and business-like manner. Volunteers are expected to treat each other with respect and common dignity. Harassment includes unsolicited remarks, gestures, or physical contact; displays or circulation of written materials or pictures derogatory to either gender, racial, ethnic, or religious groups or individuals; or basing personnel decisions on a volunteer's response to sexually-oriented requests.

Sexual Harassment: Sexual harassment is unwanted, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct which has the effect of creating an offensive, intimidating, degrading or hostile work environment, or adversely interferes with or affects a volunteer's work performance. Sexual harassment is improper and illegal, and is grounds for immediate dismissal. Sexual harassment shall be reported to your supervisor. Henry County's sexual harassment policy will be enforced.

Workplace Violence: The Office will not tolerate acts of violence committed by regular employees, hourly workers, or volunteers while on Office property or while performing Office business at other locations. Any unlawful act of violence committed by employees, volunteers, members of the public, or others while on Office property or while using

Office facilities or equipment will be prosecuted as appropriate. Violent actions or threats committed by employees or volunteers will not be tolerated or ignored.

Definition of Violence (Prohibited Behavior):

- Is physically assaultive
- Consists of communicated or reasonable perceived threat to harm another individual or in any way endangers the safety of an employee/volunteer;
- Would be interpreted by a reasonable person as carrying potential for physical harm to an individual;
- Is behavior, or action, that a reasonable person would perceive as menacing;
- Involves carrying or displaying weapons, destroying property, or throwing objects in a manner reasonably perceived as threatening; or
- Consists of a communicated or reasonable perceived threat to destroy property.

Firearm Policy: Henry County Office of Emergency Management recognizes the need for an armed security force when needed. However, we identify this primarily as the responsibility of local law enforcement agencies. Volunteers may carry weapons while involved in Department activities with Director approval in accordance with the Commissioners 2016 policy. Possession of a firearm while engaged in any official volunteer activity including sanctioned meetings, training or emergency operations is restricted to only those meeting the training and qualification

requirements listed below.

Training: must attend and pass an approved 40-hour pre-basic

Qualification: Attend and qualify twice annually with the Sheriff's Office fire arms instructor.

Volunteers that have not met the training and qualification requirements to carry a weapon while involved in Emergency Management operations may lose their volunteer status. Firearms may be secured either in a provided storage area or in your POV while in the EOC. Personnel who fulfill law enforcement duties may be called upon to assist with some situations. If law enforcement resources are requested by Emergency Management, those personnel will act as representatives of their local law enforcement agency which whom they have arrest powers.

Internet Access – County Network: Volunteers may have occasional access to County computers in the course of official volunteer activity. County computers can only be used for Department business in accordance with the current Henry County policies. This includes electronic mail, internet access, and other such uses. A copy of “Computer Network, Internet, Intranet, Electronic Mail, and Voice Mail Use” is available at the Henry County Office of Emergency Management. Any non-business use, including internet access, is prohibited. Volunteers may be given a username and password for access to County computers. Each volunteer is responsible for maintaining their password and network security. NO volunteer may install any type of software without permission from IT and/or the paid staff.

Email correspondence using department equipment shall include the following:

Statement of Confidentiality: This message is intended only for the individual or entity to which it is sent and may contain information that is privileged, confidential, and protected from disclosure under applicable law. If you are not the intended recipient, or the agent responsible for delivering the message to the recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you have received this message in error, please notify the sender immediately and destroy all copies of the original message.

Drug-Free Workplace: Volunteers are expected to show up to their volunteer assignments free of alcohol, drugs, or other controlled substance. The Department may terminate any volunteer for possessing, consuming, selling or using alcohol, drugs or other controlled substances during volunteer hours, or in any manner which impedes performance. It is a violation of the requirements of WAC 118-04 to be involved in any volunteer activity while under the influence of alcohol.

IC 10-14-3 Compliance:

Volunteers operating under any Emergency Management recognized programs, and covered under emergency worker rules, will comply with the provisions of IC 10-14-3, Chapter 3. Emergency Management and Disaster Law.

Compliance will consist of:

- Being provided with a copy IC 10-14-3, Chapter 3. Emergency Management and Disaster Law (or access to a copy) upon completion of volunteer registration.
- Completion of an (annual) briefing on the content of the IC 10-14-3, Chapter 3 as it applies to the volunteer unit or program.
- Completion of a familiarization exam as documentation of the annual awareness briefing.
- Adherence with the basic volunteer responsibilities articulated in IC 10-14-3, Chapter 3 and this document.

Basic Volunteer Responsibilities While in Service:

Emergency workers will be responsible to certify to the authorized official upon request that they:

1. Have not been using any medical prescription or other drug that has the potential to render them impaired or unable to carry out their emergency assignment.
2. Are not under the influence of or using narcotics or any illegal controlled substance.
3. Are not under the influence of alcohol.
4. Possess a valid vehicle operator license if they are assigned to operate vehicles.
5. Will adhere to all applicable traffic regulations.
6. Will comply with all other requirements specified in this volunteer manual.
7. Are mentally and physically fit for their assigned duties.
8. Checked in with the appropriate on-scene official or otherwise report as required.

Confidentiality Policy

Effectively managing and protecting the Henry County Office of Emergency Management's confidential information is a critical responsibility for all personnel. Confidential information is an asset whether we work in the field or the office.

Failure to manage and protect confidential information correctly may result in legal or regulatory fines, removal of volunteer status, lost productivity and/or damage to Henry County Office of Emergency Management's reputation.

At no time will disclosures be made with regard to an emergency, disaster, event, or response without the approval of the Director of Emergency Management.

Any information pertaining to criminal investigation, identification of criminal suspects or disaster victims, related medical information, their addresses, internal planning, draft plans or documents, bulletins or news releases not cleared by command, the content of in-house briefings, overheard conversations or radio traffic, or unconfirmed speculation will not be released to the public or discussed with persons not directly involved in the operation unless cleared in advance by the on-scene authorized official and/or identified incident command.

All documents are considered FOR OFFICIAL USE ONLY (FOUO) and are NOT to be released unless cleared by the Public Information Officer, Incident Commander, Director or Deputy Director.

Photography, Images and/or Graphics

The Henry County Office of Emergency Management maintains records of current and past events that have occurred in Henry County. These records including photography or images of emergencies and disasters are kept for historical, assessment, and training purposes. These records may include information and/or images of personnel, response agencies, property and the general public. All photography will be kept on Henry County owned computers and is prohibited from personal use or storage.

Because of the possible sensitive nature of all photography will be kept as FOUO information.

Photos of evidentiary value will be handled as law enforcement sensitive.

Photos containing privileged information will be sterilized (including juvenile and deceased identities) prior to FOUO publication and or training purposes unless a written release is provided by the person(s) being displayed.

Any guidance by a Chief Officer or Elected Official with regard to scene or evidence photography will be accepted and followed.

Social Media Policy

The Henry County Office of Emergency Management trusts and expects volunteers to exercise personal responsibility whenever they use social media, which includes not violating the trust of those with whom they are engaging. As a member of the HCOEM team you will be expected to NOT engage in any online activity that is illegal or would be detrimental to you, other members or the Emergency Management Office. Volunteers should never use social media for covert advocacy, marketing or non-approved public relations. If and when volunteers use social media to communicate on behalf of Henry County Office of Emergency Management, they shall clearly identify themselves. Any member that fails to abide by the above statement may be subject to dismissal as deemed by the Director.

Political Policy

An “emergency management worker” affiliated with Henry County will NOT participate in any political activity while dressed in clothing affiliated with the Office of Emergency Management in any capacity.

In addition, IC 10-14-3-26 Political affiliation or activity of organizations and personnel

Sec. 26. (a) An organization for emergency management established under this chapter may not:

1. participate in any form of political activity; or
2. be employed directly or indirectly for political purposes.

(b) Political qualifications may not be:

1. a consideration for appointment to the agency; or
2. a cause for dismissal;

except as provided in section 27 of this chapter. Full-time employees of the agency may not participate in political activities.

As added by P.L.2-2003, SEC.5.

Multiple Agency Volunteers

Volunteer members of the HCOEM may also be a volunteer of another agency/department with the full understanding that cross participation between agencies/departments on a response will not be permitted. (The agency/department that you first respond with is where you would reside until your duties have been relieved from that agency.)

Membership Requirements

The minimum requirements are listed below. Specific assignments may necessitate additional requirements.

- Eighteen years of age or older.
- Resident of Henry County or a county that borders Henry County.
- Be a U.S. Citizen (Executive Order 11935)
- Valid Indiana Driver’s License or state issued ID.
- Pass a criminal and traffic background check.
- Reliable transportation (non-offending).

- Have no felony arrests.
- Provide information on any arrests
- Provide information on any convictions of crimes
- Is not a registered sex offender
- Ability to follow instructions.
- Ability to be a team player.
- Acceptable communication skills.
- Ability to read the English language, manuals and road maps.
- Ability to converse, in English, with co-workers and other emergency personnel
- Ability to be unaffected by loud noises and flashing lights.
- Ability to work long periods in extreme weather conditions.

Probationary Requirements

All new HCOEM members will go through a six-month probationary period. The Deputy Director shall insure that someone is assigned to train and evaluate their performance including:

1. Ability to adapt to the job/function they are assigned to
2. Ability to follow instructions
3. Ability to be a team player
4. Participation in field training opportunities

During the six-month probationary period, the volunteer will be required to complete the following:

1. Receive an Indiana PSID number
 - a. <https://s.zoomerang.com/s/psidapplication>
2. FEMA Student Identification (SID)
 - a. <https://cdp.dhs.gov/femasid/>
3. Receive an Indiana PSID number
 - a. <https://s.zoomerang.com/s/psidapplication>
4. Sign in to the training portal
 - a. <https://acadisportal.in.gov/AcadisViewer/Login.aspx>
5. FEMA Student Identification (SID)
 - a. <https://cdp.dhs.gov/femasid/>
6. Completion of IS-100b, 200b, 700a and 800a National Incident Management System (NIMS)
 - a. <https://training.fema.gov/IS/NIMS.aspx>
1. and meet the FEMA Professional Development Series by completing:
 - a. IS 120 <https://training.fema.gov/is/courseoverview.aspx?code=is-120.a>
 - b. IS 230 <https://training.fema.gov/is/courseoverview.aspx?code=IS-230.d>

- c. IS 235 <https://training.fema.gov/is/courseoverview.aspx?code=IS-235.c>
 - d. IS 240 <https://training.fema.gov/is/courseoverview.aspx?code=IS-240.b>
 - e. IS 241 <https://training.fema.gov/is/courseoverview.aspx?code=IS-241.b>
 - f. IS 242 <https://training.fema.gov/is/courseoverview.aspx?code=IS-242.b>
 - g. IS 244 <https://training.fema.gov/is/courseoverview.aspx?code=IS-244.b>
2. Read IS-2001: Threat and Hazard Identification and Risk Assessment (THIRA)
<https://training.fema.gov/is/courseoverview.aspx?code=IS-2001>
 3. FEMA Courses
 - a. IS-35.16: FEMA Safety Orientation 2016
<https://training.fema.gov/is/courseoverview.aspx?code=IS-35.16>
 4. The Role of Voluntary Agencies in Emergency Management (IS-288)
<https://training.fema.gov/is/courseoverview.aspx?code=IS-288.a>

During the six-month probationary period, the volunteer will also be required to complete the following training courses *as made available*:

- a. CPR – First Aid – AED
- b. Blood borne Pathogens
- c. Hazardous -Material Awareness
- d. Introduction to Traffic

At the end of the six-month probationary period, an evaluation by the trainer and Operations staff will determine if the candidate has satisfactorily completed the requirements to become a member of the HCOEM Volunteer staff. If the Probationary Officer has not satisfactorily completed all of the requirements, the candidate may be terminated without further consideration. An extension may be given on a case-by-case basis based upon availability of the classes and work schedule.

The training portion of the six-month probationary period may be reduced due to previous on the job training. The Director and/or Assistant Director will make this determination.

Active Participation

All personnel will be required to maintain a level of participation and certifications set forth to keep an active status with the Agency. This includes but is not limited to response, meetings, and trainings. Participation is required only during non-employment working hours. Non-participation due to illness, family responsibilities or emergencies, or unexpected situations will be considered on a case-by-case situation.

Any member callout and/or special detail will be counted and can be used as make-up if a member is lacking his/her required percentage.

Training

All scheduled training is mandatory unless excused. Written request (includes text messages and emails) to excuse an absence must be submitted (24) hours prior to the scheduled training.

Unexcused absences from training are grounds for suspension and/or dismissal from the agency. Training will consist of, but not limited to updates from IDHS, Henry County EMA/DHS, and NIMS.

Any approved Independent Study Classes taken online will be credited for up to 2 hours for Training and Operations.

In addition, the Department segment of the program will consist of 1) periodic training on the

requirements of IC 10-14-3, Chapter 3. Emergency Management and Disaster Law, 2) documented compliance with basic volunteer responsibilities, 3) periodic dissemination of appropriate safety literature, 4) maintenance of related training records, 5) incorporation of a discussion of unsafe practices as a regular agenda item in volunteer training, and 6) inclusion a safety and risk assessment element in all written Incident Action Plans.

Volunteer Identification: Upon completion of the required National Incident Management System (NIMS) courses volunteers under this program will be issued basic photo identification card as required by the Henry County Office of Emergency Management as an indication of their documented volunteer status.

Volunteer identification is the property of the Department, and will be returned to the Department upon termination or retirement of volunteer service. The display of a volunteer identification badge/card while engaged in official activities is recommended. The volunteer identification badge/card may not be used for other than official Henry County Office of Emergency Management business.

Volunteer Legal:

Filing A Claim for Compensation for Injury: The Department will provide forms for personal injury claims. That form must be completed by the Department, the claimant, and the attending physician. Additional documentation may include accident reports, mission logs, ambulance and hospital bills, receipts, medical reports, and other information helpful in describing the extent of the injury, and the circumstances under which the injury occurred. The Department will process their claim through the proper channels.

The County Commissioners Office or their designee will determine the appropriate track to take with their claim (Emergency Worker compensation or Documented Volunteer eligibility). You may be required to submit additional information if requested necessary for investigation.

Emergency Worker (mission-related) claims over the amount set by RCW 38.52.220 may require convening a compensation board.

Personal Insurance May Be Primary: No protection offered under the mission-related provisions of the law will replace other state mandated insurance coverage required for personal vehicles. In the event of a medical emergency or loss/damage to personal property personal insurance will be considered primary.

Important Limitation: If involved in an incident that could lead to a claim the volunteer should *not make an admission of liability to any person*; or discuss incidents that have led or could lead to a claim, lawsuit, or complaint against the County with persons who are not employed by the County.

Filing A Mission-Related Claim for Property Loss or Damage: The Department will provide forms (Form EMD 086 – Property Loss or Damage Claim). All claims must include receipts and documentation.

To Be Eligibility for Coverage as an Emergency Worker:

- The person with the injury or loss is a registered emergency worker.
- They have been activated by an authorized official (under a state EMD mission number).

- They have reported to or were in the process of reporting to the authorized on-scene official (checked in).
- The injury or loss was reported to the Department as soon as possible after occurrence.
- The injury or loss was the direct result of performing the volunteer assignment.
- The claim for injury or loss is accompanied by the proper original documentation.
- The injury or loss was not caused by willful misconduct, gross negligence, or bad faith of the claimant.

Mission-Related Reimbursement Claims: Fuel and other reimbursable expenses will be considered if the volunteer is participating in an actual activation outside of Henry County, the mission lasted longer than twenty-four hours, the mission required the emergency worker to drive more than one hundred miles during the course of the mission. Training events and special projects are not eligible for reimbursement. Original receipts must accompany the claim.

Standing and Applicability: A volunteer performs a role with the Henry County Office of Emergency Management without expectation of remuneration or compensation beyond that provided by law or county policy. Volunteer status with the Department does not include any job rights or responsibilities or expectation of privileges beyond their duties as an unpaid volunteer. Volunteers understand that they serve at the will of the Director and may be dismissed at any time with or without cause.

County Personnel Policy: Nothing in this manual is intended to supersede or replace the applicable provisions of the Henry County Employee Manual such as ethics and conduct, use of county vehicles, on duty use of drugs or alcohol, possession of firearms, or anti-harassment policies.

A copy of pertinent Henry County policies are available in the Emergency Management Office, a complete list of Henry County policies are available at the Commissioners Office.

Procedures for Dispute: If the Department takes an action against any volunteer for violation of any these volunteer policies, up to an including termination of volunteer service or denial of a claim, they have the option of appeal to the Henry County Commissioners.

Equipment Maintenance and Inventory

Policy on Henry County Owned Equipment

All equipment owned by the Office of Emergency Management and supplied to our volunteers shall be documented and a receipt signed upon the volunteer receiving possession. Additionally, some items may be issued or signed out on a temporary basis as approved by the Agency Director or his designee and may be kept separately from other inventory lists.

Distribution of organization or unit owned equipment and supplies to non-organization personnel is prohibited.

The E.O.C. and other facilities of the organization shall be locked to prevent intrusions, theft, or destruction of property. All County operated vehicles shall be locked when left unattended.

Issued Equipment

Volunteers who are issued County equipment and/or property shall be responsible for the safekeeping, maintaining a serviceable condition, proper care, use and when possible, obtaining a

replacement of County property assigned or entrusted to them if lost damaged or stolen. County equipment and/or property shall only be used by those to whom it was assigned. Use should be limited to official purposes and in the capacity, for which it was assigned, Damaged or unserviceable County equipment and/or property shall not be thrown away, sold, or otherwise disposed of. By accepting and signing for County equipment the signator agrees that misused, neglect and or intentional damaged items will be replaced at the signators expense. No issued equipment or property shall be used so as to reflect discredit on the organization. Out of service equipment SHALL be returned to the Director with a written explanation as to the current condition and reason for its condition.

A volunteer's intentional or negligent abuse or misuse of County equipment and/or property may lead to appropriate disciplinary action which may include, but may not be limited to, a verbal counseling, verbal reprimand, written reprimand, suspension, demotion, or termination of employment.

HCOEM/County Owned Vehicle Operations

1. A vehicle check sheet must be completed and submitted monthly.
2. A vehicle check sheet must be completed and submitted after each vehicle use.
3. County owned vehicles shall be used for official County business with reasonable consideration for use for meals, etc., while in the course of performing business on behalf of the County.
4. Only registered Henry County volunteers or drivers authorized by the Director may drive or operate County vehicles or equipment.
5. Each driver of any County owned vehicle must have a valid Indiana drivers/operator's license. Should a volunteer who drives a County owned vehicle be involved in an incident, on or off the job, where their license is suspended or revoked, the volunteer is obligated to inform their immediate supervisor **and** the EM Director within 24 hours of the incident. Failure to inform the County of a suspended or revoked license may result in immediate dismissal.
6. Personnel are responsible for any vehicle or equipment assigned to them such as reporting unsafe operations or working conditions via a vehicle repair request.
7. Volunteers driving County vehicles are required to obey all traffic laws including obeying the posted speed limit, and volunteers and passengers are required to wear available personal restraints.
8. A County vehicle is not to be driven while under the influence of alcohol or any controlled substance. This is a ZERO tolerance policy.
9. A volunteer receiving a moving violation while driving a County vehicle has an obligation to immediately (within 24 hours) inform their department director.

Driver qualifications are as follows:

1. Authorized volunteer of county.
2. Must be at least 21 years of age
3. Must have at least one year of experience in the class of vehicle operated or training equivalent.
4. Must meet licensing requirements

5. Personnel will not qualify to operate a County vehicle if, during the last 36 months, the driver had any of the following experiences (it is the sole responsibility of the driver to inform the EM Director if they are not eligible):
 - a. Been convicted of sale, handling or use of drugs.
 - b. Has automobile insurances canceled, declined or not renewed
 - c. Had driver's license suspended or revoked.
 - d. Been convicted of a traffic violation.
 - e. Been involved in two or more chargeable accidents.
 - f. Experienced a seizure or other medical condition that is cause for loss of license.

Special Response Teams

Introduction

The Henry County Office of Emergency Management has several (SRT) Special Response Teams which include but are not limited to: Damage Assessment, Hazardous Materials, ESTAT, Unmanned Arial Corps, CERT and Search and Rescue (SAR). Are all under the direction of the Operations Division and the reporting structure is through the Deputy Director. The purpose of this section is to define the requirements and responsibilities of a Special Response Team member.

Membership Policies

The Henry County Office of Emergency Management Special Response Teams membership requirements are recommended by the Operations Staff and submitted for approval by the Executive Director. The Executive Director, and/or Deputy Director reserve the right to refuse membership to anyone.

Response

All volunteer members are required to participate in (1) one callout and/or special detail and/or authorized training each month. Participation is measured in any three-month time period. Not maintaining this requirement will be grounds for:

1. Warning - issued the first time participation drops below requirement.
2. Thirty-day suspension - issued if participation drops below requirement for the second time in a twelve-month time period.
3. Termination issued if participation drops below requirements for the third time in a twelve-month time period.

Special Response Team Members

Every Special Response Team Member is a vital position within EMA and the Operations of Home Land Security. The selections of Special Response Team Members are based on meeting the qualifications set forth for Emergency Management and the specific team. The SRT members are responsible for managing the overall operations at the scene of incidents not requiring higher levels of management.

Active Participation

All personnel will be required to maintain a level of participation and certifications set forth to keep an active status with the SRT. This includes but is not limited to response, meetings, and trainings. Participation is required only during non-employment working hours. Non-participation due to illness, family responsibilities or emergencies, or unexpected situations will be considered

on a case-by-case situation.

Any member callout and/or special detail will be counted and can be used as make-up if a member is lacking his/her required percentage.

Special Response Team (SRT) Meetings

Monthly scheduled meetings are mandatory unless excused. Written request (includes text messages and emails) to excuse an absence should be submitted (24) hours prior to the scheduled meeting. Unexcused absences from training are grounds for suspension and/or dismissal from the agency.

Training

All scheduled training is mandatory unless excused. Written request (includes text messages and emails) to excuse an absence should be submitted (24) hours prior to the scheduled training. Unexcused absences from training are grounds for suspension and/or dismissal from the agency.

Training will consist of, but not limited to updates from IDHS, Henry County EMA/DHS, and NIMS.

Any approved Independent Study Classes taken online will be credited for up to 2 hours for Training and Operations.

Uniform and Personal Appearance Regulations:

General Policy

The items of wearing apparel named and described in this chapter shall constitute the official uniforms for Emergency Management members.

The Henry County Office of Emergency Management does not require its members to wear a uniform for basic daily operations; however uniforms are an important part of Emergency Management / Homeland Security Operations. The wearing of a uniform serves three (3) main purposes:

1. Wearing a uniform quickly and positively identifies us to the public and other agencies as an authorized public safety official. This will reduce any confusion with the public and other agencies as to our authority to direct or assist them.
2. Wearing a uniform provides a clean, polished and professional appearance. When the Henry County Office of Emergency Management is requested and our officers present a consistent appearance, it increases the confidence level and shows the requesting agency as well as the public that we are professionals.
3. Wearing a common uniform shows that we are proud of our affiliation with the Henry County Office of Emergency Management, that we are dedicated to providing professional service, and we are worthy of the respect of a public safety official.

Identification Policy

Authorized EM personnel will be credentialed and have proper identification (logo, badge, ID card, etc.) plainly visible while acting in this capacity at all times (no exceptions) as to identify their affiliation with HCOEM.

Uniforms

The uniform and insignia of the Organization shall be as prescribed by the Emergency Management Director.

Official Uniforms of the Organization shall:

1. Not be mixed while being worn with other visible articles of civilian or unauthorized clothing.
2. Be worn in its entirety as provided by orders or by weather conditions or by direction of a Officer.
3. Not be adorned with badges, awards, buttons, or other insignia other than as authorized by the organization.
4. Not to be worn by any person other than a member of the organization.
5. Must be replaced when necessary to present a professional appearance.
6. Be kept clean, properly creased, and in serviceable condition.
7. Be kept properly/fully buttoned at all times, when in public view.
8. Not be worn while voting in a public election.
9. All issued items, equipment, patches and clothing will be returned to the issuing unit, upon separation. The member may retain all items, equipment, and clothing that have personally purchased. Void of all insignia or anything relating to the Henry County Office of Emergency Management or altered to display separation from the Department.
10. All members shall maintain one (1) full uniform in readiness to wear. All Emergency Management members may be ordered into uniform in event of a serious emergency with one (1) hour to be in full uniform and at the scene by either the Director or Officer.

The components of the official uniform for the organization may or may not be issued by the organization and shall be as follows:

Class “A” Uniform (not issued by the organization).

Shirts:

1. Approved uniform shirt. A plain white or black t-shirt will be worn under the uniform shirt.
2. Years of service pins shall start after one (1) year of continuous service.
3. A black 1 ½” wide belt.
4. Tan pants with no stripes (no cargo pockets).
5. No jeans of any type or color shall be worn as a uniform pant.
6. Brown, plain toe shoes or boots shall be worn with like color socks (over white socks when medically required) (footwear is not issued by the organization).
7. A light brown duty jacket.

A Henry County Emergency Management volunteer badge (embroidered) shall be in the place over the left breast pocket and such badge shall be worn at all times while in uniform.

Class “B” Uniform

Shirts:

1. Approved uniform shirt. A plain white or black T-shirt will be worn under the uniform shirt.
2. A “TAN” Golf shirt or approved sweat shirt will be considered the Class “B” uniform.

3. A plain black 1 ½” wide belt.
4. Approved kaki cargo pants.
5. Black, plain toe shoes or boots shall be worn with black socks (over white socks when medically required) and/or white socks with black boots (footwear is not issued by the organization).
6. A Tan duty jacket.

A Henry County Emergency Management badge shall be in the place over the left breast pocket and shall be worn at all times while in uniform.

Uniform - Insignia and Patches:

Emergency Management Emblems: The insignia’s below identify the different groups of the Henry County Office of Emergency Management and may be worn by members in good standing as a public indication of their volunteer service provided that such display does not disparage the reputation of the Department. Any other combination of graphics, text, images, etc. that will cause the wearer to be identified as a Henry County Office of Emergency Management volunteer must be approved in writing by the Director.



1. EM patches will be worn on the left sleeve one (1) inch below the seam on all uniform garments and an American flag will be worn over the right breast pocket of a class “A” uniform.
2. One approved special patch may be worn on the right sleeve
3. The Director, Deputy Director, Captains and Lieutenants’ shall wear gold rank insignias and all others shall wear silver.

Personal Appearance

Professional Appearance/Personal Hygiene: Volunteers are responsible for maintaining appropriate levels of personal appearance and hygiene. Volunteers that have not maintained a *community reasonably level* will be asked to leave (by a supervisor) and may return when they have achieved a *community reasonably level* as approved by a supervisor.

1. Hair shall be kept cut, trimmed, clean and neat at all times.
2. Mustache, goatees, and beards must be kept cut, trimmed, and clean at all times.
3. No new tattoos/body art/brands on the head, face, neck, or scalp shall be allowed after being accepted as a HCOEM volunteer.
4. Tattoos/body art/brands elsewhere on the body that are prejudicial to good order, discipline and morale or are of a nature to bring discredit upon the Office are prohibited.
5. Tattoos/body art/brands should not be visible through uniform clothing and may be required to be covered by a supervisor, Director or Deputy Director.
6. Intentional body mutilation, piercing, branding/intentional scarring that are excessive or

eccentric as deemed by the Director are prohibited.

7. The use of gold, platinum or other veneers or caps for purposes of ornamentation are prohibited.
8. Personal appearance shall be neat, clean, and maintained at all times while identifiable as a Henry County Office of Emergency Management volunteer.
9. Questionable appearance will be at the discretion of the Director, Deputy Director or supervising officer.

Command Structure (Rank)

The Henry County Office of Emergency Management functions with a rank structure similar to most emergency service organizations. From the least to highest: Member, Lieutenant (Group Leader), Captain, Deputy Director and Executive Director.

The COMMAND structure follows standard NIMS protocols.

A **“Captain”** must meet the following requirements and be approved/appointed by the Director:

A minimum of one-year continuous service as a volunteer member along with 40 hours of approved training and/or Operations and 60 hours’ emergency management field experience or approved equivalent.

- Maintain the level of participation and previous certifications required to hold an active status with the Special Response Team. This includes but not limited to meetings, training, and responses.
- Good communications and public relations skills
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Demonstrate his/her ability to:
 - Manage volunteers
 - Follow instructions
 - Be a team player

Successfully complete all training required for a Lieutenant and any training listed above and:

- Read Threat and Hazard Identification and Risk Assessment (THIRA)
- Specific training as identified by the Director or Deputy Director

The Captain is responsible for the following:

- Assisting the coordination and deployment of units when responding to and while on scene of an incident.
- Insuring safety is observed at all times.
- Insuring operational Guide(s) is being followed.

A **“Lieutenant”** must meet the following requirements and be approved/appointed by the Director:

A minimum of one-year continuous service as a volunteer member along with 40 hours of approved training and/or Operations and 60 hours field experience and

Maintain the level of participation and previous certifications required to hold an active status with the HCOEM. This includes but not limited to meetings, training, and responses.

- Good communications and public relations skills
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Demonstrate his/her ability to:
 - Manage volunteers
 - Delegate authority
 - Follow instructions
 - Be a team player
 - Establish and implement operational plans and IAP's for various responses.
 - Pass the review process.

The Lieutenant is responsible for the following:

- Coordination and deployment of units when responding to and while on scene of an incident.
- Insure that all Time and Incident Run sheets are completed after a response.
- Insuring that safety is observed at all times.
- Insuring Operational Guide(s) is being followed.
- Documenting and reporting to the Director or Deputy Director all problems, injuries, public complaints on an incident.

Successfully complete listed training:

- START Triage
- Effective Communications

“IS” courses can be found at: <http://training.fema.gov/IS/crslist.aspx?all=true>

- Exercise Design (IS-139)
- Developing and Managing Volunteers (IS-244)
- Leadership and Influence (IS-240a)
- FEMA Safety Orientation 2014 (IS-35.14)
- Developing and Managing Volunteers (IS-244)
- Leadership and Influence (IS-240a)
- National Weather Service “Storm Spotter” Class
- Exercise Design (IS-139)

Dispatching and On Site Operations

Dispatching Procedure

The Henry County 911 Communication Center serves as the primary dispatch point for requested resources during normal operations. The following procedures shall be followed when a call is received for assistance by the dispatch center:

- The dispatch center will dispatch the appropriate Special Team using the SOP provided to them.
- HCOEM utilizes www.iamresponding.com for member dispatching.
- All members should download the “iamresponding” app on their phone.
- All units will acknowledge their response utilizing the app. If necessary prior to arrival they will receive instructions of the emergency situation, staging and their assignment.

Communications

- It is the responsibility of all personnel that operate on the public safety communications system to maintain proper radio professionalism and courtesy at all times.
- Abuse or misuse of the radio system will not be tolerated.
- Self-Dispatching and Responding WITHOUT appropriate notification or authorization is prohibited.
- Members are prohibited from being on an emergency scene without proper authority. Exception to this rule may be: a nearby incident where no emergency personnel are on scene and you are able to render aid.
- At NO time are any personal owned vehicles to respond in a lights and a siren emergency mode and all volunteers must drive with due regard while representing HCOEM.

Operating an Emergency Vehicle Policy

The following guidance is for the assignment and use of emergency vehicles in emergency situations by Emergency Management personnel.

1. Emergency Vehicles are assigned to the HCOEM to allow personnel to respond to emergency situations. Such vehicles will be maintained in a constant state of readiness.
2. Emergency Management vehicles may only be operated by EM personnel.
3. Emergency Response or “Lights and a Siren” response must be authorized by the Director or Deputy Director and only during a life threatening situation. If you are in doubt do NOT respond “lights and siren”.
4. Personally Owned Vehicles (POV) may display a flashing red and/or yellow light(s) only when parked and at no time is authorized to respond as an emergency vehicle.

At NO time are any personally owned vehicles to be used to respond in a “Lights and a Siren” emergency mode & all volunteers must drive with due regard while representing HCOEM in all vehicles.

5. Responding with HCOEM vehicles displaying lights and sirens DOES NOT authorize the operator to drive through intersections without due regard for the safety of the public or other members.

6. Under IC 9-21-8-35 (d) *This section does not operate to relieve the person who drives an authorized emergency vehicle, a recovery vehicle, a utility service vehicle, or a road, street, or highway maintenance vehicle from the duty to operate the vehicle with due regard for the safety of all persons using the highway.*
7. You are responsible for the safe operation of all vehicles and equipment and while acting as an emergency worker and you are not relieved of any civil or criminal liability!
8. Violation of this policy is punishable by IC 9-19-14-5.5 a Class C Infraction
9. If section six (6) of this policy is violated, neither Henry County Government nor the Office of Emergency Management will accept any responsibility or liability from the drivers' actions.

Disciplinary Actions:

Disciplinary action will be taken when a member commits an infraction of the operating rules and regulations of Henry County Office of Emergency Management.

1. Suspension from the agency can be issued verbally or written by the Executive Director and/or the Deputy Director. A verbal suspension will be followed up by a written report to be placed in the volunteers file within 3 days. While on suspension all O.E.M. functions will be prohibited.

Listed are at a minimum, automatic thirty-day suspension from the agency:

2. Receive a traffic violation responding on an O.E.M. detail.
3. Physical confrontation with members or non-members while on an O.E.M. function.

An automatic thirty-day suspension is not limited to the above list; the Deputy Director and/or the Executive Director at any time can issue an automatic suspension.

If the volunteer receives two suspensions in a twelve-month period, the Director shall determine if grounds for dismissal from the agency is warranted.

Dismissal/Revocation of Volunteer Status

Dismissal from or revocation of volunteer status may only be issued by the HCOEM Director. Volunteers that have lost their "Volunteer Status" agree to return ALL county owned/issued equipment. It must be turned in to the Executive Director within twenty-four hours. Any equipment assigned to and signed for may be charged to the volunteer for reimbursement to the County. Failure to comply will result in possible criminal charges.

Listed but not limited to, are automatic dismissals from the agency:

1. The use of O.E.M. identification and/or badges to evade or infringe lawful activity.
2. The use of or under the influence of drugs or alcohol on an O.E.M. function.
3. The selling or purchase of illegal drugs.
4. Felony conviction
5. While on duty:
 - a. Public use of profanity
 - b. Willfully committing an act endangering life or injury to fellow workers or the general public
 - c. Reckless operation of a vehicle or equipment causing serious injury or death.

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