



CAPE COD DISASTER ANIMAL RESPONSE TEAM (CCDART) Volunteer Handbook

Mission Statement

Our mission is to EDUCATE the general public about disaster preparedness for companion animals and to TRAIN volunteers to be ready to RESPOND in times of disaster.

Volunteer Guidelines

Welcome to the **Cape Cod Disaster Animal Response Team (CCDART)**. We ask that all current members in good standing show their support of our organization by agreeing to the principles and concepts that are presented in this document, and we ask that each volunteer sign and date the last page of this document and forward it to CCDART by April 1st of each year.

Snail Mail: CCDART
PO Box 325
West Barnstable, MA 02668

FAX: 508-362-1314

Email: president@capecoddart.org

Submission of the signature page indicates our volunteers' commitment to CCDART for that year.

The information in this handbook is subject to change and is used only as a reference guide and is not all inclusive. CCDART is a standalone, nonprofit, tax-exempt corporation and has the right to terminate a volunteer with or without cause.

Animal welfare services, *disaster services* in particular, often arouse strong and passionate feelings and beliefs. The intensity and amount of stress during an event can affect the individual and the team. In order to complete tasks efficiently, a group must sustain itself through cooperation amongst team members by using the **Incident Command System (ICS)**. All ideas will be presented and considered in a respectful manner, at the appropriate time. Cooperation and understanding are established through direct, honest, and polite communication. Unresolved conflict can reflect badly on the team and hurt individuals. We encourage direct, honest, and polite communication between relevant parties or the team when necessary.

Communication and participation are a critical part of successful volunteering. At CCDART we require a minimum of 25 hours per year of your time. We regularly email you and we expect a response. To be a **member in good standing** you are expected to do the following:

1. Respond when called upon.
2. Attend the annual event (2nd Saturday in May).
3. Participate in registration tabletop event (annually).
4. Attend annual meeting.
5. Participate in one public awareness event per year.
6. Provide guidance to new team members (Mentor).

If you do not respond after 3 email attempts, we will consider you no longer an active CCDART member and dismiss you from your duties.

Volunteer Descriptions

It is our belief that a trained and experienced volunteer is less likely to be compromised during a disaster. To that extent, we have designed a training program that is extensive, on-going, and flexible. At CCDART we use colors to differentiate between levels of trained volunteers as follows:

CCDART Emergent Volunteer (Blue)

Job Description: Greets and registers client in a welcoming manner, staffs exits and reentry, assists with maintaining records within the shelter. Setup, breakdown, and cleanup as needed.

Does not involve animal handling

Training Requirements: Introduction to CCDART and Regional Co-sheltering.

CCDART Basic Responder (Green)

Job Description: Intake, reentry, security, cleanup, animal daily care, and support of clients' needs.

Involves limited animal handling

Training Requirements:

- ICS 100, 200, 700, 800
- Emergency Pet First Aid
- Human First Aid / CPR
- 72 hours of animal handling (annually)
- 7-week CCDART-sponsored training – includes:
 - Disaster Basics (Personal Preparedness)
 - Shelter design and setup
 - Communications
 - Personal safety and awareness
 - Registration and shelter paperwork
 - Fire safety
 - Small animal handling

CCDART Animal Handler (Yellow)

Job Description: Intake, reentry, security, animal daily care, primarily hands-on animal care for any pets that CCDART is responsible for.

Involves Extensive Animal Handling

Training Requirements: All prior requirements plus:

- FEMA IS 10a and 11a
- Disaster response experience
- Fire Safety
- Red Cross partner class
- Stress Awareness and Sensitivity Training
- 125 hours of animal handling (annually)

CCDART Agency Representative (Black)

Job Description: Should be able to do all of the above and is responsible for personnel assignment and logistics within the CCDART shelter. Is also the sole point of contact for CCDART within the entire emergency shelter and will maintain daily contact with the CCDART Point of Contact outside the emergency shelter. The CCDART Agency Representative is the only contact for any press-related concerns within their shelter.

Training Requirements: All of the above, plus **ICS 300** and **ICS 400**.

CCDART Shelter Lead (Black)

Job Description: Should be able to do all of the above and is responsible for the physical plant of the shelter and all things within, i.e., pets, people, and supplies, and must work closely with the Agency Representative making sure that everything needed to run the shelter is on hand or on order.

Training Requirements: All of the above plus **ICS 300** and **ICS 400**.

CCDART Point of Contact

Job Description: This volunteer is not normally in a shelter in an emergency – but might be asked to represent CCDART at the MACC (Multi Agency Coordination Center). This person should have all the prior stated trainings and also be able to stay organized in quiet chaos, be able to arrange for CCDART shelters to get the supplies they need, in a timely manner. This person will work closely with the President and the Board of Directors to establish MOUs (Memos of Understanding) with supply sources, veterinarians, Animal Control Officers, etc, to assist in enabling CCDART to fulfill its mission. Involves no animal handling experience and would be perfect for someone with prior logistical experience.

Volunteer Responsibilities

We encourage individuals and groups to mention their participation with CCDART; however, no one other than the President, designated spokesperson, or the PIO (Public Information Officer) will be authorized to speak or distribute materials on behalf of CCDART. Members must not use or authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, or property of CCDART except in conformance within CCDART guidelines. Also, any projects or activities including fundraising and volunteer recruitment in the name of CCDART must be pre-approved by the President, and approval must be received before funding can be authorized.

We expect that volunteers will do the following:

- Complete appropriate training, have IDs on at all times within the shelter and have uniform ready.
- Have a personal emergency plan in place that covers employment, family, and pets. (Volunteers' pets are accepted in the emergency shelter.)
- Be responsible for your own sign-in and sign-out (hours).
- Be open to asking questions. There are no "dumb" questions.
- Report any illness, bite, scratch, or injury to shelter lead or safety officer - immediately.
- Be mindful of your own health and wellness. If you are unable to perform any task asked of you for any reason, please explain to the shelter lead your concern.
- Be dressed in appropriate attire. No open-toed shoes, halter tops, or shorts.
- Be aware of any potential hazards, such as chemicals, mold, smoke, or radioactive materials and situations, and take appropriate actions by wearing protective gear and following designated decontamination treatment procedures.
- Be respectful of the **command structure** in place on our teams and of decisions made by the **Shelter Lead** and do not ignore or argue.
- Have current tetanus vaccination, and it is recommended that anyone interested in handling animals be vaccinated for hepatitis, rabies, and influenza prior to deployment.
- Smoke only in designated areas and leave no evidence behind.
- Have personal health and car insurance. We are completely volunteer-based and nonprofit; we have no plan for reimbursement for falls, damage, loss, or injury.
- Have a fully supplied "Go Kit" for personal needs – we expect each volunteer to be self-sufficient for between 36 – 72 hours.
- Complete a [Volunteer Application](#) and submit it with a check for \$25 for dues to:
 - CCDART, PO Box 325, West Barnstable, MA 02668

We expect that volunteers will not do the following, and to do so will result in immediate removal from CCDART:

- Publicly use any CCDART affiliation in connection with the promotion of partisan politics, religious affiliations, or any issue not in conformity within the official position of CCDART
- Self-deploy
- Display behavior suspicious of theft
- Engage in sexual harassment
- Use controlled substances
- Use alcohol

- Bring to or carry weapons in the shelter
- Engage in confrontation
- Exhibit negative attitudes
- Enter off-limit areas

Animals

The animals in our care are our responsibility – to that end do not remove an animal from its crate, kennel, cage, or stall, exercise an animal, administer medicine, or feed an animal until you have received specific instructions from your shelter lead, unless it is within your current job description.

These animals are not “available for adoption” - please keep in mind our goal is always to send an animal home with its owner. If we feel it is necessary to provide some additional food and/or supplies to make the transition easier, it needs to be approved by the Shelter Lead. While we are all in this because of our love of animals, our clients may not share our personal opinions or practices. We are not here to judge them; however, we may provide them with resources that may further their education in regards to animal welfare.

We ask that volunteers respect our clients and their pets, and any information regarding them is to be kept confidential unless a waiver is signed by the clients (waiver will be with the agency representative kit). **This includes any pictures, post, tweets, etc.** Violation of this guideline can result in dismissal from the team.

After The Event

After every event, training and response, we will do a “hot wash” and discuss our immediate reactions to the event – following that, within two weeks, we will hold a team “after action” meeting; at that time, we expect you to complete an individual after action report with any areas of concern and potential solutions for those concerns.

We will compile a lessons learned document and a list of recommendations to be incorporated into future events. It is at this after action meeting that all timesheets and receipts for reimbursement **must** be submitted – late submissions may not be reimbursed in a timely fashion, if at all.



Cape Cod Disaster Animal Response Team, Inc.
P.O. Box 325, West Barnstable, MA 02668

Merchandise Order Form

Name: _____

Telephone(s): _____

Email: _____

Short-sleeve Gildan T-shirt	G200	18.00
Long-sleeve Gildan T-shirt	G240	20.00
Crewneck Gildan Sweatshirt	G180	25.00
Hooded Gildan Sweatshirt	G125	35.00

CCDART provides the first Emergent and Basic Responder short-sleeve T-shirt for free.

- Blue:** CCDART Emergent Responder
- Green:** CCDART Basic Responder
- Yellow:** CCDART Animal Handler
- Red:** CCDART Animal Control Officer
- Black:** CCDART Shelter Lead/Agency Representative

ITEM	SIZE	COLOR	QUANTITY	PRICE EACH	TOTAL
TOTAL DUE:					\$

Each volunteer is expected to train to whatever level they would like to work at. Once timesheets and certificates of completion are submitted to CCDART, you may order additional clothing as listed above. Merchandise orders are placed twice a year – **April 1st** and **Oct. 1st**. If you desire a NEW uniform, you must submit your order and payment one week prior to those dates. **(Uniforms must coincide with your submitted certificate of completion.)**

Please make checks payable to CCDART, INC. Orders will not be processed without prior payment. Please allow 3 weeks for delivery. Thank you for your order.

Mail to: CCDART, INC.
P.O. Box 325
West Barnstable, MA 02668

Release of Liability

By signing the signature page at the end of this document you acknowledge that you have voluntarily applied to the Cape Cod Disaster Animal Response Team (CCDART) in cooperation with other Agencies to volunteer in any situation in which CCDART may respond.

YOU ARE AWARE THAT WORKING IN THE SAID DISASTER SITUATION MAY BE HAZARDOUS, AND YOU ARE VOLUNTARILY PARTICIPATING IN THIS ACTIVITY WITH FULL KNOWLEDGE OF THE NATURE OF THE DANGER INVOLVED, AND HEREBY AGREE TO ACCEPT ANY AND ALL RISKS OF INJURY OR DEATH. YOU UNDERSTAND THAT VOLUNTEERING IN A DISASTER SITUATION IS AN ACCEPTANCE OF RISK OR INJURY OR DEATH. YOU AGREE THAT YOUR SAFETY IS YOUR OWN PERSONAL RESPONSIBILITY AND THAT YOU WILL EXERCISE GOOD JUDGMENT DURING SAID DISASTER SITUATION.

YOU ASSUME ALL RISKS RELATED TO THE AFOREMENTIONED ACTIVITIES INCLUDING, BUT NOT LIMITED TO:

- Death, injury, or illness
- Theft or loss of property
- Loss or injury sustained as a result of a crime or criminal act by a third party, or arrest or other act by a governing authority

You hereby agree that, you, your heirs, distributes, guardians, legal representatives, and assigns will not make a claim against, sue, attach the property of, or prosecute CCDART, and/or its affiliate agencies or organizations, for injury or damage resulting from the negligence or other acts, however caused, by any employee, agent, or contractor of CCDART, or its affiliates, as a result of you assisting in said disaster. In addition, you hereby release and discharge CCDART and/or its affiliate organizations from all actions, claims or demands you, your heirs, distributes, guardians, legal representatives, or assigns may have for injury or damage resulting from your assistance in said disaster(s).

YOU HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENT. YOU ARE AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN YOURSELF AND CCDART AND ANY RELATED AGENCIES AND YOU SIGN IT OF YOUR OWN FREE WILL.

SIGNATURE PAGE

I have read and agree to abide by the CCDART Volunteer Handbook guidelines. Failure to follow these guidelines may result in my removal from the CCDART team.

Name Printed: _____

Name Signed (electronic signature okay): _____

Date Signed: _____

Email Address: _____

You may send this page by one of the following:

Snail Mail: CCDART
PO Box 325
West Barnstable, MA 02668

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Email: president@capecoddart.org