



VOLUNTEER HANDBOOK

Our 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 natural disaster.

Welcome to the Cape Cod Disaster Animal Response Team (CCDART). We ask that all volunteers in good standing show their continued 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 (signature page) and forward it to CCDART on an **annual** basis:

Snail Mail: CCDART
PO BOX 325
West Barnstable Ma 02668

-
Fax: 508-362-1314

Email: president@capecoddart.org

Submission of the signature page indicates your commitment to CCDART for that year.

CCDART is a stand-alone, nonprofit, tax-exempt corporation and has the right to terminate a volunteer's membership with or without cause.

The information in this handbook is *subject to change* and is used only as a reference guide for volunteers as they get involved with our organization

EDUCATE

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 among team members by using the FEMA-based **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 and or the team when necessary.

Communication and participation are a crucial part of successful volunteering. At CCDART we require a minimum of 25 hours a year of your time (exclusive of an actual deployment). We regularly email you and we expect a response. To be considered a member in good standing you are expected to:

- 1) **NEVER SELF DEPLOY**
- 2) **RESPOND WHEN CALLED UPON TO DEPLOY IN AN EMERGENCY SITUATION**
- 3) **ATTEND THE ANNUAL TRAINING EVENT (2nd SATURDAY IN MAY EVERY YEAR)**
- 4) **ATTEND THE ANNUAL MEETING (USUALLY AUGUST OR SEPTEMBER)**
- 5) **PARTICIPATE IN AT LEAST ONE EVENT PER YEAR TO FURTHER THE PUBLIC AWARENESS OF CCDART AND ITS PROGRAMS.**

If you do not respond after 3 email requests to deploy, we reserve the right to terminate your membership in CCDART (responses will be reviewed annually).

TRAIN

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, ongoing, and flexible. At CCDART we use different uniform colors to differentiate among the levels of training.

Those training levels are as follows:

CCDART EMERGENT RESPONDER (BLUE) - uniform to be handed out at time of deployment only.

Job Description: Greets and registers clients and their pets in a welcoming calm manner, staffs exits and reentry, assists with maintaining records within the CCDART shelter, assists with setup, breakdown and clean up as needed.

DOES NOT INVOLVE ANY ANIMAL HANDLING

TRAINING REQUIREMENTS:

CCDART WEEKEND VOLUNTEER TRAINING

CCDART BASIC RESPONDER (GREEN) - uniform to be handed out on first deployment only.
Job Description: Same as above PLUS daily care and support of client's animal-related needs.

INVOLVES LIMITED OR NO ANIMAL HANDLING

TRAINING REQUIREMENTS:

CCDART WEEKEND VOLUNTEER TRAINING
SELF-PACED ON-LINE TRAINING
COMPLETION OF APPLICATION
COMPLETION OF SIGNED WAIVER
FEMA ICS 100/700/200
PERSONAL SAFETY CLASS (OFFERED ANNUALLY FREE OF CHARGE)

CCDART ANIMAL HANDLER (YELLOW)

Job Description: Same as above PLUS hands-on animal care for any pets that need CCDART assistance.

INVOLVES EXTENSIVE ANIMAL HANDLING

TRAINING REQUIREMENTS:

SAME AS ABOVE PLUS
HUMAN FIRST AID AND CPR (OFFERED ANNUALLY FOR A FEE)
FEMA IS 10A AND 11A
FIRE SAFETY
RED CROSS PARTNERS CLASS
STRESS AWARENESS TRAINING
125 HOURS OF ANIMAL HANDLING ANNUALLY
DISASTER RESPONSE EXPERIENCE

CCDART ANIMAL CONTROL TRAINED HANDLER (RED)

Job Description: same as above

INVOLVES EXTENSIVE ANIMAL HANDLING

TRAINING REQUIREMENTS

SAME AS ABOVE PLUS
FEMA ICS 300 AND 400
FEMA IS 111- Livestock in disaster
ACOM OR NACA CERTIFICATION

CCDART AGENCY REPRESENTATIVE (BLACK)

Job Description: The entire above PLUS is responsible for assignments and logistics within the CCDART shelter. Also is the sole point of contact for CCDART within the entire emergency shelter and will maintain regular contact with the CCDART Point of Contact outside the emergency shelter. The CCDART Agency Representative is the only contact for CCDART press-related concerns within the entire emergency shelter.

TRAINING REQUIREMENTS: same as above: EXCLUDING ACO TRAINING

CCDART SHELTER LEAD (BLACK)

Job Description: all of the above. The shelter lead is responsible for the physical plant of the CCDART emergency shelter and all things functioning within, i.e., pets, volunteers, clients, supplies and so forth. The shelter lead must work closely with the Agency Representative to ensure that everything that is needed to run the CCDART shelter is on hand or on order.

TRAINING REQUIREMENTS: same as above: EXCLUDING ACO TRAINING

CCDART POINT OF CONTACT

Job Description: This is a position not normally held by someone in an emergency shelter. This person might be asked to represent CCDART at the MACC (Multi Agency Coordination Center) but most likely would be asked to stay at home with a secure method of communication. This person will be expected to be able to stay organized in quiet chaos while being able to arrange for all CCDART shelters to get the supplies they need in a timely manner. This person will work closely with the President and Board of Directors to establish MOUs with supply sources, veterinarians, ACOs and others who may be called upon to assist CCDART in fulfilling its mission. This position involves no animal handling experience and would be a perfect fit for someone with prior logistical experience.

TRAINING REQUIREMENTS:
ICS 100, 700, 200, 300 AND 400
IS 10 A AND 11A
RED CROSS PARTNERS CLASS
STRESS AWARENESS TRAINING

RESPOND (DEPLOY)

IN ORDER TO RESPOND WITH CCDART WE EXPECT THAT VOLUNTEERS WILL DO THE FOLLOWING:

- 1) Complete a volunteer application.
- 2) Sign and return a waiver and release.
- 3) Submit copies of completed training certificates.
- 4) Have a fully supplied personal "GO KIT".
- 5) Complete appropriate training and have uniform ready.
- 6) Have a personal emergency plan in place that covers employment, family, and pets (volunteers' pets will be accepted in their assigned emergency shelter and treated as client's pets).
- 7) Be responsible for your own sign-in and sign-out (hours)
- 8) Be open to asking questions- there are no "DUMB" questions.
- 9) Report any illness, bite, scratch, or injury to the CCDART safety officer immediately.
- 10) Be mindful of your own health and wellness. If you are unable to perform any task assigned to you, please explain your concern directly to the Shelter Lead.
- 11) Be dressed in appropriate attire. NO OPEN-TOED SHOES, HALTER TOPS, OR SHORTS.
- 12) Be aware of any potential hazards, such as chemicals, mold, smoke, or radioactive materials and situations and take appropriate actions by wearing personal protective equipment and following designated decontamination treatment procedures.

- 13) Be respectful of the COMMAND STRUCTURE in place on our teams and of decisions made by the Shelter Lead.
- 14) Have a current tetanus vaccination. It is recommended that anyone interested in handling animals be vaccinated for hepatitis, rabies, and influenza prior to deployment.
- 15) Smoke only in designated areas and leave no trace behind.
- 16) Have personal health and car insurance. CCDART is completely volunteer-based and nonprofit and as such we have no plan for reimbursement for falls, injury, damage, or loss.

We expect that volunteers **WILL NOT** do the following and volunteers should understand that to do so will result in IMMEDIATE removal from the CCDART organization:

- 1) SELF DEPLOY
- 2) Display behavior suspicious of theft
- 3) Engage in sexual harassment
- 4) Use controlled substances except as prescribed by a physician
- 5) Use alcohol during training and/or a deployment
- 6) Bring or carry weapons to training and/or a deployment
- 7) Engage in confrontation with team members, team leaders, or the general public
- 8) Exhibit negative attitudes
- 9) Enter off- limit areas
- 10) BRING FAMILY AND FRIENDS ON DEPLOYMENT

We encourage individuals and groups to mention their participation with CCDART; however, no one other than the President or the Public Information Officer is authorized to speak or distribute materials on behalf of CCDART unless given permission by the President to do so. Members are not authorized to use the name, logo, emblem, endorsement, or property of CCDART except in compliance with CCDART guidelines. Also any projects or activities, including fund-raising 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 ask that volunteers not use any CCDART affiliation in connection with the promotion of partisan politics, religious affiliations, or any issue not in conformity with the official position of CCDART.

ANIMALS IN OUR CARE

The animals in our care are our responsibility and to that end CCDART volunteers will not remove an animal from its crate, kennel, cage or stall, exercise an animal, administer medicine, or feed an animal without specific instructions from your Shelter Lead to do so. These animals are not “available” for adoption, so please keep in mind that our ultimate goal is always to send an animal home with its owner. If it is necessary to provide some additional food and supplies to make this transition easier this needs to be approved by the Shelter Lead. While we are all in this because of our love of animals and our love of our communities, our clients may not share our personal opinions or practices. We are not here to judge them. We may, however, 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 said clients (waiver included in Agency Rep kits). This includes any pictures, social media, posts, tweets, etc. Violation of this guideline can result in dismissal from CCDART.

AFTER THE DEPLOYMENT

After each deployment - either training or response - we will do a “hot wash” and discuss our immediate reactions to the event. Following that, usually within the next two weeks, we will hold a team “After Action” meeting. At that time, the volunteers are expected to complete and submit an individual after action report listing any areas of concern along with potential solutions for those concerns. Concepts that worked should also be included.

We will then compile a “lessons learned” document with a list of recommendations to be incorporated into future events. It is at this after action meeting that any and all time sheets and receipts for reimbursement **MUST** be submitted. Late submissions may not be reimbursed in a timely fashion, if at all.

Thank you for your interest in CCDART and being willing to volunteer in times of need.

Cape Cod Dart, Inc.
P.O. Box 325
West Barnstable, MA 02668

Telephone 508 737-9467
Fax 508 362-1314

Email: president@capecoddart.org

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 Animal Disaster 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 HERBY 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 CONTENTS. 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.

Date _____ Initialed _____

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 Acceptable)

DATE SIGNED_____

EMAIL ADDRESS_____

You may send this page by one of the following:

SNAIL MAIL CCDART
 P.O. Box 325
 West Barnstable, MA 02668

FAX 508 362-1314

EMAIL president@capecoddart.org



CCDART UNIFORM MERCHANDISE ORDER FORM

NAME _____

Telephone _____ Cell Phone _____

Email Address _____

Short sleeve Tee	14.00
Long sleeve Tee	17.00
Crewneck Sweatshirt	21.00
Hooded Sweatshirt	29.00
Full Zip Hooded Sweatshirt	29.00

Emergent Responder	Blue
Basic Responder	Green
Animal Handler Responder	Yellow
ACO Trained Responder	Red
Agency Rep/Shelter Lead Responder	Black

ITEM	SIZE	COLOR	QUANTITY	PRICE EACH	TOTAL DUE

Please make check payable to: CCDART, INC. Orders will not be processed without payment.
 Include responder level & size. Mail request & payment to:
 CCDART, INC.
 P.O. Box 325
 West Barnstable, MA 02668

Please allow 3 weeks for delivery. Thank you for your order.