

CONTACT GROUP SUPERVISOR (Page 1 of 2)

[Resource Order(s) to be filled by _____
Political sub-division with jurisdiction (see page Error! Bookmark not defined.).]

A Contact Group Supervisor (CGS) is needed when evacuation is **possible, probable** or people are in **immediate danger** (see p. 3-4 and 10) and Incident Commander (IC) does not have sufficient resources to effect necessary actions below. The CGS reports to the Evacuation Branch Director (EBD) when one is assigned to the incident, otherwise to the Operations Section Chief (OSC) or lastly, the IC. The CGS is responsible for ensuring people in the evacuation area are informed of the current danger level, what shelters have been activated and/or shelter in place procedures. The CGS coordinates with the Public Information Officer (PIO) and manages assigned contact teams to inform people using any combination of: posting information bulletins in locations specified by PIO, telephone calls, and direct, house-to-house contact. Duties include those of all needed subordinate positions not filled and:

- Obtain initial and daily briefings from EBD, OSC or IC; understand “Concept of Operation” at pages 8-13.
- Review Contact Team descriptions (see pages 17-19) and order any additional resources needed.
- Determine if Burke County Social Services has updated evacuation Area Resident Contacts & Phone Numbers list. Provide updates to Phone Contact Team Leader.
- Obtain from Tami Chrest, (Agency Representative) and provide to each assigned Mobile Field Contact Team, maps that depict all known residences in the area teams are to cover.
- Determine maximum possible number of residences in affected area and order from local fire departments, appropriate quantities of signage/door hangers for Alert, Warning, and Evacuation phases; provide an adequate supply of the appropriate signage/door hanger cards to each assigned Mobile Field Contact Team with instructions on their use.
- Develop notification message appropriate to current situation in conjunction with EBD and provide to Contact Team Leaders with appropriate directions.
 - Alert – advise people in affected area of the situation and recommend they take precautions to “Protect in Place”.
 - Warning – recommend that persons requiring extraordinary care, transportable property, pets, and livestock (if feasible) be moved from affected area, and that residents continue to “Protect in Place”. Identify briefing site(s) established by EBD.
 - Evacuation – direct occupants of the affected area(s) to leave within a specified time period, by pre-designated route(s), and report to briefing site(s) established by EBD. Warn those refusing to cooperate with the

CONTACT GROUP SUPERVISOR (Page 2 of 2)

Evacuation (cont.) –

Evacuation directive as follows:

“If you choose to stay and defend your property, you do so at your own risk. You may incur personal liability for any interference with emergency personnel. Emergency personnel may not be available to assist you.”

Contact Teams should report to the Perimeter Group Supervisor by the fastest possible means, any person(s) who appears to be incapable of making a reasonable and informed decision due to their physical or mental condition, or is otherwise unable to comply with the evacuation directive.

- Provide adequate supplies of Pre-evacuation Contact Data sheets (see p. 47) to all Contact Teams.
- Collect completed Pre-evacuation Contact Data sheets from all Contact Teams daily and process according to incident documentation procedures.
- Inform EBD or Incident Communications and/or Resource Unit of all status changes of resources assigned to the Group.
- Review assignments daily with all Group resources.
- Approve and turn in time for all resources assigned to the Group.
- Complete a Unit Log (ICS Form 214, p. 49) daily and submit it as directed by EBD, OSC or IC. Inform supervisor of hazardous situations, significant events and resource status.
- Implement “Text Telephone” sometimes known as TTY for the hearing impaired.

CONTACT TEAMS

PHONE CONTACT TEAM

A Phone Contact Team is needed when evacuation is **possible, probable** or people are in **immediate danger** (see p. 3-4 and 10) and Incident Commander wants to make phone notifications but does not have sufficient resources. The phone notification situation dictates the number of team members. They report to a working Team Leader who reports to the Contact Group Supervisor (CGS). Team members make phone notifications as instructed in writing by the CGS, to area residents listed by the Incident Management Team (IMT) Planning Section. That list will be provided to and may be obtained from Burke County Social Services. Supplies and equipment required for each team member include:

- An operable telephone,
- A chair or bench,
- Table space,
- Simple, written instructions accompanying a notification message,
- A list of names and numbers to call,
- A supply of Pre-evacuation Contact Data sheets (see p. 47; used in Alert and Warning phases),
- A ball point pen (and spares) to track contacts.

MOBILE FIELD CONTACT TEAMS

Mobile Field Contact Teams are needed when evacuation is **possible, probable** or people are in **immediate danger** (see p. 3-4 and 10) and Incident Commander wants to make field notifications but lacks sufficient resources. Each 2-person team has a driver and a Team Leader. The number of people in the evacuation area dictates the number of teams. They report to the Contact Group Supervisor (CGS). Teams visit all known, accessible residences in the evacuation area and notify residents as directed by the CGS. Supplies and equipment required for each team includes:

- A map identifying all known residences in coverage area,
- A vehicle appropriately equipped to travel the intended routes,
- A public address phone and speaker,
- A radio that can transmit and receive on a frequency also available to the Perimeter Group Supervisor,
- Simple, written instructions with the notification message,
- A supply of Pre-evacuation Contact Data sheets (see p. 47; used in Alert and Warning phases),
- A supply of Alert Phase signage “Protect In Place” used in **Alert phase only**,
- A supply of Warning Phase signage “Evacuation” used in **Warning phase only**, and
- A ball point pen (and spares) to complete special instructions on “Evacuation” signage and track contacts.

PERIMETER GROUP SUPERVISOR

[Resource Order(s) filled by the law enforcement authorities with jurisdiction.]

A Perimeter Group Supervisor (PGS) is needed when evacuation is **probable** or people are in **immediate danger** (see p. 3-4 and 10). The PGS reports to the Evacuation Branch Director (EBD) when assigned, otherwise to the Operations Section Chief (OSC), lastly to the Incident Commander (IC). The PGS is responsible for locating and securing perimeters, establishing and staffing traffic control points, and securing any property, pets and/or livestock holding areas designated by the EBD. The PGS must also see that any person(s) who appears to be incapable of making a reasonable and informed decision or is otherwise unable to comply with an evacuation directive relayed by Mobile Field Contact Teams, is escorted out of the evacuation area. Duties include those of all needed subordinate positions not filled and:

- Obtain initial and daily briefings from the EBD, OSC or IC; understand “Concept of Operation” at pages 8 - 13.
- Review Security Team descriptions (see p. 21-22) and order any additional resources needed.
- Ensure reliable communications with Mobile Field Contact Teams (see p. 19).
- Ensure a response to any Mobile Field Contact Team report of any person(s) who appears to be incapable of making a reasonable and informed decision due to their physical or mental condition, or is otherwise unable to comply with the evacuation directive. Be prepared to have individual(s) escorted from evacuation area. Ensure an Evacuation Order Report (see p. 46) is completed in each instance. Ensure the OSC and IC are aware of the Evacuation Order as soon as possible.
- Secure evacuated residential areas and property and animal holding area(s) as needed (see p. 37).
- Establish checkpoints, roadblocks or road closures as needed to control the situation (see Traffic Control Points, p. 36).
- Coordinate with PIO to ensure information disseminated at control points is accurate.
- Ensure reasonably reliable communications between control points.
- Provide Roadblock Traffic Control Teams with Roadblock Data sheets (p. 48) and instructions on their use.
- Collect Roadblock Data sheets and Evacuation Order Reports from Security Teams daily and process according to incident procedures.
- Coordinate with Barry Jager Local Jurisdiction (see p. **Error! Bookmark not defined.**) to establish a Personal Property Holding Area and secure same. Inform EBD, Contact Group Supervisor and PIO.
- Ensure the North Dakota Department of Human Services, (Children and Family Services) (701) 328-2316, or the nearest local office is aware of any unaccompanied minors escorted to shelters (see p. 21 Evacuation Escort Team).
- Inform EBD or Incident Communications and/or Resource Unit of all status changes of resources assigned to the Group.
- Review assignments daily with all Group resources.
- Approve and turn in time for all resources assigned to the Group.

- Complete a Unit Log (ICS Form 214, p. 49) daily and submit it as directed by EBD, OSC or IC. Inform supervisor of hazardous situations, significant events and resource status.

SECURITY TEAMS (Page 1 of 2)

EVACUATION ESCORT TEAM

An Evacuation Escort Team is needed when evacuation is **probable** or people are in **immediate danger** (see p. 3-4 and 10). And IC may be faced with a need for peace officers to escort people from evacuation area. Evacuation situation dictates number of team members needed. They report to a working Team Leader who reports to Perimeter Group Supervisor (PGS). Two team members respond to each Mobile Field Contact Team or other report of any person(s) in the evacuation area: who appears to be incapable of making a reasonable and informed decision due to their physical or mental condition, or is otherwise unable to comply with an evacuation directive, or any minor(s) unaccompanied by a parent or guardian. Teams must be prepared to escort individual(s) from evacuation area. Provide security to persons returning to their homes. They must complete a written Evacuation Order Report (see p. 46) for each occurrence and report the occurrence to the PGS by the fastest means available. Unaccompanied minors must be escorted to a shelter and the escort must contact the North Dakota Department of Human Services, (Children and Family Services) (701) 328-2316, **Toll Free:** (800) CHILDREN [(800) 245-3736] or the nearest local office. Supplies and equipment required for each team member include:

- A map identifying the Incident Command Post (ICP) and all known residences in the area the team is to cover,
- A vehicle appropriately equipped to travel the area,
- A public address phone and speaker,
- A radio that can transmit and receive on a frequency also available to Team Leader and PGS,
- A supply of Evacuation Order Reports (see p. 46), and
- A ball point pen (and spares) to write reports.

PROPERTY SECURITY TEAM

A Property Security Team is needed when evacuation is **probable** or people are in **immediate danger** (see p. 3-4 and 10) and the IC needs to secure real or personal property or animals belonging to those evacuated, but lacks sufficient resources. The number of personal property, animal holding or residential areas dictates the number of team members. Provide assistance and security to people returning to their homes. They report to a Property Security Team Leader who reports to the PGS. Supplies and equipment required for each team member includes:

- A map identifying the area a team member is to cover and the ICP,
- A vehicle appropriately equipped to travel to and from the area, and
- A radio that can transmit and receive on a frequency also available to both Team Leader and PGS.

SECURITY TEAMS (Page 2 of 2)

TRAFFIC CONTROL TEAM

A Traffic Control Team is needed when evacuation is **probable** or people are in **immediate danger** (see p. 3-4 and 10). And IC requires checkpoints, roadblocks or road closures to control the situation, but lacks sufficient resources. Number of needed control points dictates number of team members. Team members report to a Traffic Control Team Leader who reports to PGS. Team Leader and PGS will determine staffing required at each control point. Supplies and equipment required at each control point include:

- A map for each control point identifying both it and the ICP,
- A vehicle appropriately equipped to travel to and from the point,
- Accurate, current, situational information of interest to the public, and
- A radio that can transmit and receive on a frequency also available to both Team Leader and PGS.
- Roadblock Traffic Control Teams also require Roadblock Datasheets (p. 48) and instructions on their use.

PUBLIC INFORMATION OFFICER

A Public Information Officer (PIO) is necessary as part of the Command Staff and at each operational shelter. The ARC will provide a PIO for Model 1, Red Cross Shelters. As part of the Command Staff, the locally identified PIO will be actively engaged in each phase of the evacuation and sheltering operation. It is critical that the local PIO be actively involved in public awareness campaigns during Phase 1, Prevention, Mitigation and Preparedness, (see Attachment A, Shelter In Place brochure).

Types of Communication:

- Emergency Alert System – warning tones, crawl messages, cable TV override, NOAA Weather Radio
- Oral Communications – interviews, telephone conversations, briefings, public service announcements, speeches
- Print Communications – press releases, fax, email, public notices, fact sheets

SHELTER GROUP SUPERVISOR (Page 1 of 1)

[Resource Order to be filled by the _____ Chapter of the American Red Cross chapter with disaster and sheltering operations jurisdiction (see page Error! Bookmark not defined.)] Or Other Local Volunteer Organizations

A Shelter Group Supervisor (SGS) is needed when evacuation is **probable** or people are in **immediate danger** (see p. 3-4 and 10) and shelter planning or shelters are needed. The SGS reports to the Evacuation Branch Director (EBD) when assigned, otherwise to the Operations Section Chief (OSC), lastly to the Incident Commander (IC). The SGS is responsible for opening and overseeing management of shelters in areas designated by the EBD (see pages 36-37). Duties include those of all needed subordinate positions not filled and:

- Obtain initial and daily briefings from the EBD, OSC or IC; understand “Concept of Operation” at pages 8-13.
- Meet immediate needs (to include medical) of persons requiring extraordinary care.
- Review ARC Shelter Management standing operating procedures and order needed resources.
- See to the cultural and religious needs of persons at the shelter through the Ministerial Association.
- Coordinate if necessary, with American Red Cross, Salvation Army, Church or other volunteer groups to ensure that adequate, safe shelters capable of feeding nutritionally adequate meals, providing first aid, and tracking and bedding down occupants, are open to evacuees when needed.
- Coordinate with Command Staff PIO to ensure assignment of an Information Officer to each shelter. Ensure shelter occupants are continually informed of the incident situation and control efforts.
- Be able to identify all unattended minors at the shelter.
- Ensure that relatives/guardians of shelter occupants can locate them.
- Inform EBD or Incident Communications and/or Resource Unit of all status changes of resources assigned to the Group.
- Review assignments daily with all Group resources.
- Approve and turn in time for all resources assigned to the Group.
- Complete a Unit Log (ICS Form 214 p. 49) daily and submit it as directed by EBD, OSC or IC. Inform supervisor of hazardous situations, significant events and resource status.

Note: Currently the Shelter Group Supervisors are the superintendents of the Bowbells, Lignite (Burke Central) and Powers Lake Public Schools. This arrangement will probably change pending an agreement between the ARC and the school superintendents. It is anticipated that the school superintendents will select Model Number One at which time the ARC will control every aspect of sheltering services. Currently, the Red Cross has an agreement with the schools in Burke County. Agreements are in place with Divide and Burke Counties of North Dakota.

ANIMAL SHELTER COORDINATOR (Page 1 of 1)

An Animal Shelter Coordinator (ASC) is needed when evacuation is **probable** or people are in **immediate danger** (see p. 3-4 and 10) and animal shelter planning or shelters are needed. The ASC reports to the Evacuation Branch Director (EBD) when assigned, otherwise to the Operations Section Chief (OSC), lastly to the Incident Commander (IC). The ASC is responsible for opening and overseeing management of shelters in areas designated by the EBD. Duties include those of all needed subordinate positions not filled and:

- Obtain initial and daily briefings from the EBD, OSC or IC; understand “Concept of Operation” at pages 8-13.
- Meet immediate needs of animals requiring extraordinary care.
- Review Animal Shelter Management standing operating procedures and order needed resources.
- Coordinate if necessary, with local veterinary services to ensure that adequate, safe shelters capable of feeding nutritionally adequate meals, providing first aid, and tracking and bedding down evacuated animals as needed.
- Coordinate with Command Staff PIO.
- Ensure that animal owners can locate their animals.
- Inform EBD or Incident Communications and/or Resource Unit of all status changes of resources assigned to the shelter.
- Review assignments daily with all shelter resources.
- Approve and turn in time for all resources assigned to the shelter.
- Complete a Unit Log (ICS Form 214 p. 49) daily and submit it as directed by EBD, OSC or IC. Inform supervisor of hazardous situations, significant events and resource status.

FINANCE AND ADMINISTRATIVE SECTION CHIEF

- As soon as possible, in collaboration with other General Staff Section Chiefs conduct an early assessment of essentially needed mutual aid assistance. Review mutual aid agreements in place (see county LEOP).
- If needed mutual aid agreements are not in place – conduct the necessary coordination to secure the needed assistance.