



Napa Community Animal Response Team

Preparedness Training • Emergency Response • Recovery & Support

2021 VOLUNTEER MANUAL



Napa Community Animal Response Team (Napa CART) is a volunteer organization that works in cooperation with local agencies to ensure the best possible outcome for animals in Napa County and other areas who need assistance during an emergency, accident or disaster.

Our three-fold mission is:

- (1) to educate the public on the animal component of disaster preparedness, response and recovery
- (2) to assist Emergency Services in sheltering, evacuation and care of animals during a disaster and
- (3) to provide ongoing training in animal rescue and trauma care to first responders, veterinary professionals and community volunteers.

Napa CART needs you! In addition to people with animal skills, we need people with office skills, mechanical skills, willingness to help with telephone and email communications, cleaning, equipment maintenance, public outreach, inventory management, donations management, shopping – you name it, you have a place in Napa CART! Joining Napa CART will likely improve individual preparedness and networking for the next large disaster. Join today!

Napa CART is active on FaceBook and Twitter (@napacart) and Instagram (@napa.cart). Be sure to like and follow our pages as well as join our FaceBook Group (Napa Community Animal Response Team - Napa CART Group). We post regular information about training opportunities, preparedness, weather and community alerts, and more. Our social media is also used to call out to volunteers when we become activated for a disaster or emergency.

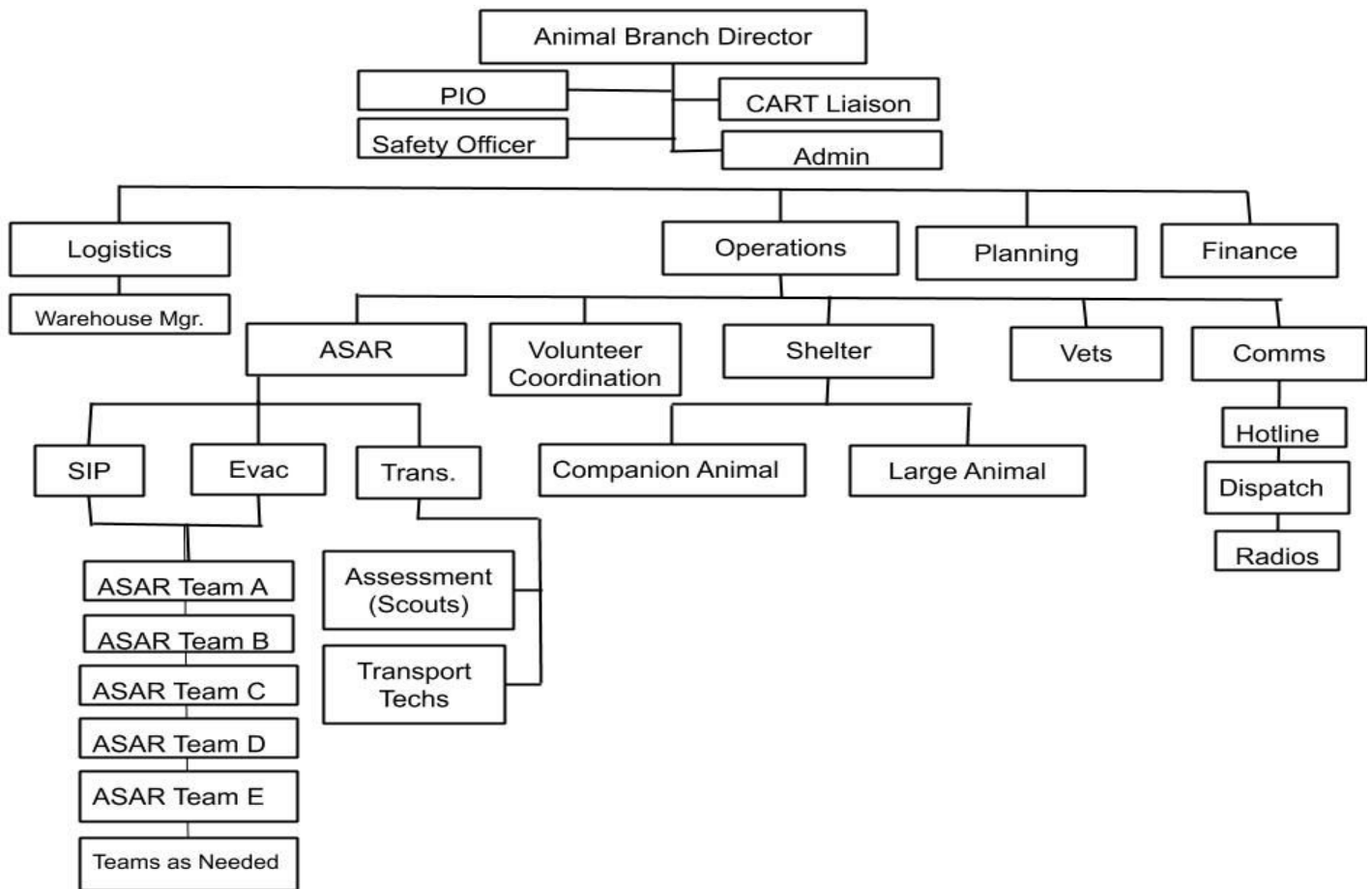
To become a Disaster Service Worker with Napa CART and Napa County Office of Emergency Services, you must meet the following requirements:

1. Sign a Napa CART Volunteer Liability Release Form.
2. Fill out the "Volunteer Survey" located on our website: www.napacart.org.
3. Complete CERT (Community Emergency Response Team) training with Napa County, CERT schedule: www.countyofnapa.org/362/Community-Emergency-Response-Team-CERT (Spanish-speaking volunteers can contact Erick Hernandez at ehernandez@cityofnapa.org for an equivalent Spanish-language program)
4. Complete the following FEMA Online Courses: IS 100 and IS 200: training.fema.gov/is
5. Complete Napa CART New Volunteer Orientation or our Annual Returning Volunteer Training.
6. Pass a Background Check. An invitation to submit a background check will be emailed to you once you have completed the above requirements.
7. Volunteers wishing to participate in specialized teams, including Animal Search And Rescue (ASAR), Livestock or Companion Animal Shelter, Dispatch, and Hotline need additional training.

Incident Command System

In accordance with NIMS (National Incident Management System) and FEMA guidelines, Napa CART fully incorporates and uses ICS principles.

Here is a chart of the Napa CART organization for an incident. Note that, in conformance with ICS principles, additional sections, modules, units, teams, etc. can be added or subtracted as needed.





Napa CART Code of Conduct

Napa CART is a community-based organization dedicated to assisting emergency services in sheltering, evacuation and care of animals during disaster, as well as educating the public on the animal component of disaster preparedness. Participation in the organization is subject to the observance of the organization's rules and procedures. Any participant or staff member who violates this Code is subject to discipline, up to and including removal from the program.

Animal Disaster Service Workers are professionals (even if volunteer) and we should all conduct ourselves professionally.

The activities outlined below are strictly prohibited:

- Defying or refusing to cooperate with a supervisor, leader, or mentor.
- Discourtesy or rudeness to a fellow participant, staff member or volunteer.
- Self-activation or use of Napa CART's name when the CART has not been activated by the county and you have not specifically been deployed. (Note: You are always free to act as a private citizen, friend, or neighbor. Just don't wear NapaCART gear or represent yourself as NapaCART if you have not been specifically activated and deployed by NapaCART.)
- Abusive language towards a staff member, volunteer or another participant.
- Reporting to the program while under the influence of drugs or alcohol, or using them while on assignment.
- Bringing dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items to Napa CART functions.
- Discrimination against another volunteer based on the person's race, color, ethnic or national origin, age, religion, disability status, gender, sexual orientation, gender identity or expression, genetic information or marital status.
- Verbal, physical or visual harassment of another participant, staff member, or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health or well-being of others.
- Refusing to follow NapaCART policy and procedures.
- Bullying, or taking unfair advantage of any participant.
- Sexual harassment of another participant.
- Willful failure to respect and follow ICS Command structure (Example: Going directly to the IC or County offices to lodge a complaint, without talking with your immediate leader first)

I have read and I understand Napa CART's Code of Conduct. I agree to abide by the rules described above and understand that I may be removed as a participant if I violate any of these rules.

Name

Date

GENERAL GUIDELINES

- Volunteers must sign in and out on the NapaCART attendance roster or site sign-in sheet to be recognized as an active Disaster Service Worker. This applies to training, incidents and many educational outreach events.
- If your attire is inappropriate for a task, you will be reassigned to a safer position or asked to change into proper attire before being given an assignment. This is for you and your coworker's safety. Please do not wear open-toed shoes or shorts in the field or in a shelter.
- If you are not in robust health, do not attempt front-line duty. There are many positions where only a healthy mind and body are required. Specifics of your health status do not need to be disclosed, but it is your responsibility to be sure that your work assignment is appropriate to your health status.
- As an incident wears on, medical problems that are not usually limiting become significant. If you begin to have difficulty, please notify your immediate supervisor promptly to be reassigned or excused.
- Wear appropriate Personal Protective Equipment (PPE) at all times. Please remember that blood on the surface of an animal may not have originated from that animal; i.e. it may be human blood inadvertently spilled on the animal's coat during a disaster or an attempted rescue. Due to certain blood-borne viruses, such as hepatitis or AIDS, your potential exposure to human blood - especially if you have any open sores that contact the blood - is generally a greater risk than exposure to animal blood. Please use rubber gloves, CPR masks, and other appropriate measures to protect yourself from exposure to human blood.
- Please keep your tetanus vaccines up to date and carry a doctor's certification of your most recent inoculation.
- Rabies is a very serious risk in a disaster situation. It is strongly recommended that all ASAR and Shelter volunteers get pre-exposure rabies vaccinations.
- Take proper precautions to avoid animal bites, and if bitten, please report immediately to your supervisor.
- Exemplary behavior from all volunteers is expected at all times.
- The on-duty supervisor is the ultimate on-site decision-maker for all situations within the animal response program.
- Fatigue can cloud judgment, shorten tempers and affect quality of work on subsequent shifts.
- If you recognize that you are fatigued, take yourself out!
- All efforts will be made to schedule time off for all volunteers. If a duty schedule is in force, and if you are working outside your assigned time slot or work position, you may be sent home.
- Confrontational behavior, evidence of illegal drug use, alcohol consumption, inappropriate smoking, willful failure to follow instructions, interference with others' work, or evidence of theft may incur reassignment, surrender of badge or relief of duty for a period of time. Any other obviously inappropriate behavior will be handled similarly.

- You are expected to bring all necessary clothing, food, drinking water, medication, bedding, and personal care supplies needed during the first 48 hours of a disaster incident. If appropriate and feasible, bring your own shelter from rain or sun.

Activation and Deployment Procedures

Napa County Uses Three stages for activating NapaCART:

1. Notification
2. Stand By
3. Activation

Notification is simply a notice that an Incident may be developing.

Stand By means Get Ready.

Activation means Call To Action. Deployment.

General Rules Before Activation:

- Pack a Go Bag for yourself, each family member and each pet or outdoor animal.
- Keep Go Bags up to date and handy for quick exit.
- Plan for the care of animals and family members while you are activated.
- Keep vehicle fuel tanks at half full or better.
- Keep your truck and trailer attached, facing out, fueled up, and ready to go.
- Always park pointing out toward the street.
- As soon as you receive Stand-By notice, start drinking lots of water - don't go into an assignment already dehydrated!
- Keep your cell phone on and **with WhatsApp sound enabled** during fire season, and whenever there is a Red Flag Warning or other indication of possible activation.

Notification of Volunteers

Volunteers will be notified through one or more of these:

- Text or WhatsApp notification from Napa CART Leadership.
- Phone call from Napa CART Leadership
- Email from Napa CART
- Facebook Post from Napa CART
- Napa County-generated Nixle

LEADERS: Wording of Activation Notices:

- **Use the following template when activating volunteers by WhatsApp or Text:**
 “NapaCART has been activated for _____ (name or type and location of incident). Our staging location for Field Operations is at _____(name of place and street address)
 Please respond with your name, whether you are coming right now, or when you will be available, as well as what kind of vehicle you might be bringing.”

When you get the Activation Notice

1. Respond ASAP:

- (a) if you are coming
 - (b) when you are coming
 - (c) what (if anything) you are driving.(ie pilot car, 3 horse trailer, etc.)
2. If you can't go right away, respond with a **brief** text saying **when or if** you can be available. *(We know you feel bad if you can't go, but we won't have time to read long explanations. We just need the quick facts.)*
 3. **Family First: Before you go**, make sure your own home, family, and animals are safe and cared-for before heading out. You won't be effective for NapaCART if you are preoccupied because your own family or animals are at risk.
 4. Take cellphone pic of your odometer for your Mileage Form and time of deployment.
 5. Bring your Form 214 (we may have extras at check-in but don't count on it!)
 6. Ideally, bring your pre-filled out Vehicle Checklist, to speed up check in process.
 7. Bring your Go-Bag and anything else you might want, such as folding chair, sleeping bag and pillow, change of clothes, food, water, any personal tools you may want.

What to Wear:

- Sturdy, comfortable work boots that will support your feet all day, will protect against being stepped on by a hooved animal, and will protect your feet from burns if working in or near hot spots. No sneakers, high heels, dress shoes, or sandals!
- Long pants
(Note: Closed-toe shoes or boots and long pants are a safety issue. Improperly dressed volunteers will not be allowed to participate in field operations or in a horse or livestock shelter.)
- Sun hat (or Napa CART hat)
- Sunglasses
- Sunscreen!
- NapaCART ID if you have it, otherwise your CERT ID.
- You will be issued a NapaCART vest, or you may bring your CERT vest – either of which is mandatory attire to be allowed behind road blocks.
- Your Napa CART shirt if you have one, or any 100% cotton shirt (Long sleeves are recommended for sun safety, but T-Shirts are acceptable)
- You may be issued special PPE's (Personal Protective Equipment) at the staging area. Wear them!
- Recommended: People handling horses and other large animals should bring a riding helmet with chin strap, if they have one, and wear that when working with large animals.
- Any time the Air Quality Index is 150 or higher, you must wear a properly fitted N95 face mask.

WHEN YOU ARRIVE AT THE STAGING AREA:

- Sign in!
- Start your Form 214. Your Form 214 actually starts upon activation. Note time leaving house and photograph your Odometer. (You can download or fill out the 214 form online at: [https://training.fema.gov/emiweb/is/icsresource/assets/ics%20forms/ics%20form%20214.%20activity%20log%20\(v3\).pdf](https://training.fema.gov/emiweb/is/icsresource/assets/ics%20forms/ics%20form%20214.%20activity%20log%20(v3).pdf))
- If you plan to drive a vehicle as part of your assignment, fill out a CERT blue card.
- If you are planning to work in the field, fill out a CERT green card.
- Make sure the check-in time on your 214 is the same as the recorded on the check-in form. OES/FEMA won't accept it if times don't match.
- Wait in designated Volunteer Area until you are given an assignment.

- Stay out of the way until given an assignment; plan for patience as situation is unfolding.
- Be ready to help wherever asked. Be ready to work cooperatively and respectfully with any other NapaCART volunteer you are asked to work with. Requests to work with certain people will be honored when possible, but not guaranteed.

SAFETY FIRST!

Your first responsibility is **Safety**:

1. Your Own Safety
2. Your Teammates' Safety
3. The Animals' Safety

IN THAT ORDER!

Use the Buddy System

Wear Appropriate PPE

Situational Awareness

On the most basic level, situational awareness is about knowing what is going on around you and what might develop or happen, based on what is happening now. While this might sound straightforward in a stable and simple situation, it can become a real challenge in a fast paced and complex environment.

Ask yourself, "What can possibly go wrong?" Once you have identified all the likely risks, plan to avoid them, and make a plan to stay safe if they develop.

Listen to your gut, your instincts. If you feel unsafe, pay attention!

NapaCART training, especially All Hazards Awareness and Fireline Safety, are required training because they teach us how to develop situational awareness, how to recognize risks, and to respond to specific dangers.

When dealing with unknown members of the public, it is also important to maintain situational awareness. If a person or situation feels threatening, get away to a place of safety, and then report it to your supervisor and ask for help.

Night Time Operations

NapaCART generally does not conduct ASAR (Field) Operations after sundown. Night time operations will only be considered if by Special Request from Napa County OES, and if NapaCART's Safety Officer approves the plan.

Shelters may often need to operate at night during a developing Incident, in order to receive animals brought in by their owners and others from the general public.

Rules for Night Operations:

- Request that Napa County OES or Sheriff's Office provide escort for night time operations in the field

- If no escort, only volunteers who are very familiar with a neighborhood should be dispatched to that area. It is much more dangerous entering an area that you are not familiar with in the daylight.
- Each volunteer must carry a minimum of two forms of personal lighting, such as a headlamp and a flashlight; a flashlight and a battery lantern.
- Volunteers must wear reflective gear.
- A headlamp is highly recommended
- Additional lookouts may be required
- Monitoring of pertinent radio frequencies is required
- Shelters need adequate lighting to maintain a safe environment for workers and the public who are bringing in their animals.
- Shelter operations at night should always be adequately staffed for safety.

Heat Illness:

Dehydration and high heat and “overexposure to the elements” including wind, lead to a range of heat-related illness, which can be serious and even life-threatening.

Most wildfires happen during periods of high heat and strong winds. Both of these conditions contribute to dehydration and heat illness.

If you start hydrating yourself while at home whenever a deployment seems likely, you will be ahead of the game. Waiting until you are already stressed and dehydrated makes it harder to recover quickly.

Throughout your deployment, drink plenty of water – much more than you would normally drink at home – and help your team mates remember to drink water, too.

Signs of the beginning of dehydration include drowsiness, grouchiness, and sluggishness.

Other symptoms include heavy sweating, clammy skin, muscle cramps, headache, nausea, confusion, dizziness and fainting, plus other symptoms as detailed in the graphic on the next page.

Once dehydration has started to set in the victim may no longer be aware of thirst.

Heat Illness requires immediate treatment. Take it seriously!

HEAT-RELATED ILLNESSES

WHAT TO LOOK FOR

WHAT TO DO

HEAT STROKE

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| <ul style="list-style-type: none"> • High body temperature (103°F or higher) • Hot, red, dry, or damp skin • Fast, strong pulse • Headache • Dizziness • Nausea • Confusion • Losing consciousness (passing out) | <ul style="list-style-type: none"> • Call 911 right away-heat stroke is a medical emergency • Move the person to a cooler place • Help lower the person's temperature with cool cloths or a cool bath • Do not give the person anything to drink |
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HEAT EXHAUSTION

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| <ul style="list-style-type: none"> • Heavy sweating • Cold, pale, and clammy skin • Fast, weak pulse • Nausea or vomiting • Muscle cramps • Tiredness or weakness • Dizziness • Headache • Fainting (passing out) | <ul style="list-style-type: none"> • Move to a cool place • Loosen your clothes • Put cool, wet cloths on your body or take a cool bath • Sip water <p>Get medical help right away if:</p> <ul style="list-style-type: none"> • You are throwing up • Your symptoms get worse • Your symptoms last longer than 1 hour |
|--|---|

HEAT CRAMPS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Heavy sweating during intense exercise • Muscle pain or spasms | <ul style="list-style-type: none"> • Stop physical activity and move to a cool place • Drink water or a sports drink • Wait for cramps to go away before you do any more physical activity <p>Get medical help right away if:</p> <ul style="list-style-type: none"> • Cramps last longer than 1 hour • You're on a low-sodium diet • You have heart problems |
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SUNBURN

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| <ul style="list-style-type: none"> • Painful, red, and warm skin • Blisters on the skin | <ul style="list-style-type: none"> • Stay out of the sun until your sunburn heals • Put cool cloths on sunburned areas or take a cool bath • Put moisturizing lotion on sunburned areas • Do not break blisters |
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HEAT RASH

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| <ul style="list-style-type: none"> • Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases) | <ul style="list-style-type: none"> • Stay in a cool, dry place • Keep the rash dry • Use powder (like baby powder) to soothe the rash |
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Post Traumatic Stress Disorder:

Although PTSD is rare, most people who have lived through a disaster will experience some symptoms to some extent.

Disasters are traumatic. Be kind to yourself and others around you - accept symptoms in yourself and others around you for what they are: reactions to what you've been through.

Get professional help if you need it - it's recognized by Workman's Comp as a work injury.

Symptoms:

- **Behavioral Changes:** agitation, irritability, hostility, hypervigilance, self-destructive behavior, or social isolation
- **Psychological Effects:** flashback, fear, severe anxiety, or mistrust, emotional detachment or unwanted thoughts
- **Mood Changes:** loss of interest or pleasure in activities, guilt, or loneliness
- **Sleep Disorders:** insomnia or nightmares
- **Other Symptoms:** unwanted memories of the trauma, avoidance of situations that bring back memories of the trauma, heightened reactivity, anxiety, or depressed mood.

Trauma reactions can range from mild and short, to severe and prolonged.

Suggestions: Sometimes just taking some time to decompress and share with others is all you need. Getting away, even for a short while, can be restorative. Download a meditation or relaxation app. Call an old friend who lives somewhere else. Write in a journal or diary.

If time and self-help are inadequate, see a doctor or mental health professional. PTSD is a recognized risk of disaster service, and is covered by Workman's Compensation.

SOCIAL MEDIA POLICY

NapaCART has approved individuals who are assigned to post to the official NapaCART sites on social media. It is highly recommended that you repost (share) the official, approved posts, and not make independent posts of your own.

Do not post specifics about NapaCART operations to social media, without prior approval from our PIO or Social Media Lead. If you feel something should be told, send it to our PIO.

Do not post photos that can hurt a disaster victim, a fellow volunteer, or emergency operations. (Facebook is not where someone should learn that their pet died or house burned)

Don't criticize, play "armchair quarterback" or post negative things about Napa CART, fellow volunteers, other response groups, County or other governmental efforts, or any other aspect of the emergency response.

It is fine to post general and positive things such as “Today I worked at the NapaCART Horse Shelter” or “Today I worked with a great bunch of volunteers!”

All other posts concerning the deployment must be approved by your Lead or our PIO.

Preserve Public Trust

If the public doesn't trust us, they won't seek help for their animals. Trust is broken when we “out” folks for poor management, poor feeding practices, poor housekeeping, or for embarrassing or even illegal activities that might be discovered while in the field.

Never reveal specific addresses publicly. This includes posting photos with identifying information, like a mailbox with a street number. Likewise, never name specific victims publicly.

You may encounter illegal activities, such as drug operations, dogs or roosters you suspect are used for illegal sport fighting, or animals who show signs of neglect or abuse. You should definitely be prepared to encounter animals who have not been trained well and who do not behave as well as you think they should.

If you find something disturbing, *tell your Leader*, but don't expose it on social media, and don't call Law Enforcement on your own (unless your own or someone else's safety is in danger) and don't gossip! Keep it within Napa CART! NapaCART Leadership will handle difficult situations or communications.

OTHER MEDIA ISSUES:

- TV, radio, newspaper or other media requests should be routed through Napa CART's Public Information Officer (PIO);
- When the media arrives, if possible, let the PIO handle it!
- It is essential that Napa CART volunteers present a positive, professional, and reasonably unified image to the public. Just as with social media, when dealing with ANY media, do not “armchair quarterback,” or criticize.
- Do not divulge anything that may hurt a victim, a fellow volunteer, another organized operation by any authorized agency, Napa County Emergency Operations or Napa CART. This includes specific street addresses, which could be used by a robber or vandal.
- **Resist the temptation to be “*The One With The Scoop.*”**
- We really have no control over what the media says, who they choose to interview, what they write, etc. Understand that you or others may be misquoted, facts may not be presented accurately, and a reporter may focus on someone you feel is less qualified than you are. Refer the media to Napa CART PIO on duty. Consult your leader if you are not sure who that is.
- Do your best to convey an accurate, sensitive and positive impression of response efforts.

BULLYING, DISCRIMINATION, and SEXUAL HARASSMENT Policies

NapaCART strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. NapaCART will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of volunteers, NapaCART will seek to prevent, correct and discipline behavior that violates this policy.

All volunteers, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any volunteer who violates this policy. Based on the seriousness and willfulness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of volunteer status.

Managers and supervisors who knowingly allow or tolerate discrimination, harassment or retaliation, including the failure to immediately report such misconduct are in violation of this policy and subject to discipline.

Prohibited Conduct Under This Policy

NapaCART, in compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, enforces this policy in accordance with the following definitions and guidelines:

- **Discrimination**

It is a violation of NapaCART's policy to discriminate in the provision of employment or volunteer opportunities, benefits or privileges; to create discriminatory participation conditions; or to use discriminatory evaluative standards if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, ethnic or national origin, age, religion, disability status, gender, sexual orientation, gender identity or expression, genetic information or marital status.

Discrimination in violation of this policy will be subject to disciplinary measures up to and including termination.

- **Harassment and Bullying**

NapaCART prohibits harassment of any kind, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate, belittle, or coerce an employee, co-worker, or any person working for or on behalf of NapaCART.

The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's ethnicity, national origin, race, color, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status or other protected status, including epithets, sexually suggestive "compliments," slurs and negative stereotyping.

- Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital status or other protected status.

- **Sexual harassment**

Sexual harassment is a form of unlawful discrimination under Title VII of the Civil Rights Act of 1964 and is prohibited under NapaCART's anti-harassment policy. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal sexual harassment includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats; requests for any type of sexual favor, and verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment.
- Nonverbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters, notes, facsimiles, e-mails, photos, text messages, tweets and Internet postings; or other forms of communication that are sexual in nature and offensive.
- Physical sexual harassment includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, and forced sexual intercourse or assault.
- Courteous, mutually respectful, pleasant, noncoercive interactions between volunteers that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment.

- **No Retaliation**

No hardship, loss, benefit or penalty may be imposed on a volunteer in response to:

- Filing or responding to a bona fide complaint of discrimination or harassment.
- Appearing as a witness in the investigation of a complaint.
- Serving as an investigator of a complaint.

Lodging a bona fide complaint will in no way be used against the volunteer or have an adverse impact on the individual's employment status.

However, filing groundless or malicious complaints is an abuse of this policy and will be treated as a violation. Any person who is found to have violated this aspect of the policy will be subject to discipline up to and including termination.

Confidentiality

All complaints and investigations are treated confidentially to the extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation, and the director will take adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining

to a complaint or investigation under this policy will be maintained in secure files within the Volunteer Management department.

Complaint Procedure

Complaints should be submitted to the area lead as soon as possible after an incident has occurred, preferably in writing.

- 1. Upon receiving a complaint or being advised by a supervisor or manager that violation of this policy may be occurring, the Board Of Directors (BOD) will notify senior management and review the complaint with the company's legal counsel.
- 2. The BOD will initiate an investigation to determine whether there is a reasonable basis for believing that the alleged violation of this policy occurred.
- 3. If necessary, the complainant and the respondent will be separated during the course of the investigation, either through internal transfer or administrative leave.
- 4. During the investigation, the BOD, together with legal counsel or other management employees, will interview the complainant, the respondent and any witnesses to determine whether the alleged conduct occurred.
- 5. Upon conclusion of an investigation, the BOD or other person conducting the investigation will submit a written report. If it is determined that a violation of this policy has occurred, the BOD will recommend appropriate disciplinary action. The appropriate action will depend on the following factors:
 - a) the severity, frequency and pervasiveness of the conduct;
 - b) prior complaints made by the complainant;
 - c) prior complaints made against the respondent; and
 - d) the quality of the evidence (e.g., firsthand knowledge, credible corroboration).

If the investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, the BOD may recommend appropriate preventive action.

- 7. Senior management will review the investigative report and any statements submitted by the complainant or respondent, discuss results of the investigation with the BOD and other management staff as appropriate, and decide what action, if any, will be taken.
- 8. Once a final decision is made by senior management, the BOD will meet with the complainant and the respondent separately and notify them of the findings of the investigation. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.

Alternative legal remedies

Nothing in this policy may prevent the complainant or the respondent from pursuing formal legal remedies or resolution through local, state or federal agencies or the courts.



Whistle Blower Policy

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that NapaCART can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of NapaCART's code of ethics or suspected violations of law or regulations that govern NapaCART's operations.

No Retaliation:

It is contrary to the values of NapaCART for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of NapaCART . A volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including dismissal from Napa CART.

Reporting Procedure:

NapaCART has an open door policy and suggests that volunteers share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with a NapaCART board member.

Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the NapaCART's Board of Directors, who have the responsibility to investigate all reported complaints. Volunteers with concerns or complaints may also submit their concerns in writing directly to their supervisor.. NapaCART's Board of Directors is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved.

Confidentiality

All complaints and investigations are treated confidentially to the extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation, and the BOD will take adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to a complaint or investigation under this policy will be maintained in secure files within the Volunteer Management department.

APPENDIX:

CART Leader Contact Information

Executive Director, Incident Commander, Claudia Sonder claudia@napacart.org

Vice President, Public Information Officer (PIO) Saanen Kerson saanen@napacart.org

Administration: Megan Van Coutren megan@napacart.org

ASAR Leads: Mike & Nancy Kerson nancy@napacart.org, mike@napacart.org.

Allen Harrison allen@napacart.org

Livestock Shelter Lead: Sheila Edginton sheila@napacart.org

Companion Animal Lead: Wendi Piscia wpiscia@napahumane.org

Deassa Binstock pitbullover4kahi@hotmail.com

Safety Officer: Jen Borgen jen@napacart.org

Transportation Lead: Allen Harrison allen@napacart.org

Hotline Lead: Lisa Ragone lisa.ragone@napacart.org

CERT Dispatch: Powell Helms, Sr. phelems@americancanyoncert.org

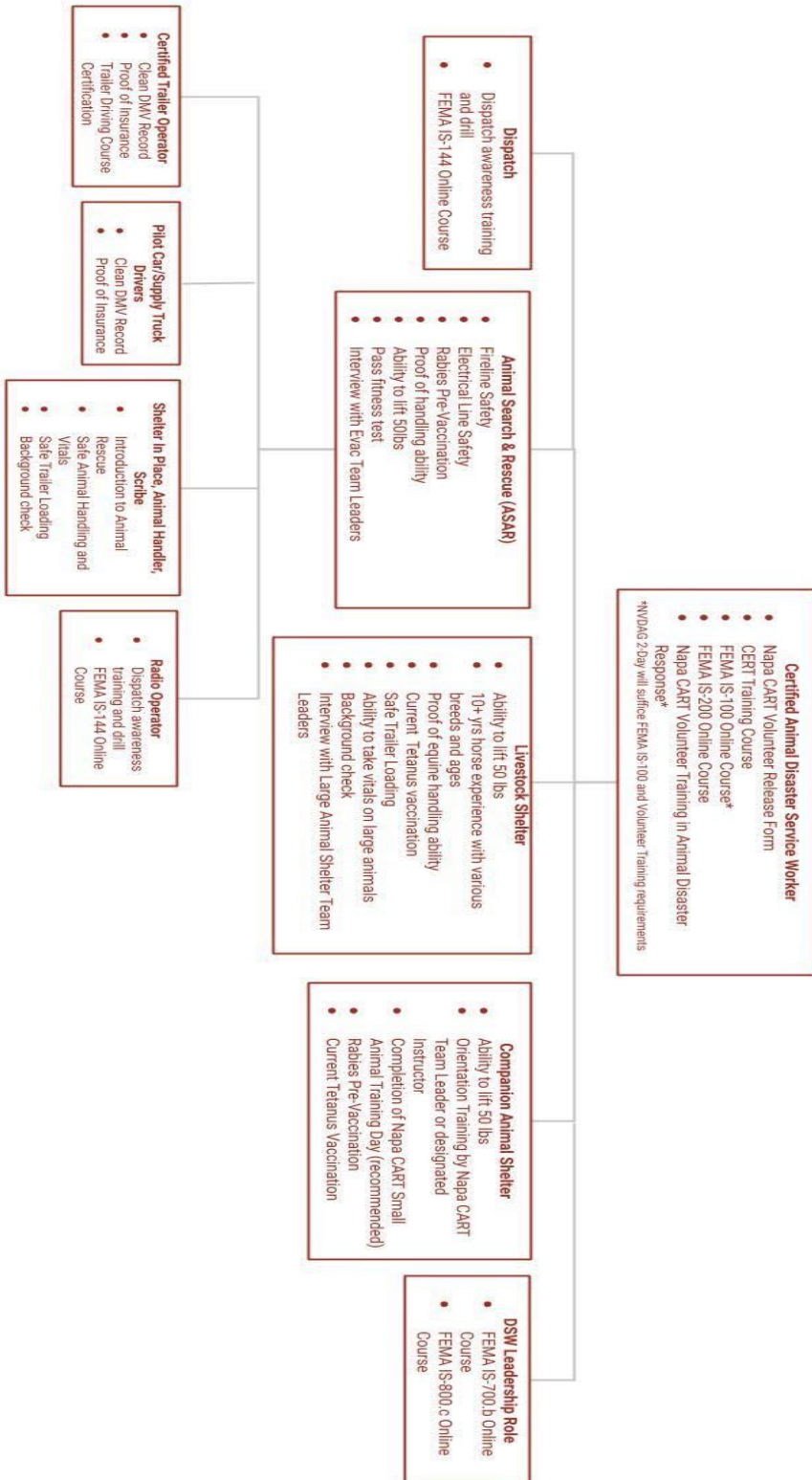
COMMS: Louise Warnock lraphaelite@aol.com

Volunteer Management: Karen Schenk karen@napacart.org

Hotline Number: 707-732-1555 (during incidents only)

Training Tracks

We strongly suggest cross-training in more than one area. Chart presented sideways (too small to read otherwise)



Suggested Go Bag Contents:

- NapaCART or CERT ID Badge
- NapaCART or plain T-Shirt
- Fannypack or backpack
- Drinking Water – several bottles
- Gloves – latex and work
- Any Medications you may need, Rx & OTC
- Eyewear:
Protective, Sunglasses,
Reading glasses or
prescription eyewear
- Cash (small bills are best)
- Knife
- Watch
- Flashlight or headlamp
- Pen/pencil
- Notepad
- Cell Phone
- Cell Phone Charger/Car
charger
- Whistle
- Hat
- Boots
- Bandana

Optional:

- Sunblock
- Insect Repellant
- Tecnu Poison Oak
Preventative
- Snake bite kit
- Long sleeved Shirt
- Complete Change of clothes
- Personal Toiletries
- Battery-operated Radio
- Walkie-talkies
- Binoculars
- Jacket
- Pillow
- Sleeping bag
- Camping mat
- Rain gear
- Scanner
- Camera
- Map or Map Book
- Ice Chest
- Folding Chair
- First Aid Kit
- Snacks

2021 TRAINING & ACTIVITY SCHEDULE

Due to the Covid-19 pandemic, most classes will be held online via Zoom.

RSVP to any of these by emailing info@napacart.org; *additional registration and fees may apply

Jan 30 Sat - 9:00 AM - 12:00 Noon, Fee: \$50 - New Volunteer Orientation via Zoom

Jan 31 Sun - 9:00 AM - 12:00 Noon, Fee: \$45 - Returning Volunteer Training via Zoom

Pre-registration is required through our website along with an Annual Membership Fee of \$50 (new) and \$45 (returning).

Feb 20 Sat - CERT Refresher* - First Aid - Further details TBA

www.countyofnapa.org/362/Community-Emergency-Response-Team-CERT

Feb 27 Sat - 10:00 AM - 11:00 AM, All Hazards Safety*; Instructor: Gary Johnson/ResQFast via Zoom

(alternate 3/21)

Mar 4 Thurs - 6:30 PM - 8:00 PM, Hotline Training with Forms via Zoom

Mar 21 Sun - 4:00 PM - 5:00 PM, All Hazards Safety* (alternate), Instructor: Gary Johnson/ResQFast via Zoom

Apr 1 Thurs - 6:30 PM - 8:00 PM, Companion Animal Shelter: Intake, Biosecurity, Forms via Zoom

Apr 3 Sat - 9:00 AM - 12:00 Noon, Companion Animal Skills: Assessment, Behavior, Handling, Nutrition, In person pending Covid situation

Apr 8 Thurs - Time and place TBA, Trailer Loading Mini-Clinic, Instructor: Jerry Tindell

Apr 17 Sat - 10:00 - 12:00, Fireline Safety*, Instructor: Gary Johnson/ResQFast via Zoom (alternate 5/29)

May 6 Thurs - 6:30 PM - 8:00 PM, ASAR (Field Operations, SIP, Evac, Transportation) with forms via Zoom

May 8 Sat - Location & time TBA, Fire Tent Deployment*, Required for all ASAR, Instructor: Gary Johnson/ResQFast

May 16 Sun - 9:00 AM - 1:00 PM, Location TBA, Trailer Driving Certification

May 29 Sat - 10:00 AM - 12:00 Noon, Fireline Safety* (Alternate), Instructor: Gary Johnson/ResQFast via Zoom

June 3 Thurs - 6:30 PM - 8:00 PM, Livestock Shelter: Intake, Biosecurity, Operations, Forms via Zoom

June 5 Sat - 9:00 AM - 2:00 PM, NVHA 1200 Foster Road, Napa - Livestock Shelter Skills - including Panel set up, In person pending Covid situation

June 6 Sun 10:00 AM - 12:00 Noon, Panel set up at VBEC 1132 El Centro Ave, Napa & Up Valley 1400 Tubbs Lane, Calistoga

June 17 Thurs - 6:30 PM - 8:30 PM, Personal Preparedness Community Presentation - Format TBA

June 19 Sat - 9:00 AM - 1:00 PM, Location TBA, Trailer Driving Certification*

July 15 Thurs - 6:30 PM - 8:00 PM, Communications/Dispatch with CERT via Zoom

July 17 Sat - 9:00 AM - 12:00 Noon, Communications/Dispatch Skills with CERT In person pending Covid situation

Aug 5 Thurs - 6:30 PM - 8:00 PM, Livestock Assessment, Handling, and First Aid via Zoom

Aug 7 Sat - 9:00 AM - 12:00 Noon, location TBA, Livestock Handling and Assessment skills, In person pending Covid situation

Aug X (surprise) - Napa CART Preparedness Drill

Oct 16 CERT Drill*

Nov 28 Sun - Take down and store panels