

## **Services and Operations Manual Update**

There have been many requests to update the S&O manual and provide a condensed version (or portion?) to take with us on call outs.

The work of the humane treatment committee will certainly be referenced, if not incorporated. I'm coordinating with Claudine on this.

Below is an outline I shared with the RD's and Dave several months ago to lay out a clearer flow to the document. No changes were suggested.

If you have comments or suggestions, please send me an email.

Plans:

1. convert content into new framework
2. Incorporate lessons learned
3. incorporate humane treatment info as required
4. work through committee
5. send draft to BOD each for each meeting

## **S&O Manual Outline**

### **Call outs**

#### **Process**

##### **The invitation to participate**

**Agency/organization calls Hope out**

**Hope generated contact**

##### **Establishing contacts**

#### **Structure**

**Chain of Command (HAR, Group Leader, Team Leader, Teams), ICS**

**Additional positions (Liaisons..)**

**Team selection**

#### **Before**

**Availability/phone tree**

**Preparing for a call out – what to bring**

**RECOMMENDED EQUIPMENT TO BRING ON ASSIGNMENT**

(checklist is appendix A)

Documents to bring on Assignment: ASSIGNMENT REPORT,

LEADERSHIP/TEAM EVALUATION REPORT FORM, PHOTO

RELEASE FORM, OCCURRENCE REPORT FORM,

GRIEVANCE REPORT FORM, LIABILITY INSURANCE

POLICY FRONT SHEET, CERTIFICATION LETTER,

VETERINARIAN HEALTH FORM

**Safety and status**

**Lead teams**

**Communications**

#### **During**

**Safety and status**  
**Checking in**  
**Long term call outs**  
**Shifts**  
**Days off**  
**Media**  
**Checking out**

**After**

**Safety and status**  
**Debriefing**  
**Documentation**  
**Expenses**

**Conduct**

**Ethics policy – attached – in the manner described by the Hope ethics policy**  
**Invited and authorized**  
**Your partner’s advocate**  
**Human**  
**Animal**  
**What to say – check with Lois, Debbie and Yvonne for tip sheets to attach**

**Identification –**

**id, vest, cert letter, insurance**  
**how to reorder (badge, clothing/vests)**

**Attire**

**Drills, exercises, training – same policies and guidelines apply – learning/network building**

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