

# Organization

## **Who are we?**

The Russell Auxiliary Force is a volunteer force composed of residents of Russell and nearby communities. We are a division of the Russell Fire-Rescue Department that comes under the direct supervision of the Russell Fire Chief.

## **What do we do?**

The mission of the Russell Auxiliary Force is to support the Russell Fire-Rescue Department in helping Russell residents prepare for, cope with and recover from emergencies and disasters. To do this, we take responsibility for

- Providing disaster education and emergency preparedness information to Russell residents
- Assisting the Russell Fire-Rescue Department in responding to emergencies by helping with communication, evacuation, water distribution and any other nonprofessional activity that the Fire Chief deems necessary
- Developing and implementing a system for responding to community needs during a bioterrorist or other public health emergency, such as mass inoculation
- Establishing emergency shelters
- Following an emergency or disaster, providing recovery services under the direction of the Fire-Rescue Department
- Make every effort to assist others in replicating our work, because the safer they are, the safer we all are.

## **Who's in charge of what?**

*The Russell Fire Chief*, or his/her representative, supervises all activities of the Russell Auxiliary Force in both administrative functions and operations.

## **Administration**

- *The Russell Auxiliary Force Planning Committee* plans, organizes, directs, reviews and tracks all regular activities, such as recruitment, training, practice drills, public education, and the Help Out program.
- *The Help Out Chairperson* oversees the Help Out program, which identifies residents who are homebound, ill, elderly and/or have other medical concerns which could require extra assistance during community emergencies. He or she supervises the Help Out Registrar, who maintains current records on enrollees.
- *The Communications Chairperson* maintains a working knowledge of all key communications systems (phones, radios, faxes, etc.) at the Fire Station and is responsible for training RAF members in communications and advanced communications.
- *The Community Relations Chairperson* handles all public education, including brochures, press releases and public speaking; all media relations; and sharing information and materials with other communities interested in replicating the RAF or any of its activities.
- *The Data Manager* is responsible for all data collection and reporting, including registering new members, maintaining membership rosters, and issuing badges.
- *The Treasurer* maintains financial records of all moneys received and expended, processes purchase orders/reimbursement requests, and furnishes financial reports to the RAF.

## **Operations**

In emergency situations, the Russell Fire Chief or his/her designated representative initiates activation of the Russell Auxiliary Force by notifying the Auxiliary Commander, a position which rotates on a monthly basis. (See job description below).

- *The Incident Commander* determines when there is a need for RAF support and communicates this to the Fire Chief, who is back at the station or in a mobile command center.
- *The Fire Chief* pages the Auxiliary Commander and initiates a request for RAF support.
- *The Auxiliary Commander* receives direction from the Fire Chief and coordinates all emergency-response activities of the Auxiliary Force. In a major emergency, an Emergency Operations Center (EOC) will be formed and the Auxiliary Commander will be part of the EOC. In a less extensive emergency, in which there is no need for a full EOC but members of the Auxiliary Force are needed for specific tasks, the Auxiliary Commander will work directly with the Fire-Rescue Department's Incident Commander, according to the Incident Command System. (See the section below, What is the Incident Command System?) The Auxiliary Commander maintains keys to the Fire-Rescue Station.
- *The Planning Committee* members maintain keys to the Fire-Rescue Station and may be called upon to admit members of the RAF to the station in the event the Auxiliary Commander is unavailable.

The following Auxiliary Force members report to the Auxiliary Commander:

- *The Volunteer Coordinator* mobilizes members of the Auxiliary Force as needed, maintains a list of which members are not available due to being out of town, and writes up an Activation Report following activations and drills.
- *The Communications Coordinator* handles phone calls from residents and other radio and telephone communications at the Fire-Rescue Station; he or she may have one or more Communications Assistants.

- *The Help Out Coordinator*, who may be either the Help Out Chair or the Help Out Registrar, contacts all Help Out enrollees who may be affected by the incident. If neither the Help Out Chair nor the Registrar are available, the Auxiliary Commander will designate an RAF member to initiate contact with enrollees. If any enrollees need special assistance, or cannot be reached by telephone, this is considered an emergency and reported to 9-1-1 dispatch or the Russell Fire-Rescue Department according to standard protocols.
- *The Information Coordinator* tracks key information at the EOC and maintains the Emergency Status Board; he or she may have one or more Information Assistants.
- *The Shelter Coordinator* sets up and manages a shelter when needed. He or she will have at least two Shelter Assistants, and will generally work with a Security Officer and Medical Officer (paramedic/EMT), and may oversee other, non-Auxiliary Force volunteers. In large-scale emergencies, there may be multiple shelters, each with its own Shelter Coordinator and Shelter Assistants.
- *The Supplies Coordinator* obtains supplies needed by Auxiliary Force members in the field (e.g., flashlights, coffee), by residents in shelters (food, blankets), by firefighters or others involved in emergency response activities.

There is another position that does not report directly to the Auxiliary Commander but remains in close communication with him/her.

- *The Field Coordinator* leads the Field Assistants, who are Auxiliary Force members working on scene, for instance assisting firefighters in evacuating residents. The Field Coordinator reports directly to the Incident Commander (or his/her designated representative). The Field Coordinator oversees the work of the Field Assistants and maintains radio or telephone contact with the Auxiliary Commander.

Each of these positions is explained in more detail in the job descriptions below. The structure of the Auxiliary Force organization is shown in a chart on the following page. All activities of the Russell Auxiliary Force are designed to dovetail with the Incident Command System used by the Russell Fire-Rescue Department.

### **What is the Incident Command System?**

The Fire-Rescue Department's response to an emergency is organized according to the Incident Command System, which was developed by the National Fire Protection Association and is now used by Fire Departments and Police Departments throughout the country. In this system, the on-scene Incident Commander is in charge of the overall incident, with ultimate authority and responsibility for all response activities. In most cases the Incident Commander will be a member of the Russell Fire-Rescue Department, but in certain kinds of incidents (such as the threat of a terrorist activity) may be a member of the Russell Police Department. Reporting to the Incident Commander are the command staff (Safety Officer, Liaison Officer and on-site Information Officer) and the response team, which is organized into Operations, Planning, Logistics and Finance/Administration. The Emergency Operations Center provides the Incident Commander with information and resources as needed. See the Emergency Plan for details on the Incident Command System.

# Membership Policies

## **Who qualifies for membership?**

The RAF is open to all residents and employees of Russell Township, and to residents of nearby communities with needed skills, on a case by case basis. All applicants must possess a valid Ohio driver's license.

## **What is the registration process?**

Each applicant must fill out an RAF registration form, a Russell Fire-Rescue Department volunteer "employee questionnaire" form, and a confidentiality statement (described below) and return them to the Data Coordinator. In addition, applicants must visit the Russell Police Department to be fingerprinted for a background check, in accordance with current legal requirements for those working with the public.

## **What is the confidentiality policy?**

Members will maintain strict confidentiality relating to documents, records, reports and information that may be observed and/or heard during their work with the RAF and the Russell Fire-Rescue Department, especially information relating to medical conditions, juveniles or law enforcement.

## **What kind of training is involved?**

The Russell Auxiliary Force provides a Basic Training course, which is mandatory for all members, plus additional courses in various RAF functions, such as communications, field work and shelter management. The RAF conducts emergency response drills, often in conjunction with the Fire-Rescue Department, and arranges opportunities for members of the Force to assist firefighters in nonprofessional capacities. The Auxiliary Force and Russell Fire-Rescue Department work together to provide some courses, such as CPR and First Aid, which are open to both RAF members and the general public.

## **Who is certified for active service?**

Upon completion of Basic Training and passing the background check, new members are issued a Russell Auxiliary Force ID badge that is valid for two years from the date of issue. This certifies that the individual is qualified for active service, and may participate in emergency response activities when called upon by the RAF under the direction of

the Russell Fire-Rescue Department. When their RAF badge expires, members will be re-certified in Basic Training. Additional training is required to serve as Auxiliary Commander or as one of the Coordinators.

### **What is required to maintain membership?**

Each member must complete Basic Training and is encouraged to attend as many training sessions and drills as possible.

Members who participate in an actual emergency response are expected to act in a responsible and professional manner, to obey direction from the person to whom they report, to provide clear and accurate information, and to seek appropriate guidance and authorization as needed. Following activation, members are expected to provide complete and accurate information to the Volunteer Coordinator who is preparing the follow-up report.

When a member leaves the RAF for any reason, he or she is required to notify the Volunteer Coordinator and turn in his/her RAF badge to the Data Manager, even if that badge has expired.

Members are responsible for notifying the Data Manager of any changes in contact information or other factors that could affect their ability to function, such as major medical conditions or loss of valid driver's license.

### **How is the RAF activated?**

The Incident Commander (senior person on scene) conveys a request for RAF support to the Fire Chief (senior person at the station), who will ask the Auxiliary Commander to deploy personnel. The Auxiliary Commander then calls the Volunteer Coordinator, who is responsible for contacting members who have the needed skills for specific tasks required.

### **How are RAF members notified in an emergency?**

The Volunteer Coordinator or his/her designated representative calls each member with information about the emergency, telling the member where and to whom he or she should report. The Volunteer Coordinator may pass on additional information, such as type of work, weather conditions, and appropriate dress, at this time.

Members are required to keep themselves readily available by

- Having a cell phone or a non-electric telephone that will function during a power outage
- Advising the Volunteer Coordinator when they will be out of town or otherwise unavailable for more than a few days
- Keeping the Data Coordinator updated on any changes in contact information, such as a new cell phone or work number.

If there is a community emergency and phones are not working, all available RAF members go directly to the Fire-Rescue Station and report to the Auxiliary Commander. If the Auxiliary Commander is not available, members should report to the most senior RAF member at the station, or to the Fire Chief. If told there is no need for them to remain at the station, RAF members should leave promptly.

RAF members should never report to the scene of an incident unless specifically directed to do so by the Auxiliary Commander.

### **What is the dress code?**

Members of the RAF reporting for active service must wear an RAF T-shirt or black shirt, long pants, sturdy shoes or boots (never sandals or open-toed shoes), and weather-appropriate outer wear. When orange Emergency Services vests are available, these should be worn whenever RAF members are working on the scene of an incident with other emergency workers, or at the discretion of the Auxiliary Commander or, in shelter situations, the Shelter Coordinator. Vests will be kept at the Fire Station in both the main RAF Box and the Emergency Shelter Box.

RAF shirts are paid for by the individual member, and may be ordered at cost by contacting the RAF Treasurer. In addition to wearing RAF shirts during drills and activations, members are encouraged to wear shirts to all meetings or community activities, and at any other time they choose, to promote awareness of the RAF.

### **What about ID?**

All members will be issued a Russell Auxiliary Force photo ID badge upon completion of Basic Training. This ID badge must be worn at all times while on active duty.

ID badges are valid for two years. Before they expire, members must re-certify in Basic Training, have a new photo taken and get a new ID badge.

When a member leaves or fails to renew Basic Training after the badge expires, the old badge must be turned in to the Data Chairperson. If member does not turn in badge, it is the responsibility of the Data Chairperson to contact the former member and retrieve the badge.

# Job Descriptions: Administrative Functions

## Planning Committee

### Overall job function

Plans, coordinates, assesses and supervises all Auxiliary Force general operations

### Specific duties

- Meets monthly or more often as needed to plan training sessions and to review reports from various Coordinators, teams and task forces and identify needed actions.
- Prepares an annual budget and authorizes all major expenditures.
- Provides the Trustees with an annual report about the RAF's activities that is submitted with the budget.
- Sets policies, procedures, guidelines for conduct, and all other operating parameters for the RAF.
- Evaluates all requests made by other communities interested in replicating RAF activities.
- Maintains keys and key cards to the Fire-Rescue Station to enable RAF members to enter the EOC section of the station during emergency situations, should the Auxiliary Commander and RFD personnel not be available to open the station.

### Reports to

The Fire Chief

### Authority

Provides direction and coordination of all administrative functions and committees. Oversees the Auxiliary Commander and Volunteer Coordinator

in their non-operational functions (e.g., ensures the positions are filled and that Volunteer Coordinator has contacted all members prior to start of month to check availability).

### **Structure**

- There are four to six members.
- Chairperson rotates on a quarterly basis. Chairperson leads all planning committee meetings (including scheduling and setting agenda) and prepares the agenda for all group meetings, training sessions and drills. Is responsible for sending out group meeting announcements.
- Decisions are made on a consensus basis.

### **Qualifications**

- Extensive RAF experience, including having participated in numerous training sessions and drills
- Commitment to meeting at least once a month, usually one week prior to the next group training session, and at other times as needed
- Willingness and ability to take on a leadership role

### **Term**

Open-ended; members recommit on annual basis.

## **Help Out Chairperson**

### **Overall job function**

Oversees program's registration and outreach activities; develops policies, procedures and forms; supervises the Help Out Registrar; ensures proper records are kept. Protects the confidentiality of all Help Out materials.

### **Specific duties**

- Maintains binder of completed Help Out Activation Forms recording who access the confidential member list, what services are provided and by whom.
- Is responsible for producing copies of Help Out Starter Kit materials as needed and providing these to the Help Out Registrar for distribution to new members.
- May serve as Help Out Coordinator during activation (see description below)

**Reports to**

Planning Committee

**Authority**

Directly oversees Help Out Registrar

**Qualifications**

Must have completed Basic Training and be familiar with the Help Out program.

**Term**

Open-ended; recommits on annual basis.

## **Help Out Registrar**

**Overall job function**

Maintains program's records and keeps in regular contact with all enrollees. Protects the confidentiality of all Help Out materials.

**Specific duties**

- Obtains detailed information from enrollees using the Help Out Member Registration Form.
- Maintains the Member Registration Forms in a special binder kept in a secure place, to be accessed only by the Help Out Chairperson and Help Out Registrar
- Maintains a second set of completed Help Out Member Registration Forms in a binder in the Communications Room of the Fire-Rescue Station.
- Maintains a third set of Help Out Registration Forms in a sealed envelope, which is held by the Auxiliary Commander.
- Distributes a Help Out Starter Kit to every new member.
- Arranges a home visit to new members if requested; visits are generally made by a member of the RFD accompanied by Help Out Chair and/or Registrar.
- Follows up every six months to check on members and update their information.
- Provides updated Registration Forms to the sets held by the Fire Chief and Auxiliary Commander as needed to keep member information current.
- May serve as Help Out Coordinator during activation

**Reports to**

Help Out Chairperson

**Qualifications**

Must have completed Basic Training and have good organizational and phone skills

**Term**

Open-ended, recommits on an annual basis

**Communications Chairperson**

**Overall job function**

Maintains working knowledge of all RFD communications systems and procedures and trains RAF personnel in their use

**Specific duties**

- Works with RFD personnel to obtain update information on communications systems
- Trains RAF personnel in use of communications systems
- Sets up advanced training sessions for those who volunteer for it
- Reviews and updates communications sections of RAF manual and township Emergency Plan

**Reports to**

Planning Committee

**Committee Structure**

Four to six RAF members, all trained in Basic Communications and most or all trained in Advanced Communications

**Qualifications**

Trained in Advanced Communications

**Term**

Open ended; recommits on an annual basis

**Community Relations Chairperson****Overall job function**

- Responsible for all external communications, including public education, media relations, public relations and recruitment

- Responsible for all internal communications, including RAF manual, RAF badges, Russell Emergency Plan, and RAF social gatherings
- Works with Community Relations Committee as well as other RAF members to ensure these responsibilities are fulfilled

### **Specific duties**

- Updates Emergency Plan every two years
- Updates RAF Manual every two years
- Provides public education materials, such as brochures and fliers
- Leads recruitment effort to enroll new members in RAF
- Issues press releases and works with media to promote recruitment and public awareness of RAF and public safety issues
- Creates badges for all members, including taking photos

### **Reports to**

Planning Committee

### **Committee Structure**

Four to six people, including Data Manager (described below)

### **Qualifications**

Must have completed Basic Training and be familiar with all phases of RAF training; preferably has experience in public relations, media relations, writing, graphic design and desktop publishing.

### **Term**

Open ended; recommits on an annual basis

## **Data Manager**

## **Overall job function**

Collects and updates data relating to RAF members, and organizes it into reports; issues badges.

## **Specific duties**

- Registers all new members, including
  - Brings registration packet (registration form, employee questionnaire, confidentiality agreement) to group meetings (or sends with someone)
  - Collects completed registration form and employee questionnaire, processes the information (see below) and keeps originals on file. Members are responsible for notifying Data Manager of any changes (e.g., address, valid driver's license)
  - Confidentiality Statements are taken to Fire-Rescue Station by the individual member or by Data Manager.
  - Processes completed forms, inputting all information into database using the following categories: members' last name, first name, spouse, address, phone numbers, e-mail address, fax, social security number, emergency contacts, skills, interests, date of birth, physical restrictions, Ohio driver's license, committees interested in, date of fingerprinting, completion of questionnaire, completion of confidentiality agreement, possession of valid RAF badge. Current data base uses Microsoft Access.
- Takes roll call at all meetings and activations, or designates someone to do so. Tracks member participation by noting on database what meetings each attended and what training each completed.
- Produces the following reports on a monthly basis, distributes at group meeting, or if there is no meeting that month, sends via e-mail, hand delivery or mail. (See attached samples.)

1. Membership Roster, including A) member information: last name, first name, (spouse), home phone, cell phone, work phone, address, and e-mail address, B) additional key contact numbers: fire chief, police chief, Fire-Rescue Station, Road Department, Auxiliary Commander's pager, Geauga County Humane Society's Rescue Village, C) calendar of auxiliary commanders and volunteer coordinators for next few months, D) note Planning Committee members. Membership Roster is distributed to the next month's Auxiliary Commander and Volunteer Coordinator; if new members are listed, copies are distributed to all members at the group meeting.
  2. Current Training Roster, including last name, first name, (spouse), event (date), meeting (date); distributed to next month's Auxiliary Commander and Volunteer Coordinator.
  3. Emergency contact list, including last name, first name, (spouse), emergency contact name and number(s), physical restrictions; distributed to next month's Auxiliary Commander and Volunteer Coordinator.
  4. Completed forms, including last name, first name, (spouse), fingerprinted (date), registration (date), questionnaire (date), confidentiality agreement (date), badge (date); distributed to next month's Auxiliary Commander and Volunteer Coordinator.
  5. Mailing labels, used for sending monthly meeting announcements, also additional sets of labels as needed for announcing events or calling for volunteers e.g. for drills; distributed to designated person.
- Issues badges
    6. Notifies Community Relations Chair that a new badge is needed when a new member has completed Basic Training
    7. Distributes badges to new members; badges are valid for 2 years.

8. As badges expire, notifies Community Relations Chair that new photos will need to be taken and badges will need to be reissued.
9. When a member leaves the RAF, collects badge and destroys it.
10. Notes any lost badges which are reissued.

**Reports to**

Community Relations Chairperson

**Qualifications**

Must have completed Basic Training and have good organizational and computer skills.

**Term**

Ongoing; recommits on an annual basis

**Treasurer****Overall job function**

Maintains all financial records of the Russell Auxiliary Force and processes all expenditures of funds in the RAF account held in trust, as part of the Russell Fire-Rescue Department budget, with the administration of the Township of Russell.

**Specific duties**

- Maintains a balance sheet of all RAF assets.
- Maintains a profit-and-loss statement of all RAF revenues and expenditures.
- Maintains copies of receipts of all RAF expenditures.
- Processes requisitions for reimbursement/payment as follows:  
For minor expenditures (under \$50)

11. Prior to purchase, expenditure is authorized by a Planning Committee member.
12. Following purchase, the RAF member fills out a Russell Fire Department Requisition Form, attach copies of receipt(s), and submits the form to the Planning Committee.
13. The Planning Committee authorizes or rejects the requisition.
14. The Planning Committee forwards authorized requisition form to the RAF treasurer.
15. The Treasurer submits the requisition to the Fire Chief for approval.
16. When approved and signed by the Fire Chief, the Treasurer submits the requisition form to the Clerk.
17. The Clerk issues a check and forwards it to the Treasurer for recording and distribution.

For major expenditures (over \$50)

18. Prior to purchase, the RAF member obtains an estimate, fills out a Russell Fire Department Requisition Form, attaches the estimate and forwards the form to the RAF Planning Committee.
19. The Planning Committee authorizes or rejects the requisition.
20. The Planning Committee forwards authorized requisition form to the RAF treasurer.
21. The Treasurer submits the requisition to the Fire Chief for approval.
22. When approved and signed by the Fire Chief, the Treasurer submits the requisition form to the Clerk.
23. The Clerk issues a check and forwards it to the Treasurer for recording and distribution.

### **Reports to**

The Planning Committee

### **Qualifications**

A background in bookkeeping and current RAF membership.

**Term**

Ongoing; recommits on an annual basis

## Job Descriptions: Operational Functions

*The following job descriptions outline the roles and responsibilities involved in specific RAF positions during activation.*

### **Auxiliary Commander**

#### **Overall job function**

Coordinates, assesses and supervises all Auxiliary Force functions throughout the incident.

#### **Specific duties**

- Wears the pager supplied by the Fire Chief and responds to all pages directed to the RAF; must temporarily turn over pager to another qualified member of the RAF if he/she will be unavailable for more than a brief period of time (1 to 2 hours); must find a replacement if going out of town, and report this replacement to the Volunteer Coordinator.

- Keeps a set of keys to the Fire-Rescue Station and is familiar with the RAF supplies kept in boxes in the closet next to the training/EOC room.
- Keeps the sealed Help Out envelope. Opens the envelope only when the sets kept by the Registrar and the Fire Chief cannot be accessed during activation. If the Help Out Chairperson and Registrar are not available, assigns one or more RAF members to call all Help Out enrollees in the affected area(s), and ensures that all appropriate forms are kept during activation (see Help Out Coordinator section below).
- When notified by RFD that the RAF is needed, contacts the Volunteer Coordinator to begin deployment. Provides Volunteer Coordinator with brief description of the incident and the RAF members (number, specific skills) needed.
- Evaluates staffing needs and available members, and identifies those who may potentially serve in the following positions, as needed:
  - Communications Coordinator
  - Help Out Coordinator
  - Water Distribution Coordinator
  - Shelter Coordinator
  - Information Coordinator
  - Field Coordinator
- In non-EOC situations, coordinates RAF functions on scene or at the Fire-Rescue Station, as directed by the Incident Commander. May function as Field Coordinator or any other type of Coordinator except Volunteer Coordinator.
- In EOC situations, remains at the EOC throughout the incident and maintains constant contact with Auxiliary Force members at other locations, such as on scene or at a shelter.
- Upon Shelter activation, immediately requests that a Medical Officer and a Security Officer be dispatched to the Shelter.

- Maintains records of how RAF is deployed during an incident or drill, usually on a wall board at the Fire Station. In EOC situations, this responsibility will be assigned to the Information Coordinator.
- After an incident or drill, ensures that the RAF box at the Fire Station is resupplied with forms, and that all items (manual, clip boards, etc.) are returned to box. May perform this task personally or assign to another RAF member.
- When shift is over, passes on the pager, Help Out packet and station keys to the next Auxiliary Commander.

### **Reports to**

- In non-EOC situations, reports to the Incident Commander.
- In EOC situations, reports to the Fire Chief, who is a member of the EOC Executive Group.

### **Authority**

Directly oversees the Volunteer Coordinator, Help Out Coordinator, Communication Coordinator, Shelter Coordinator and other key RAF personnel; maintains close contact with Field Coordinator. May reassign or replace RAF personnel at any level. With the approval of the EOC Executive group, may commit Township funds, for instance for supplies needed in the field.

### **Responsibilities**

- Following consultation with the EOC Executive Group (or, in non-EOC incidents, following consultation with the Incident Commander) works with Volunteer Coordinator to assign personnel to appropriate RAF functions.
- Keeps the Fire Chief (or, in non-EOC incidents, the Incident Commander) informed of all RAF activities.

- Maintains communications with the Volunteer Coordinator to insure that appropriate staffing levels are maintained throughout the incident, and that replacement and relief volunteers are available when needed.
- Maintains communications with the Help Out Coordinator to ensure that appropriate enrollees are contacted and that information about emergencies is provided to 9-1-1 dispatch.
- Maintains ongoing communications with the Shelter Coordinator to insure the shelter has what it needs throughout the incident in terms of volunteers, supplies, a Security Officer and a paramedic/EMT. Periodically obtains a list of shelter occupants to enable Communications Coordinator to provide information to families seeking missing members. Evaluates with the Shelter Coordinator the volume of occupants and potential need to open additional shelters.
- Ensures that the various Auxiliary Force Coordinators are kept informed about the changing status of the emergency.
- Recommends to the Fire Chief when additional resources need to be mobilized, for example, to open additional shelters.

### **Training**

Must have attended or taught most or all of the major training sessions offered by the Auxiliary Force, including Basic Training, Communications, Help Our, Information, Shelters and Field Work; must have participated in at least one Russell disaster drill.

### **Shift**

On call in a 30-day rotation. On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

## **Volunteer Coordinator**

### **Overall job function**

Mobilizes members of the Russell Auxiliary Force to serve in community emergencies and RAF drills.

### **Specific duties**

- Contacts each RAF member via phone or e-mail prior to start of his/her rotation to determine if there are any days the member will not be available for activation during that month.
- During activation, goes to Fire-Rescue Station to coordinate personnel needs.
- Remains in contact with the Auxiliary Commander to assess need for additional, replacement and relief personnel, including follow-up activities such as shelter cleanup.
- If the Auxiliary Commander is not available during an emergency, the Volunteer Coordinator contacts a member of the Planning Committee to serve as Auxiliary Commander or, if necessary, may take on the role of Auxiliary Commander and assign another qualified RAF member to serve as Volunteer Coordinator.
- Creates and maintains a detailed list of the arrival time, type and location of deployment, and departure time of each RAF member.
- Following an incident or drill, interviews each participant for feedback and comments; writes detailed follow-up report that includes essential facts of incident (what, when, where, RAF participants, shifts and shift replacements, etc.) plus what worked well and what could be improved.

### **Reports to**

The Auxiliary Commander

### **Authority**

Directs all volunteers to report for specific duties at specific locations.

### **Training**

Must have attended Basic Training and at least two major training sessions offered by the Auxiliary Force (Communications, Information and Shelters and Field Work); ideally will have participated in at least one Russell disaster drill. Must have cell phone or non-electric land line phone that will work during power outages.

### **Shift**

On call in a 30-day rotation. Keeps current list of Auxiliary Members with training information and all current contact information. On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

## **Help Out Coordinator**

### **Overall job function**

Checks on Help Out enrollees and ensures that any needed help (emergency or non-emergency) is communicated to 9-1-1 dispatch or the Russell Fire Department, according to protocol.

### **Specific duties**

- Contacts each enrollee in the area(s) of Russell affected by the incident. In larger incidents, will generally do this at the Fire-Rescue Station.
- Contacts enrollees again at intervals as specified by the Auxiliary Commander, usually 8 am and 6 pm in a long term emergency.
- Notifies 9-1-1 dispatch of any emergencies and notifies the Russell Fire-Rescue Department of non-emergency checkup calls.
- Maintains Help Out Activation Form
- Maintains Non-Emergency Pending Form
- Forwards the completed Activation Form and Non-Emergency Pending Form to the Help Out Chair promptly after each activation.

- Notifies the Help Out Registrar promptly of all changes or revisions to membership registration information.

**Reports to**

The Auxiliary Commander

**Training**

Must have completed Basic Training and be familiar with the Help Out program.

**Authority**

Oversees, assigns and may re-assign all Auxiliary Force members serving as Help Out Assistants.

**Shift**

During ordinary, day-to-day operations, works on an as-needed basis. On duty throughout an activation; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

## **Communications Coordinator**

**Overall job function**

Provides telephone communications for the Fire-Rescue Station or EOC.

**Specific duties**

Ensures that sufficient Auxiliary Force members are assigned to respond to all incoming calls from the general public. Passes vital information to the Fire Chief or his/her designated representative. At the direction of the Auxiliary Commander, contacts local agencies, suppliers or individuals to obtain information, goods or services.

**Reports to**

The Auxiliary Commander

**Authority**

Oversees, assigns and may reassign all Auxiliary Force members serving as Communications Assistants in the Fire-Rescue Station or EOC.

**Training**

Must have completed Basic Training and the basic and advanced Communications courses.

**Shift**

Works four hours, or until relieved by a qualified member of the Auxiliary Force.

**Field Coordinator**

**Overall job function**

Provides support services to Fire-Rescue Department or other township personnel in the field.

**Specific duties**

Assists as needed with Help Out, evacuation, water distribution and other emergency services. Oversees the Field Assistants. Keeps Auxiliary Commander informed regarding work undertaken and completed by Field Assistants at that site, and informs Auxiliary Commander of the need for replacement personnel or supplies.

**Reports to**

The Incident Commander or his/her designated representative, or to other township personnel, such as a senior member of the Maintenance Department for water distribution.

**Authority**

Supervises the Field Assistants to ensure proper compliance with all instructions from the Incident Commander. Has the authority to reassign or replace any Field Assistant at that site.

**Training**

Must have completed Basic Training and the Field Work course.

### **Shift**

Works four hours, or until relieved by a qualified member of the Auxiliary Force. In severe weather, Field personnel working outside should work shorter shifts, generally two hours.

## **Information Coordinator**

### **Overall job function**

In EOC situations, obtains, records and updates vital information about the emergency, conditions affecting the emergency and response activities. Keeps Trustees and other members of EOC Executive Group informed of changing conditions.

### **Specific duties**

- Regularly updates the Emergency Status Board and the Evaluation of Local Conditions form. Contacts outside agencies as needed to obtain current information.
- In EOC situations, maintains the emergency call board, a hand-written quick reference of all emergency calls kept on the wallboard in the training/EOC room at the Fire-Rescue Station.
- If additional personnel is needed to complete these tasks, requests assistants from Auxiliary Commander, who contacts Volunteer Coordinator to obtain them. Oversees any Information Assistants on duty.
- Facilitates any requests made by the Trustees or other members of the EOC Executive Group.

### **Reports to**

The Auxiliary Commander

### **Authority**

Oversees and may reassign all Information Assistants on duty in the EOC.

**Training**

Must have completed Basic Training plus the Information course.

**Shift**

Works four hours, or until relieved by a qualified member of the Auxiliary Force.

**Shelter Coordinator****Overall job function**

Sets up and operates an emergency shelter

**Specific duties**

Insures that shelter is properly staffed and equipped, that unaccompanied minors have adequate supervision, that the ill or injured are transferred to an appropriate medical facility, that complete registration information is kept, that only appropriate information is released over the phone, that the media are kept out of the shelter, that the facility is treated with respect, that a cleanup crew leaves the place in good order and that the proper site contact person is on hand to open the shelter and to lock up when the shelter is vacated.

**Reports to**

The Auxiliary Commander

**Authority**

Oversees, assigns and may reassign Shelter Assistants. Also coordinates the work of the shelter's Security Officer and Medical Officer. May obtain needed supplies from the Supplies Coordinator; from other individuals or organizations, such as church groups; or by purchasing them, with EOC authorization, using township funds.

**Training**

Must have completed Basic Training and Shelter Management; ideally will have participated in a drill involving a shelter.

**Shift**

On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

**Supplies Coordinator****Overall job function**

Obtains and transports needed supplies, including working supplies (e.g., flashlights, bottled water, coffee) needed by Auxiliary Force members on the scene; food, clothing, bedding and other materials needed at shelters; and any other supplies needed by Auxiliary Force members or other emergency workers.

**Reports to**

The Auxiliary Commander

**Authority**

May obtain needed supplies from other Auxiliary Force members; from other individuals or organizations, such as church groups; or by purchasing them, with EOC authorization, using township funds.

**Training**

Must have completed at least one training course in addition to Basic Training.

**Shift**

On duty throughout the duration of the incident; in longer incidents, may be relieved by another qualified member of the Auxiliary Force.

# Activation Procedures

*The following procedures are to be used during emergency response activations and drills. They are intended to provide a structure in which to obtain information, make good decisions, and support the Fire-Rescue Department and the community.*

## **All RAF Members**

- Unless specifically directed to report elsewhere, all activated RAF members report first to the Fire-Rescue Station in the EOC/training room where RAF meetings are normally held. If RAF members are to be used for Field Work or other tasks at a remote location, transport from the Fire-Rescue Station to the site will normally be provided by the RFD.
- If phones lines are jammed or not functioning, all available RAF members go directly to the Fire-Rescue Station and report to the Auxiliary Commander. If the Auxiliary Commander is not available, members should report to the most senior

RAF member at the station, or to the Fire Chief. If told there is no need for them to remain at the station, RAF members should leave promptly.

## **Auxiliary Commander**

- Receives notification of the emergency via pager from the Fire-Rescue Department.
- Telephones the Volunteer Coordinator to begin mobilizing volunteers.
- Reports to the Fire-Rescue Station.
- Secures the RAF Box located at the Fire-Rescue Station.
- Maintains the emergency call board, a hand-written quick reference of all emergency calls kept on the wallboard in the training/EOC room at the Fire-Rescue Station. In EOC situations this function is carried out by the Information Coordinator.
- If Help Out is activated, provides direction and information to the Help Out Coordinator, indicating which areas of the township are affected, whether only enrollees in those areas or enrollees in the entire township are to be called, and at what intervals the Coordinator should recheck on Help Out members (generally 8 am or 0800 hours and 6 pm or 1800 hours) during longer incidents.

### **In EOC incidents only**

- Initiates the Emergency Procedures Checklist (found in the RAF Box).
- Works with the Information Coordinator to initiate the Emergency Status Board and the Evaluation of Local Conditions form (found in the RAF Box).
- Works with the EOC Executive Group to determine the class of the emergency.

- Works with the EOC Executive Group (in EOC incidents) or with the Incident Commander (in non-EOC incidents) to determine the services that Auxiliary Force members will provide.
- Works with the Communications Coordinator to establish the needed telephone lines and initiate incoming and outgoing telephone procedures (described below).
- Maintains contact with the Volunteer Coordinator, providing updated/more detailed information about the number of Auxiliary Force members needed, the jobs to which they will be assigned and the locations to which they will report. Requests additional or replacement RAF personnel throughout the event as needed.
- Monitors the work of the Communications Coordinator and, if activated, Information Coordinator.
- If shelters or Field Group(s) are activated, works with Communications Coordinator to insure that radios are available for their use (see Communications Coordinator procedures below).
- If shelters are established, maintains communication with Shelter Coordinator(s) on an hourly basis or more frequently as needed. Is prepared to initiate setup of additional shelter(s) if needed. Monitors shift changes of Security Officer and Paramedic/EMT and secures replacements as needed. Obtains EOC permission for expenditure of fund for supplies if needed.
- If Field Group(s) are established, maintains communication with Field Coordinator(s) on an hourly basis or more frequently as needed.
- Contacts Supply Coordinator to obtain any needed supplies.
- Evaluates all members of the Auxiliary Force and works with the Volunteer Coordinator on a continuous basis to ensure that replacements are available when shifts are over.

## **Volunteer Coordinator**

- Receives notification from the Auxiliary Commander to mobilize Auxiliary Force members. Immediately makes initial calls to alert members, then proceeds to Fire-Rescue Station, unless otherwise directed by the Auxiliary Commander.
- Asks Auxiliary Commander 1) how many people are needed, 2) with what qualifications, and 3) where they are to be sent. Also obtains a brief description of the emergency.
- Initiates calls to RAF personnel who are qualified to serve as Coordinators in the required areas, then to those able to serve Assistants in the needed areas. In large-scale incident, may request that others assist in calling out the members, for instance asking Coordinators call their own Assistants. If so, members must call back to inform Volunteer Coordinator what personnel has been mustered.
- Keeps track of all personnel called, including those who could not be reached and why.
- When personnel are in place, calls Auxiliary Commander to provide list of names and functions.
- Checks with Auxiliary Commander hourly or as needed to determine if additional or replacement personnel are needed.
- Two to three hours into the first shift, confirms with Auxiliary Commander whether second shift is needed and, if so, begins to line up replacement personnel for all Assistant positions, and for Coordinators as needed. Note: in severe weather situations, Field Coordinators and Assistants may need to work shorter shifts, e.g. two hours, so replacements should be lined up earlier.
- If shelters have been set up, arranges for a cleanup crew to arrive half an hour before shelter is due to close.
- After incident, calls all volunteers, thanks them for participating, and obtains information needed to fill out Time Sheet/Incident Evaluation form, which is then given to the Planning Committee.

## Help Out Coordinator

- Receives notification from Volunteer Coordinator; in non-EOC situations may receive notification from Auxiliary Commander.
- In EOC situations, proceeds to Fire-Rescue Station; in non-EOC situations work from home or proceed to Fire-Rescue Station, at the discretion of the Auxiliary Commander.
- Accesses Help Out forms and green call tags from the RAF box, which is located in the training room/EOC at the Fire-Rescue Station.
- Accesses binder of completed Help Out forms located in the Fire-Rescue Station dispatch room (east wall bookshelf).
- Calls enrollees in the area(s) of Russell affected by the incident or as indicated by the Auxiliary Commander, and takes the following steps:
  24. If an emergency need is identified, contacts 9-1-1 dispatch according to emergency protocols.
  25. If unable to contact a Help Out member, contacts 9-1-1 dispatch according to emergency protocols.
  26. If a non-emergency need is identified, fills out a Green Call Tag and forwards it to the Fire-Rescue Station Communications Room, and records the same information on the Non-Emergency Services Pending Form.
- In longer emergencies, re-checks the status of enrollees at intervals specified by the Auxiliary Commander (generally 8 am or 0800 hours and 6 pm or 1800 hours).
- Maintains Help Out Activation Form throughout the duration of the incident.
- Notifies the Help Out Registrar of any changes or revisions to member registration information at the end of each completed phone check.
- Forwards the completed Help Out Activation Form and Non-Emergency Services Pending Form to the Help Out Chairperson at the end of each activation.

- Maintains the following policies:
  27. In emergency situations, the RFD and RAF have many demands on our time and resources. However Help Out members are eligible for extra assistance during community emergencies and disasters, and we will make every effort to provide the following services:
    - Ensuring that members have sufficient water during a power outage
    - Calling designated neighbors or others to alert them that the member has need for food or comfort measures.
    - Providing water and/or ice to meet medical and/or sanitary requirements
    - Helping switch from electric medical devices to battery-powered backups
    - providing special transport and assistance to the transport vehicle.
    - Contacting relatives, neighbors, friends or support services at the member's request.

2. All Help Out assistance is provide by Russell Fire-Rescue Department personnel, who may be assisted by members of the Russell Auxiliary Force.

## **Supplies Coordinator**

- Receives notification by the Auxiliary Commander that he/she will need to obtain supplies to support emergency workers and, if necessary, shelter occupants. Auxiliary Commander indicates what supplies are needed, where they are needed, and in general terms how they are to be obtained; if any expenditures will be needed, Auxiliary Commander verifies that Township authorization has been obtained.
- Using the Resource Directory in the Emergency Plan, and other local resources, obtains needed supplies.
- If necessary, works with Volunteer Coordinator to mobilize members of the Auxiliary Force to distribute supplies.

- Keeps detailed records of all supplies obtained and distributed, and any costs incurred. Notes any new suppliers or resources, new phone numbers or addresses, and any listed suppliers that were not able to provide needed resources, so that the Resource Directory of the Emergency Plan can be updated.

## Communication Coordinator

**The 9-1-1 System:** The sheriff's department in Geauga County operates the 9-1-1 dispatch system. Normally all dispatches for police and fire are made through this system. There are occasions when the 9-1-1 telephone line becomes inoperable. When this happens, people calling 9-1-1 for emergency assistance hear a busy signal. Callers may then try the (440) 338-1212 telephone line, the old emergency assistance number which is now listed in township literature as the line to call for emergency information. Normally this line is answered by the sheriff's department, who then dispatch police and fire in the normal manner. However, there are times where the 338-1212 line is transferred to the Russell Fire-Rescue Station--for instance, when there is a public emergency in Russell and the sheriff's department is flooded with calls from Russell residents.

To take over the 338-1212 and the roll-over 338-1213 from the Sheriff's Dispatch Center, completes the following steps: *(Note: All phones are located in the upper left cabinet on the north wall of the EOC. A copy of these instructions is posted on the west wall next to the phone storage cabinet.)*

28. Plug in the Master Phone in the EOC into the corresponding numerical outlet located on the west wall of the EOC. Wait for the automatic diagnostic self check.
29. Pick up the hand set and dial **804**, listen for the dial tone, and dial **\*73**. There will be stutter tone to notify you that the line 338-1212 will now ring in the Russell Fire Department. (It will only ring in the EOC.)
30. Pick up the hand set and dial **805**, listen for the dial tone, and dial **\*73**. There will be stutter tone to notify you that the line 338-1213 will now ring in the Russell Fire Department. (It will only ring in the EOC.)

31. Answer all calls that ring on phone lines 4 or 5 as potential **EMERGENCY CALLS**. If both lines are busy, incoming calls will roll over to the Sheriffs Center as a fail safe.

To forward the emergency numbers back to the Sheriff's Dispatch Center, completes the following steps:

1. Use the Master Phone in the EOC.
2. Pick up the hand set and dial **804**, listen for a dial tone, dial **\*72** then **285-3162**, letting the phone ring thorough to the Sheriff's Dispatch Center. Advise them, "The 338-1212 line is ringing back to the Sheriff's Dispatch Center." If the line is busy or no answer, repeat this step until you reach the Dispatch Center.
3. Pick up the hand set and dial **805**, listen for a dial tone, dial **\*72** then **285-3162**, letting the phone ring thorough to the Sheriff's Dispatch Center. Advise them, "The 338-1213 roll-over line is ringing back to the Sheriff's Dispatch Center." If the line is busy or does not answer, repeat this step until you reach the Dispatch Center.
4. The Sheriff's Dispatch center will now answer all calls placed to the 338-1212 line.

In cases where the 9-1-1 line is out, and the 1212 line has been transferred to the Russell Fire-Rescue Station, RAF communications personnel at the Russell station need to establish communications with the sheriff's department on one of the alternative phone lines shown on page \_\_\_\_\_. Each of these lines should be tried, in the order shown, until one is found to be operable. If none of these lines function, RAF communication volunteers must dispatch emergency calls for Russell fire and police.

### **Non-dispatch situations**

In most cases, the Russell Auxiliary Force communications team will be asked to staff telephone lines 338-6161 and 338-1212 at the Russell Fire-Rescue Station

with no responsibility for dispatching Russell police or fire. In this situation, the Communications Coordinator

- Receives notification by the Volunteer Coordinator to report to the Fire-Rescue Station, along with one or more other Auxiliary Force members who will serve as Communications Assistants. Staffing the station lines requires a minimum of two members of the Auxiliary Force.
- Allocates responsibility among Communications personnel for staffing the incoming telephone lines (338-1212) and roll-over line 338-1213 (lines 3 & 4 on the phone) and the outgoing telephone lines (any available). Incoming lines will be used by the general public to obtain information about the incident. Outgoing lines will be used to obtain information and request services. In EOC situations, all information about the emergency released to the public will be authorized by the EOC Executive Group and written by the Public Information Officer. Public statements will be updated to reflect changing conditions.
- Uses the Phone Log to maintain records of all incoming and outgoing phone calls. (See Phone Log on page \_\_\_\_). All times should be in military time, i.e., 1403 instead of 2:03 pm. A conversion chart of standard time to military time is shown on page \_\_\_\_ .
- If someone calls one of the telephones lines at the fire station with a true emergency, the Communications person obtains detailed information according to protocols found on page \_\_\_\_ ; records that information in the telephone log; and immediately calls in that information to 9-1-1 (sheriff's dispatch).
- Directs a Communications Assistant to record emergency call information on the Communications Status Board on the north wall of the EOC. A detailed schematic of the board is located on page\_\_\_\_.
- If the 9-1-1 sheriff's dispatch line is down, telephone communications with sheriff's dispatch may be possible via other telephone numbers, which are shown on page \_\_\_\_\_. If one of these lines is operable, the

Communications person follows same procedure as above, obtaining and recording detailed information, and immediately forwarding that information to sheriff's dispatch via one of the operational phone numbers.

- In the event that the Sheriff's Dispatch Center cannot be contacted, copies information about each call from the Phone Log onto a Yellow Call Tag and physically taken to the Fire-Rescue Station communication office for dispatch.
- Receives reports of downed power lines or electrical outage; completes the appropriate "wires down" or "lights out/power off" form and faxes it to the Illuminating Company; (the current phone number is located on the desk in the Fire-Rescue Station communication office), and enters this in the Phone Log. If an injury or other emergency is involved, calls sheriff's dispatch at 9-1-1.
- Secures radios from the Fire-Rescue Department to be handed out to the Shelter Coordinator(s) and Field Group Coordinator(s). Insures that radios are tuned to the correct frequency authorized by the Fire Chief (channel 2A) and that radio has a fully charged battery.

### **Dispatch Situations**

If the 9-1-1 system is inoperable, or the Fire Chief or his/her designated representatives direct the Communications team to dispatch from the fire station, the Communications Coordinator will take over dispatch responsibilities as outlined the steps shown below. **Only those individuals trained in advanced communications will be allowed to dispatch.** When dispatching, the Communications Coordinator

- Receives notification by the Volunteer Coordinator to report to the Fire-Rescue Station, along with one or more Auxiliary Force members who will serve as Communications Assistants.
- Upon arrival at the Fire-Rescue Station is notified by the Fire Chief or his/her representative that Communications personnel will be dispatching

Russell fire and/or police calls that come in via the telephone line 338-1212.

- Retrieves the RAF box from the closet next to the EOC and takes out Phone Log, Yellow Call Tags and utility outage information forms.
- Transfers the 338-1212 and the 338-1213 roll-over lines to the Russell Fire-Rescue Station per procedures on page \_\_\_\_.
- Allocates responsibility among Communications personnel for staffing the incoming telephone lines (338-1212 lines 3 & 4) and the outgoing telephone lines (any available). Incoming lines will be used by the general public to obtain information about the incident or report an emergency. Outgoing lines will be used to obtain information and request services. In EOC situations, all information about the emergency released to the public will be authorized by the EOC Executive Group and written by the Public Information Officer. Public statements will be updated to reflect changing conditions.
  - Assigns advanced communication trained volunteer personnel to the Communications Room of the Fire Department
  - Uses the telephone log in the EOC to maintain records of all incoming and outgoing phone calls. (See telephone log on page \_\_\_\_.) All times should be in military time, i.e., 1403 instead of 2:03 pm.
  - Copies information about each call from the Phone Log onto a Yellow Call Tag and physically takes it to the Fire-Rescue Station communication office for dispatch.
  - In addition all incoming information will be recorded on the white wall board located on the north wall of the EOC. A detailed schematic of the board is located on page \_\_\_\_.
  - In the event of an emergency call, follows telephone protocols as outlined on page \_\_\_\_ of this manual.

- For dispatch, follows procedures described on the Emergency Dispatch Protocol shown on page \_\_\_\_ of this manual.
- For fire, accident, or ambulance calls, contacts firefighters in the following order:
  32. Always pages all firefighters who may be out of range of the radios on the alpha paging system in the communication office at the fire station; then immediately proceeds to page them via low band per step #2.
  33. Pages all firefighters on the low band system on the wall in the communications office
  34. Contacts firefighters who are in the field on the 800 MHz system (channel 3H) in the communications office.
  35. If the 800 MHz line is not operational, contacts firefighters who are in the field on the low band line in the communication office.
- For police calls (such as break-ins, accidents, domestic disturbances), Communications personnel contact the police on the 800 MHz line on (channel 1F). If the 800 MHz is not working, they contact the police on the police low band radio located in the communications office of the fire station. (Be advised that the police low band is located only in the police station and the patrol vehicles. The police station is not staffed at night; however there are two police patrol cars on duty at all times. If an officer is away from his/her vehicle when the call comes, he/she will not hear it.) It is best practice to keep a hand held 800 MHz tuned to the police channel for immediate access to a police officer.
- Receives reports of downed power lines or electrical outage (the current phone number is located on the desk in the Communications Office of the Fire Station.), and completes the appropriate “wires down” or “lights out/power off” form and faxes it to the Illuminating Company. Pages firefighters if there is an injury or hazard present.

- Secures radios from the Fire-Rescue Station to be handed out to the Shelter Coordinator(s) and Field Group Coordinator(s). Insures that radios are tuned to the correct frequency authorized by the Fire Chief (channel 2A) and that radio has a fully charged battery.

### **Alarm Drops**

Many homes have burglar and/or smoke alarms that are connected to a security company that may not be located in the Cleveland area. In these cases, should there be a loss of electricity, alarms will be communicated to these security companies. These companies do not have access to local 9-1-1 systems, and therefore they will always call (440) 338-1212. In the event of a power outage, the first alarm drop call will be treated as an emergency and referred to the 9-1-1 system or dispatched from the fire station. Subsequent calls will be referred to the “in field” firefighters via the 800 MHz radio. These calls will be dealt with on a sequential basis.

## **Sheriff Department 9-1-1 Alternative Telephone Lines** (Call in the following order)

Auburn, Russell, So. Russell,  
Bainbridge, Chesterland, Newbury

(440) 564-2291

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Munson, Thompson

(440) 286-1234

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Burton, Claridon, Huntsburg, Middlefield, Parkman, Troy	(440) 635-1234
Auburn	(440) 543-1771
Burton	(440) 834-8111
Chardon Twp.	(440) 285-3131
Hambdon	(440) 286-7187
Montville	(440) 568-3331
Munson	(440) 286-7171
Newbury	(440) 564-5411
Parkman	(440) 548-5021
Thompson	(440) 298-3211
Troy	(440) 834-1818

## Field Coordinator

- Receives notification from the Volunteer Coordinator to report to the Fire-Rescue Station.
- Proceeds to the Fire-Rescue Station and reports to Auxiliary Commander for instructions.
- Takes charge of Field Assistants, picks up a radio, then proceeds to the designated location. Transportation will generally be provided by RFD.
- If sent to scene of an incident, reports to the Incident Commander. If sent to perform other duties, such as water distribution, reports to the township official or firefighter in charge of the site.

- Organizes work of Field Assistants at that location; any Field Assistants who arrive prior to the Field Coordinator are to wait until the Field Coordinator arrives before commencing any tasks.
- Insures that Field Assistants follow directives in an efficient, appropriate and professional manner.
- If supplies (such as flashlights) are needed, requests these supplies on scene; if they are not available on scene, requests from the Auxiliary Commander.
- Requests additional Field Assistants be sent to that location if needed.
- Works with Auxiliary Commander to determine length of shift (generally four hours, but in severe weather, generally two hours) and to ensure replacements are sent out when needed.
- Insures that appropriate support is provided to township personnel by the Field Assistants for the duration of the shift or incident.

### **Evacuation Assistance**

- When picking up the radio at the EOC, also picks up Evacuation Notice forms before proceeding to the designated location.
- Reports to the Incident Commander or his/her designated representative on site.
- Provides all Field Assistants with Evacuation Notice forms.
- Checks to see that all Field Assistants are carrying proper identification (Russell Auxiliary Force ID badge). NO ONE will be allowed to assist with evacuations without Auxiliary Force ID.

### **Water Distribution**

- Reports to the Supervisor of the Maintenance Department or the most senior firefighter at the Russell Fire Station, as directed by the Auxiliary Coordinator.
- Retrieves hoses approved for human consumption and hose bibs located in the closet adjacent to the training/EOC room.
- Runs hoses from spigots located on the east and south walls of the Fire Station to the parking lot of the old Russell School located adjacent to the Fire Station. Residents will be expected to bring their own containers.
- Retrieves and posts signs from closet adjacent to the training/EOC room. Signs will be orange with black letters, as follows:
  1. Street sign to place in front of Fire Station on Route 306 reading: “Emergency Water Distribution at the Fire Station”
  2. Two directional signs for driveway reading: “Emergency Water Distribution” with an arrow
  3. Liability sign reading: “Residents are responsible for the cleanliness of their own containers. If in doubt, boil water before consumption.” If asked, water distribution personnel may inform residents that the well from which this water is drawn is tested quarterly and has been deemed safe for human consumption.
- Distributes water to Russell residents in amounts requested. However, if demand is high, may use own discretion to limit amount of water distributed; see water rationing guidelines below. The decision to ration water should be communicated to the Auxiliary Commander, who may want to assign additional RAF personnel to the distribution site.
- In the event that water storage is deemed necessary, the Maintenance Department will use a mobile water storage tank stored in the Maintenance/Road Department building for water storage and distribution.
- If additional mobile water storage tanks or bottled water should be needed, resources are listed in the Emergency Plan’s Resource Directory.

- The EOC or the Fire Department will notify dispatch, residents and businesses that water is available; notification will be done via telephone, the reverse 911 system, public announcements on the radio and a sign at the corner of Routes 87 and 306.
- In the event that water needs to be rationed, each resident will receive 10 gallons of water at a time. (FEMA and Red Cross emergency guidelines suggest that people can survive on as little as one gallon per person per day, in case further rationing is required. Cats and small dogs need half a gallon per day, large dogs need one gallon per day, and a horse needs 5 gallons per day. )
- Distributes ice if available. Ice will be rationed based on medical need (see the Emergency Plan's Resource Directory for contact information). The RFD now maintains an ice machine which can be used during emergency ice distribution.
- Following an event, makes sure all signs are returned to the appropriate storage place.

## **Information Coordinator**

- In EOC incidents, receives notification by the Volunteer Coordinator to report to the EOC at the Fire-Rescue Station.
- Directs the work of one or more other Auxiliary Force members who will serve as Information Assistants.
- Initiates the Emergency Status Board and Evaluation of Local Conditions form. Information on the Emergency Status Board will be received from the EOC Executive Group via the Auxiliary Commander, and from the Evaluation of Local Conditions form, which contains information gathered from outside sources (such as the National Weather Service).
- Provides updated information to the Trustees and others in the EOC Executive Group as available. Immediately notifies the EOC Executive Group of any significant change in the Emergency Status Board.

- Tracks each emergency call on the white wall board (see diagram on page \_\_\_\_\_).
- Updates the Emergency Status Board every hour or as new information becomes available.
- Updates the Evaluation of Local Conditions form every hour or as new information becomes available.
- Keeps all prior Emergency Status Boards and Evaluation of Local Conditions forms as a record of the incident.
- Keeps detailed notes of all information sources, so information can be re-checked and verified if necessary. Useful phone numbers should be noted to add to the Emergency Plan's Resource Directory.

## **Shelter Coordinator**

### **Setup**

- Receives notification from the Volunteer Coordinator to set up a particular site as a shelter; Volunteer Coordinator will designate at least two Assistant Coordinators and send them to the site.
- Calls the site's designated contact person to arrange for the building to be opened. The current shelter site is the Federated Church's Family Life Center on Route 306 in Bainbridge. Contacts are, in this order:

John Bourisseau, Director of Family Life Center

home 440-247-0722

cell 440-821-3630

Maureen Corrigan, Assistant Director of Family Life Center

home 440-338-3570

cell 216-849-6378

Larry Trace, Federated Church's Head of Buildings

cell 440-463-2817

- Stops at the Fire-Rescue Station to pick up a radio and the Shelter Box (see description later in this section) then proceeds to the site.
- Evaluates staffing needs. The minimum staffing necessary for operating a shelter is three people: the Shelter Coordinator and two Shelter Assistants, all of whom are members of the Russell Auxiliary Force. A Security Officer and Medical Officer will be requested by the Auxiliary Commander as soon as the decision is made to open a shelter; they will be directed to proceed to the shelter as rapidly as possible. Additional staff may be added at the discretion of the Shelter Coordinator and may include Russell Auxiliary Force members and/or other volunteers from the community (for instance, members local civic or church groups). Additional staff functions include traffic control in registration area, a designated registrar for the medical area, working with the Security Officer in supervising unaccompanied minors, and providing food and other comfort measures in the main area.
- Staffing needs, including the need for a Security Officer and/or Medical Officer, are communicated to the Auxiliary Commander, who will ensure that appropriate personnel are mobilized.
- Determines the number of tables, chairs, etc., belonging to the Family Life Center which will be used, and informs the Family Life Center contact person. Copies of the Family Life Center's Equipment Requisition Form, already filled out for this purpose and kept in Shelter Box #1, are shown to the Family Life Center contact person, who will retrieve designated items and begin set up according to the layout on the form.
- Organizes the space, setting up a registration desk by the door, an office/administration area, a children's area if needed, and other areas as deemed necessary.
- Assigns one of the Assistant Coordinators to serve as the registrar. (See registration procedures below.)
- Makes sure that all RAF shelter staff are wearing badges. At the discretion of the Shelter Coordinator, orange "Emergency Worker" vests may be issued to shelter staff.

- When the shelter is appropriately staffed and organized, calls the Auxiliary Commander to confirm the shelter is open and ready to receive residents.
- Evaluates the need for supplies, such as food, beverages, dry clothing, blankets and pillows, and requests those supplies from the Auxiliary Commander.

### **Ongoing Duties**

- Supervises registration area, and all other areas of shelter.
- Assesses registrants for possible illness or injury by observing shelter occupants for obvious wounds, difficulty breathing, complaints of chest pains, poor color, unsteady or wobbly standing or walking. Anyone exhibiting these signs will be sent to the Medical Officer.
- Determines when additional resources need to be obtained and contacts the Auxiliary Commander to provide them. For instance, if the shelter is occupied many hours, residents may need meals, toys for kids, reading material or TVs to occupy adults, etc.
- Insures all staff members (including him or herself) get adequate food and rest.
- Calls the Auxiliary Commander to request replacements or additional staff as needed, and to request cleanup crew approximately one hour before shelter will close down.

### **Closing Down**

- Receives authorization to shut down shelter from the EOC's Executive Group via the Auxiliary Commander.
- Supervises cleanup crew sent by the Volunteer Coordinator. Verifies the removal of any remaining food, materials or equipment.

- Notifies the site contact that the use of the facility as an emergency shelter has ended. Confirms with the site contact that facility is being vacated in good order.

## **Shelter Registrar**

Depending on the size of the incident, there may be one or more registrars; one person is designated Shelter Registrar, all others are Registration Assistants. One Registration Assistant will be designated the Medical Registrar (see job description below) and will work in the Medical Officer's area to register shelter occupants who are in need of medical evaluation or treatment. The Shelter Registrar is responsible for coordinating the activities of the Registration area and of the Medical Registrar, and will work closely with the Shelter Coordinator at all times.

### **Incoming**

- Occupants are not strictly limited to Russell residents; for instance, house guests or people in nearby areas also affected by the emergency will be admitted. However, if the registrar has reason to suspect that someone trying to enter the shelter is there for some opportunistic reason (e.g., a member of the media, someone stalking an ex-girlfriend), the Security Officer will be called upon to question and, if necessary, remove that individual from the shelter.
- Fills out registration form for each occupant that includes their name, address, phone, any urgent medical concerns and, if minors, their age and names of those accompanying them. The form will ask them to list any persons they are hoping to hear from and request permission to confirm their presence at the shelter to family or friends who may call (no names will be released to the media).
- Creates and maintains (or designates someone to create and maintain) a master list of all persons at the shelter, in alphabetical order; also sublists (in alphabetical order) identifying who is in each area (medical, unaccompanied minors, main) and who has left (voluntarily, transferred to health facility, removed by security officer, etc.).
- Assesses registrants for possible illness or injury by observing them for obvious wounds, difficulty breathing, complaints of chest pains, poor color, unsteady or

wobbly standing or walking. Anyone exhibiting these signs will be sent to the Medical Officer.

### **Outgoing**

- Notes the time of departure on the individual's registration form.
- Offers departing adults the opportunity include on their form information about their destination, along with permission to give this information to family and friends who may be seeking them.
- Records complete information about the departure of an unaccompanied minor, or an individual of any age transferred for medical reasons; this includes noting who they were released to, the time of departure, destination, mode of transportation, transporting personnel and reason for transfer.

### **Medical Registrar**

- Works at medical station, filling out registration forms for the ill/injured and tracking transfers to medical facilities in the Outgoing section of the registration form. (See registration procedures in Shelter Registrar section above.)
- Keeps Shelter Coordinator informed of all departures and of any persons remaining in the shelter whose condition may need to be monitored or who may have special needs, such as a cot or medications that must be obtained.

### **Medical Officer**

- Sets up medical station at the shelter, using own disaster forms and, if available, medical equipment/supplies from own department's ambulance. Shelter will provide table, chairs and signage. Shelter will have minimal, if any, first aid supplies.
- Shelter staff will assess registrants for possible illness or injury by observing shelter occupants for obvious wounds, difficulty breathing, complaints of chest pains, poor color, unsteady or wobbly standing or walking. Staff will send any people exhibiting these signs to the Medical Officer.

- Shelter staff will provide a dedicated Medical Registrar to process the ill/injured at the medical station, using the shelter's standard registration form.
- Medical officer will evaluate selected registrants, provide first aid or other urgently needed services or advice. The shelter is not intended to serve as a medical facility; any shelter occupant requiring more than comfort measures or basic first aid will be sent to an appropriate medical facility. Shelter staff or Medical Officer will arrange for transport. The Medical Registrar will ensure that all necessary information is filled in on the Outgoing section of registration form.
- At times when there are no registrants needing immediate medical attention, Medical Officer may choose to assist shelter staff in assessing new arrivals, or visit the main area and/or unaccompanied minors' area to monitor any developing medical needs.

## **Security Officer**

- Maintains security at the shelter, including keeping order, facilitating any disputes that may become heated and handling any questionable calls seeking information about occupants of the shelter.
- Ensures the safety of any unaccompanied minors at the shelter. Unaccompanied minors will be kept in a separate area, and a Shelter Assistant will be assigned to assist the Security Officer in ensuring these minors are monitored at all times. The Security Officer will meet each parent or guardian attempting to retrieve their children; the Security Officer will review their identification and sign the child out to the custody of the parent/guardian. Shelter Assistant will ensure that the rest of the Outgoing section of the registration form is complete before parents/guardians assume custody of their children.
- Ensures that no one enters the facility who is with the media or who is suspected of trying to enter for opportunistic reasons.

## **Shelter Policies**

## **Residents with Medical Conditions**

The shelters are not intended to provide medical care. If someone arrives at a shelter who is ill or injured, the staff or Medical Officer will call 9-1-1 to have the individual transferred to an appropriate medical facility. The shelter's Medical Officer will provide first aid and comfort measures for minor injuries or illnesses.

## **Shelter Communications**

The Shelter Coordinator will establish external communications via a land line telephone, a cell phone, radio provided by the Russell Fire-Rescue Department and/or, if necessary, messengers to drive back and forth to the EOC and elsewhere. If phone lines are operational, one line will be kept available at all times for communications with the Auxiliary Commander at the EOC. Additional phone lines may be placed at the disposal of shelter occupants so that they can contact family members, arrange for alternative housing, etc. All calls made by shelter occupants will be local, collect, or via credit card.

## **Confidentiality**

- **Media:** No information about shelter occupants will be given to the press. Members of the media will not be allowed inside the shelter; they will be directed to the EOC.
- **Friends and family:** If relatives or friends call seeking an individual, the shelter staff may confirm that the individual is in the shelter, or was in the shelter but has left, unless that individual has requested confidentiality on their registration form. If the shelter staff has any concerns about a particular caller, the call will be turned over to the Security Officer.

## **Unaccompanied Minors**

Children under the age of 18 who are not accompanied by an adult will remain under the supervision of a Security Officer and a shelter volunteer. A parent or guardian arriving at the shelter who wishes to remove a child must show photo ID to the Security Officer and be recorded by the registrar. If for any reason the shelter staff or Security Officer has concerns about releasing a child to an alleged parent or guardian, the child may be required to stay at the shelter until the situation is resolved. If a minor leaves the shelter without a parent or guardian--for instance, if an unaccompanied minor becomes

ill and must be hospitalized--the Medical Registrar will keep complete records of the minor's time of departure, who he or she was released to, destination, mode of transportation, transporting personnel and reason for transfer.

## **Shelter Box**

Supplies for the shelter are kept in the EOC/training room at the Fire-Rescue Station. Although collectively referred to as the Shelter Box, in fact these supplies are contained in two boxes, plus a case of water. Boxes are marked with the RAF logo and the title "Shelter Box" plus the designation "1 of 2" or "2 of 2." Water is also marked as designated for the RAF Shelter. Contents are as follows:

### **Box #1: Organization Materials**

- Copy of this manual
- Copy of the Russell Emergency Plan
- 7 orange "Emergency Worker" vests
- Equipment Request Form
- Family Life Center Floorplans (1 full and 1 detail of main shelter area)
- Registration forms (150)
- Laminated signs
  - Registration
  - Unaccompanied Minors
  - Main Area
- Pens, pencils, markers, highlighters, red pens
- Yellow pads
- Tape: scotch, adhesive for hanging signs on walls
- Paper clips
- Stapler, staples, staple remover
- Accordion file

### **Box #2: Food Supplies, etc.**

- Coffee, tea, sugar, creamer
- 2 large cans of fruit juice
- 1 bag each pretzels, cookies, peanut butter crackers
- Hot/cold cups

- Paper napkins
- Kleenex
- 1 roll paper towels
- Garbage bags
- Infant formula (regular and hypoallergenic)
- 2 sets disposable bottles with liners
- Disposable diapers in several sizes

**Water**

- 1 case (24 half-liter bottles)

# Activation Staffing

	EOC	Shelter (per shelter)	Evacuation	On-scene Support	Water Distribution
Auxiliary Commander	1				
Volunteer Coordinator	1				
Communications	2				
Shelter		3+			
Field Work			4	2	2
Information	1				
Help Out	1				

# Training

*The following courses are offered by the Russell Auxiliary Force Planning Committee. Presenters may include RAF members, firefighters, other emergency responders, county health officials, the FBI, animal protection agencies, and others from the community.*

## **Basic Training**

- Overview of Emergency Plan
- Highlights of Russell Auxiliary Manual
- Tour of the Fire-Rescue Station

## **Communications Management**

- Understanding the telephone system at Fire-Rescue Station
- Switching lines for EOC use
- Fire-Rescue Department radios
- Telephone etiquette and public relations
- Transferring calls to 9-1-1

## **Advanced Communications** (small group of volunteer specialists)

- Dispatching firefighters when 9-1-1 is not functioning

## **Help Out**

- Outreach and enrollment
- Records maintenance
- Contact and assistance during emergencies

## **Field Work**

- Supporting the Fire-Rescue Department during fire, evacuation, etc.
- Water distribution during power outages

## **Information Management**

- Emergency Procedures Checklist

Emergency Status Board  
Evaluation of Local Conditions form  
Information resources

### **Shelter Management**

Setup and management  
Registration procedures and crowd control  
Policies and problem solving  
Working with Security Officer, Medical Officer  
Cleanup and closing down  
Tour of shelter site

### **Weapons of Mass Destruction**

Recognizing and understanding an event  
Self-protection  
Supporting the experts  
Assisting the community

### **Mass Inoculation Program**

Medical aspects  
Processing and crowd control  
Transportation logistics  
Data tracking

### **Drills**

Communications; handling phones at station (in conjunction with RFD drill)  
Shelter intake (RAF only)  
Full-scale EOC emergency (RAF, RFD, RPD, trustees, other communities)  
    including communications, evacuation, shelter, EOC  
Burndown; support firefighters during training exercise

### **Emergency Skills**

CPR  
First Aid

Search and rescue; finding lost children and others

### **Working with the Press and Public**

Coping with stressful situations

Rights, responsibilities and parameters of the press

Telephone etiquette

### **Pets and Emergencies**

Preparing for emergency (cage and supplies)

Handling and transporting pets during and after emergencies

Local resources for food, shelter

### **Meet Your Firefighters**

Ride along opportunities - Any Friday 10 am, two or four hour shifts

Call Captain Ken Russell at the Fire Department 338-6161 in advance to arrange.

Wear RAF or black shirt, dark pants (black or navy, no jeans), sturdy shoes or boots (no sneakers) and weather-appropriate outerwear. Bring ID badge.

## **Legal Issues and Employment Status**

### **Establishment**

The Russell Auxiliary Force was established in 2002 by the Russell Township Trustees and is under the guidance and control of the Russell Fire-Rescue Department. RAF personnel are subject to the provisions of the Personnel Policy Procedure Manual for Russell Township (copies of which are available for viewing at the Russell Township Hall). The manual is a guide utilized by Fire-Rescue Department Management to ensure uniformity and nondiscriminatory application of the conditions of employment.

## **Employment Status**

Russell Auxiliary Force Personnel will be classified as Intermittent Employees and specifically “Regular Volunteers” under Section 3.1:4 of the Russell Township Personnel Policy Procedure Manual.

Auxiliary Force members are included in Liability Insurance Coverage provided by Russell Township when Auxiliary Force members are acting in the scope of their employment as defined in the Russell Auxiliary Force Manual.

## **Liability for Emergency Care**

Auxiliary Force members providing medical care in emergencies can apply the following statute;

*Ohio Revised Code Section 2305.23 Liability for Emergency Care, commonly known as the “Good Samaritan Law”*

“No person shall be liable in civil damages for administering emergency care or treatment at the scene of an emergency outside of a hospital, doctor’s office, or other place having proper medical equipment, for acts performed at the scene of such emergency, unless such acts constitute willful or wanton misconduct.”

Additionally, New Ohio HB 717 provides civil and criminal immunity for anyone using an automated external defibrillator (AED) to resuscitate a person in cardiac arrest in an emergency situation.

## **Workers Compensation**

Auxiliary Force members will be covered by Worker’s Compensation protecting both Russell Township and the auxiliary volunteer in the event of a work related accident as provided in Section 2.1.2:C of the Russell Township Personnel Policy Procedure Manual. Auxiliary Force members will NOT be designated as firefighters under Ohio Worker’s Compensation regulations and therefore NOT participate in any firefighting and/or other hazardous duty activities.

## **Driving Status**

Auxiliary Force members are required to possess and maintain a valid Ohio Driver License and vehicle insurance as required by Ohio Law during their entire term of membership. Auxiliary Force members are required to abide by all Ohio Motor Vehicle

Laws under the Ohio Revised Code (including speed and traffic control devices) and do NOT qualify as Public Safety or Emergency Vehicles as defined by the Ohio Revised Code. Russell Township does NOT provide insurance coverage on personal vehicles, their operators or passengers at any time. Volunteer vehicles parked on Russell Township property are excluded from the policy provisions of Russell Township for any claims.

### **Confidentiality**

Members of the Russell Auxiliary Force are required to maintain strict confidentiality related to the following documents, reports, records and information that may be either observed and/or heard in the course of their participation with the Russell Fire-Rescue Department and Russell Auxiliary Force;

36. Medical Information and Records: any document or combination of documents or information related to medical history, diagnosis, prognosis, or medical condition of a patient and that is generated and maintained in the process of medical treatment by the Russell Fire-Rescue Department, Russell Auxiliary Force or their designates.
  
1. Any information related to juveniles--medical, criminal or otherwise.
  
2. Confidential law enforcement investigatory records and trial preparation records generated by Russell Fire-Rescue Department, Russell Police Department, Russell Township or any designates.