



Understanding the Incident Command System (ICS) for Nonprofits

September 7, 2021



*A Zoom-based Webinar for UASI South Bay Hub
Santa Clara, Monterey, San Benito and Santa Cruz counties*

Connect

Serve

Support



Welcome

- Welcome and Introductions
- Housekeeping
 - Access Coordinator
 - Live Transcript
- Interactive Session
 - Use of Chatbox and DMs
 - Zoom reactions/emoji's highly encouraged





Workshop Objectives

To help participants gain a better understanding of

- How government entities are organized to respond using California's Standardized Emergency Management System (SEMS)
- What the Incident Command System (ICS) is and how it is used by government entities
- How CBOs can embrace ICS in your own organizations and practice using it today in a fun and interactive way



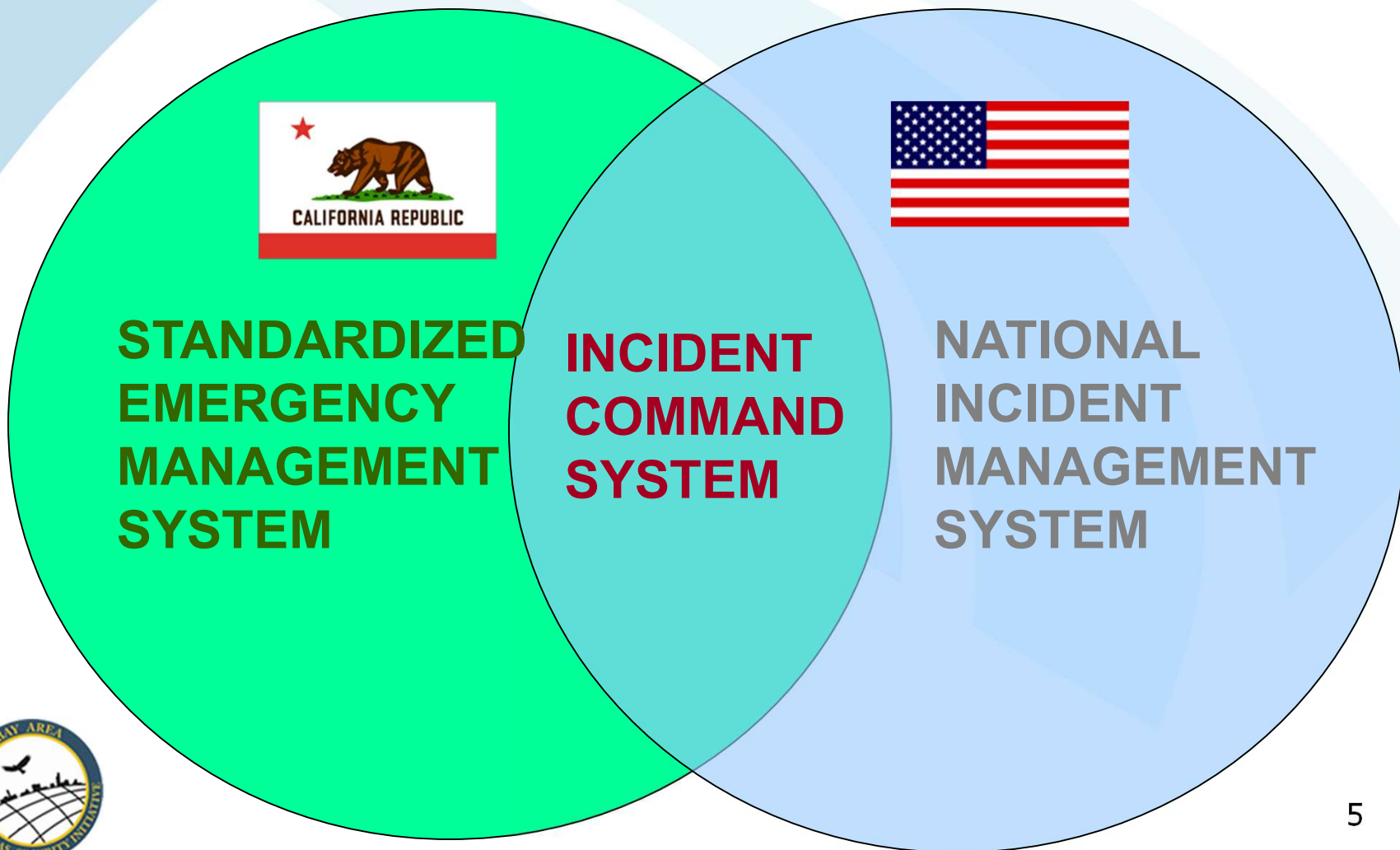


Agenda

- Short history and background of SEMS/NIMS and ICS
- Translating this to nonprofits
- Interactive exercise “play” with the concepts and terminology
- Q&A



Two Policy Guides





Incident Command System

- Started in fire service
- Systems Approach –
 - Organizational Structure
 - Roles/Responsibilities
 - Chain of Command
 - Authority to make decisions
- Brings order to chaos
- Flexible & Adaptable





Personnel Qualifications

- ICS is not a rank-oriented system
 - It is a performance-oriented one
 - The best qualified person is placed into the appropriate functional level for the situation





Incident Commander

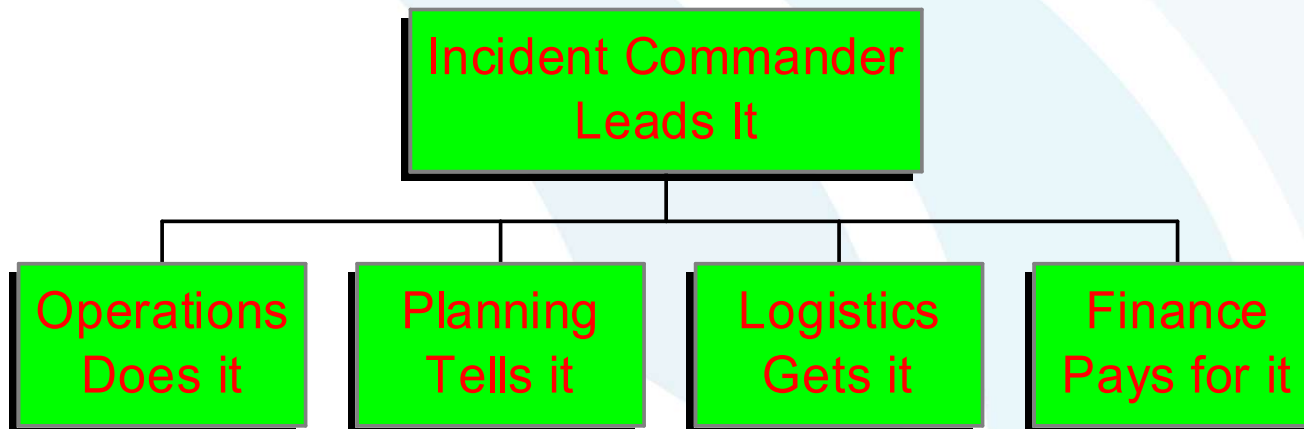
- The only position (function) in the ICS that must always be staffed is the **Incident Commander**
- There must always be someone in charge who is responsible and accountable
- This position must be assumed by the first arriving emergency responder



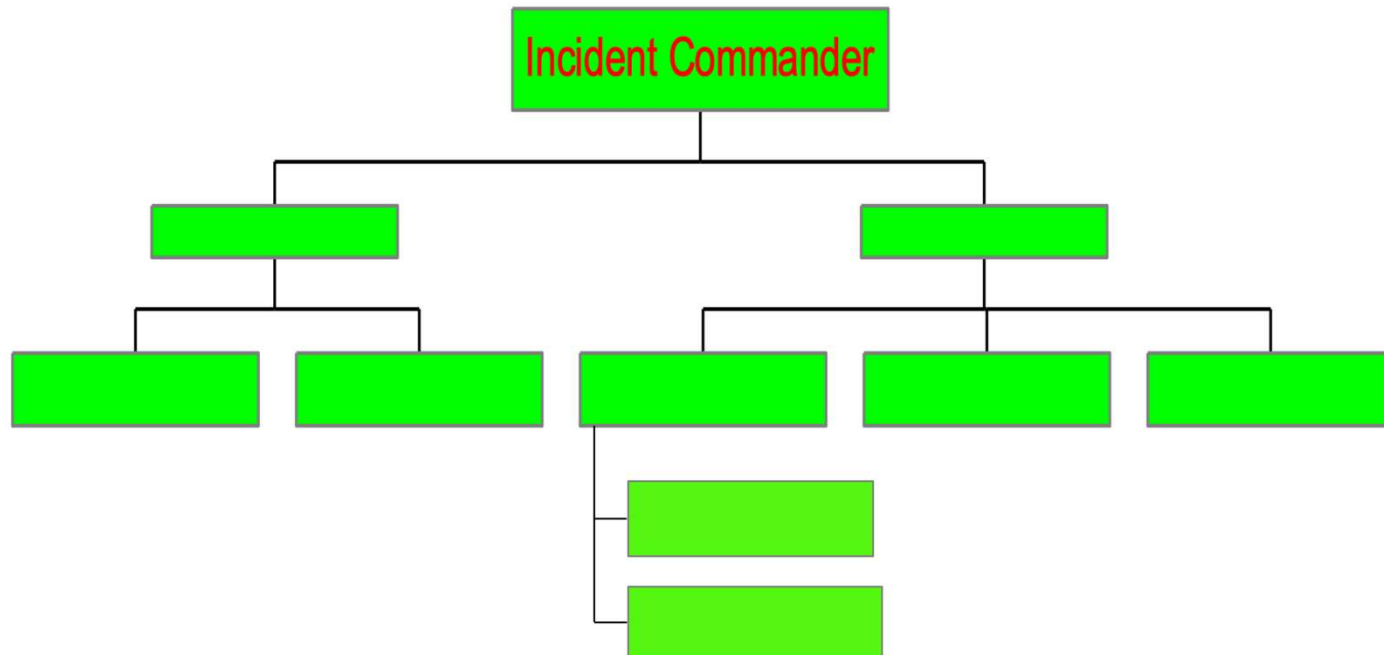
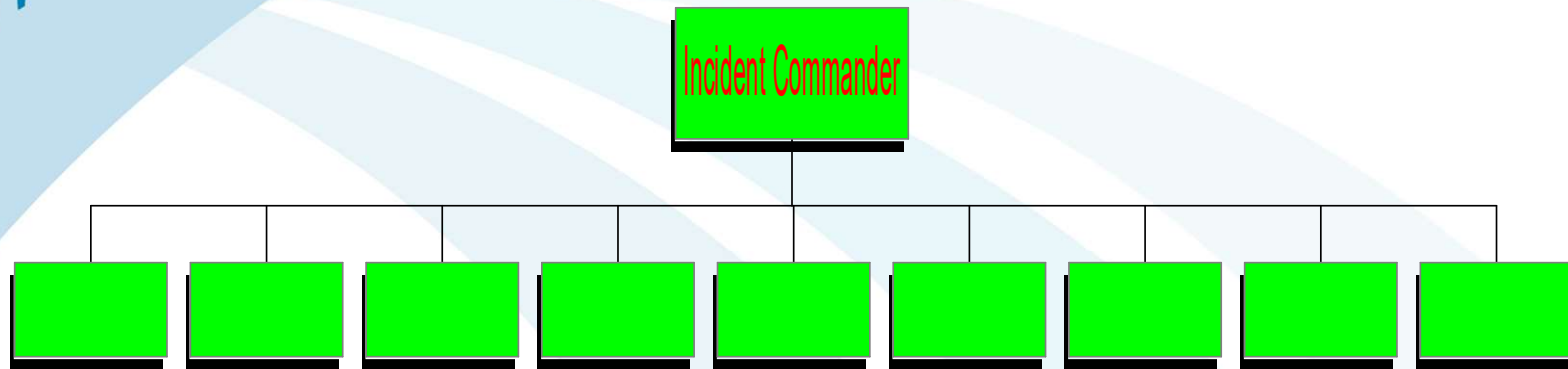


HERDING CATS VIDEO

General Staff



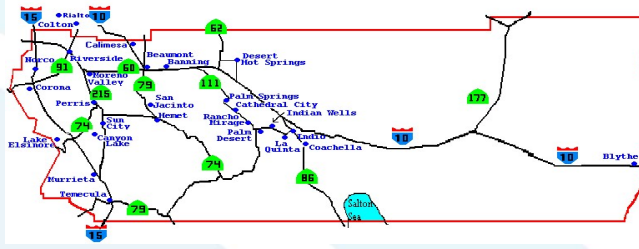
Span of Control



Organizational Levels



Field



Operational Area



State



Local



Regional



FEMA

Federal



Local Government Level

City or County

- Proclaims a LOCAL emergency when local resources are exhausted.
- Activates the local EOC.
- Supports field activity.
- Requests support from the Operational Area.
- Restores City services.





Operational Area Level



County EOC

- Includes the County and all jurisdictions within the County
- Coordinates information and resources within the County.
- The Operational Area EOC is the link to the Regional Level EOC.





Coastal Region (REOC)



- Coordinate and communicate with State SOC and Operational Areas within the Region.
- Support resource requests from Operational Areas
- Manage State Agency response within Region



State Operations Center (SOC)

- Communicates with Legislature and Governor
- Federal resource coordination
- Coordinate statewide Mutual Aid and State Agency response
- Implements Cal OES Media Efforts





How Can CBOs Embrace ICS for Your Own Planning

Connect

Serve

Support



Using ICS in your CBO

- Organizing your staff
- Communicating with field/satellite offices
- Benefits of team approach and span of control





ICS Recast for Nonprofits

Our version of the Incident Command System is a:

- **Thinking Tool:** To help residents and civilian responders understand how to think through an event , fulfill on your mission, mobilize your assets efficiently and effectively
- **Bridge & Lifeline:** To work as **partners** with the government and professional emergency responders (eliminate delays, confusion, “well-intentioned” breakdowns, etc.)
- **Leadership Training:** To instill universal and transferable leadership skills in nonprofit staff
- **Economic Development Tool:** To build community capacity to share and leverage EVERY asset, resource, opportunity





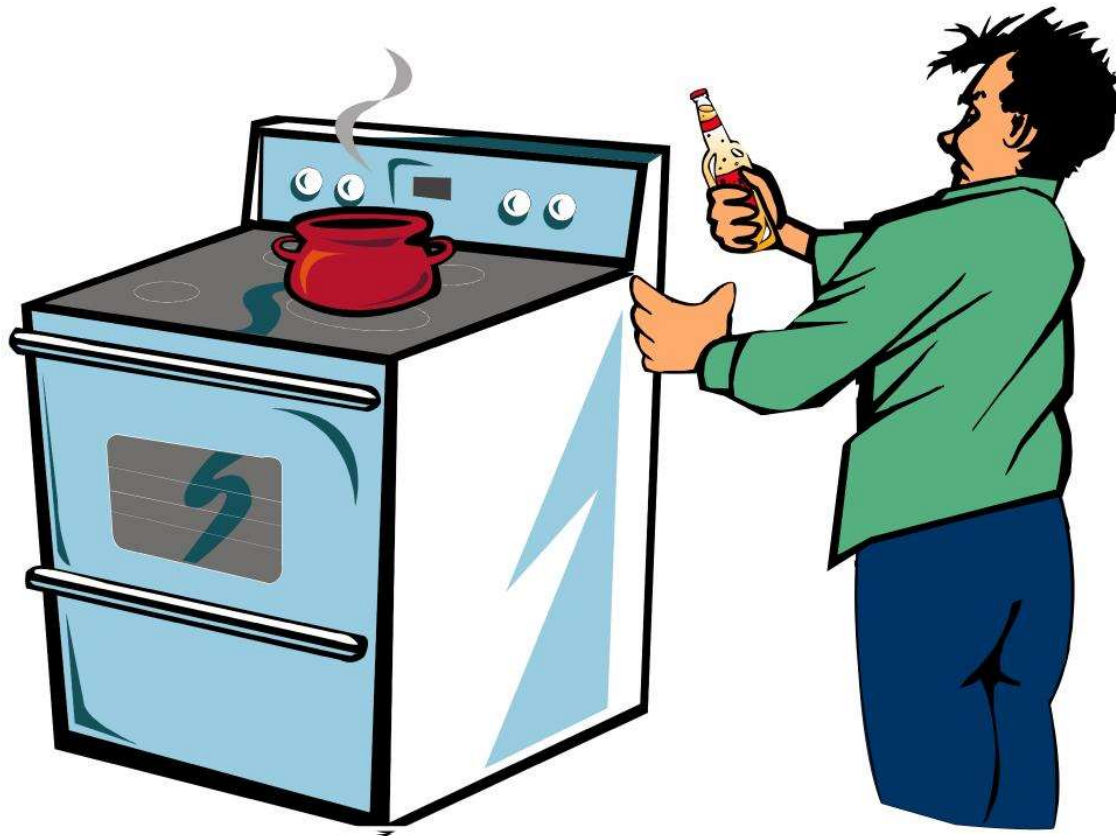
ICS with One Person

The *Incident Command System*
is strong enough to be the standard for
response agencies across the country –

AND it is flexible enough to
be used by just one person.



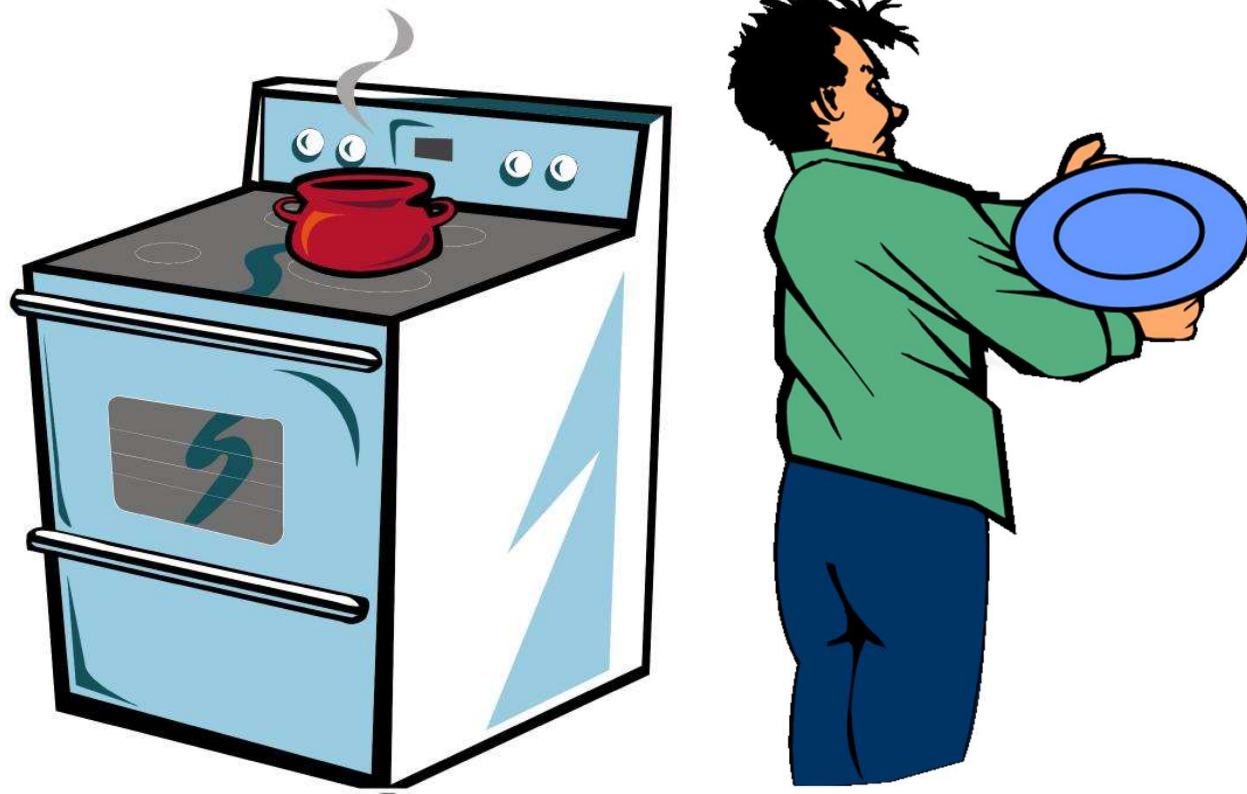
You are home alone, cooking dinner for guests.



You are busy cooking and preparing.



You are setting up and preparing the food to be cooked.



Then...

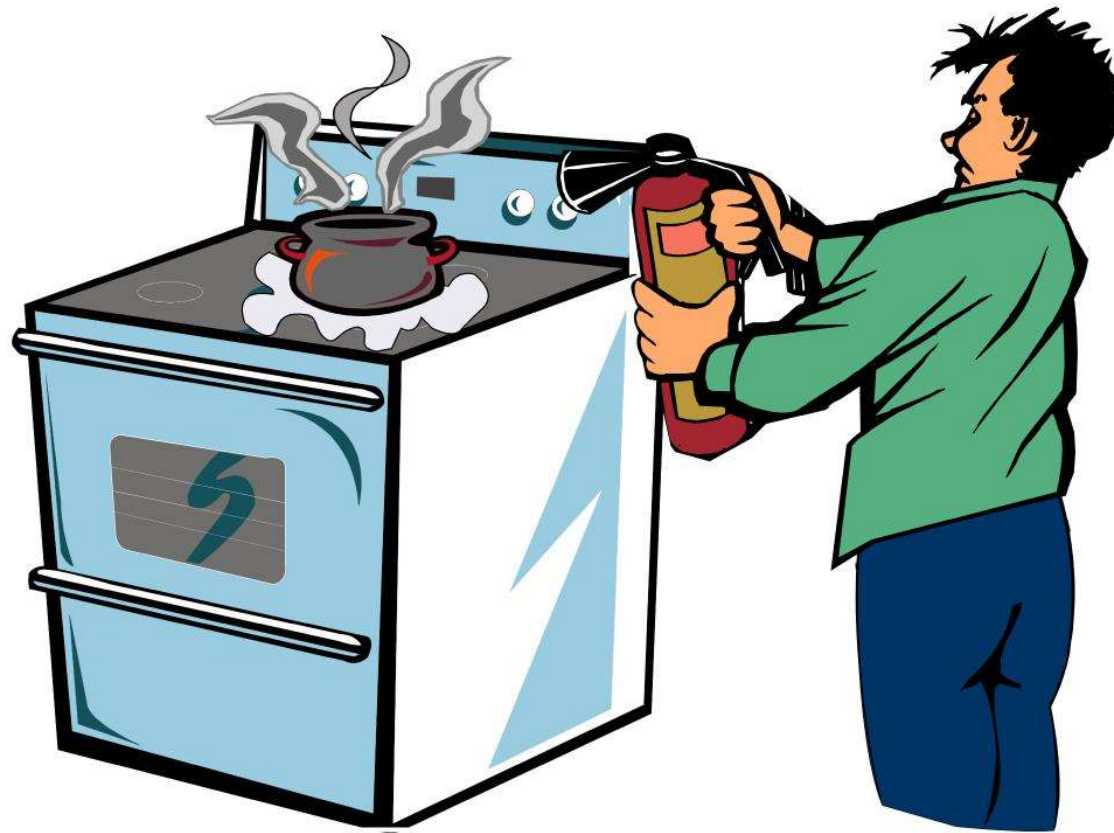


You put out the fire.



But you're not
finished yet!

Now you figure out what to do
since the fire changed your
plans.



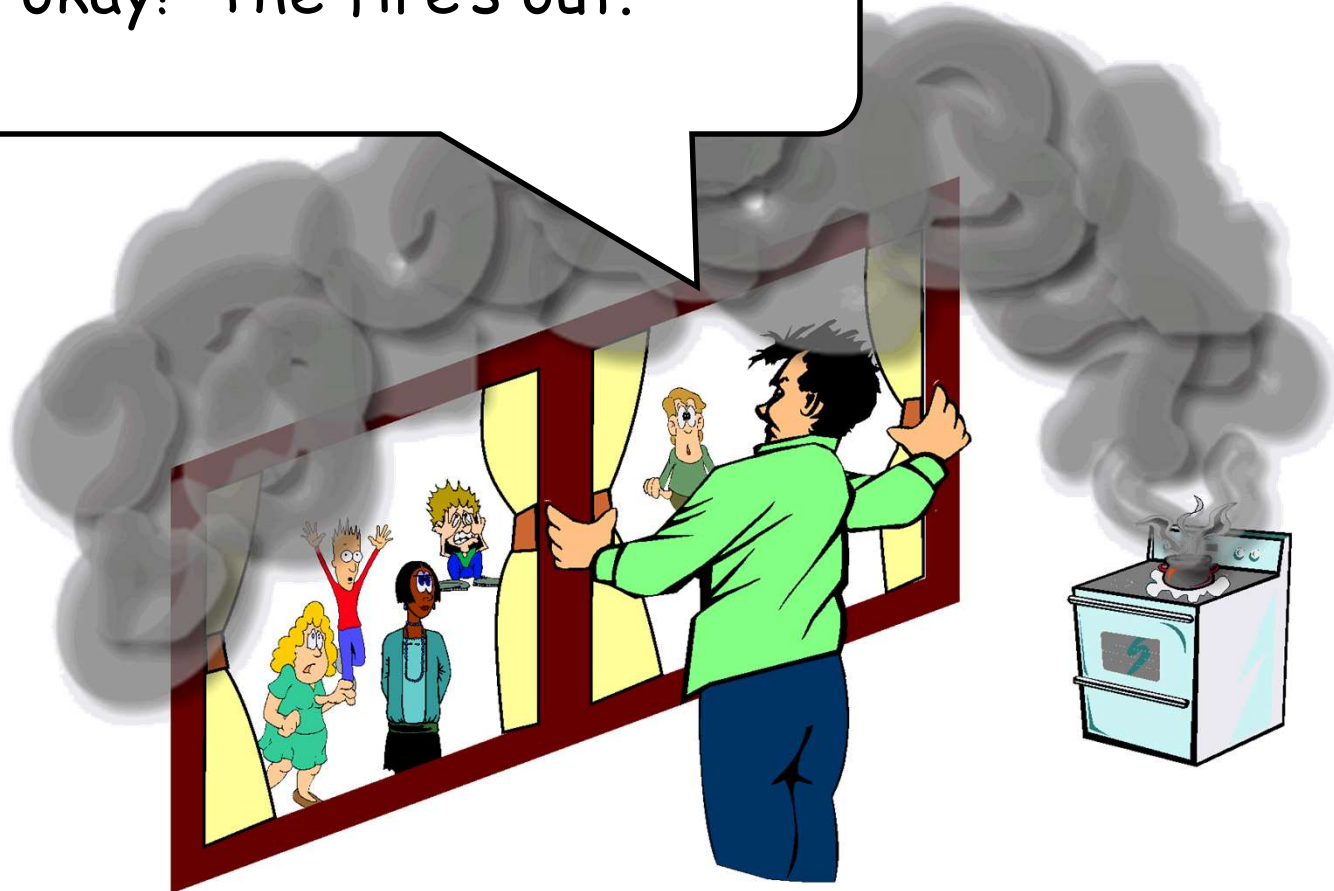
hmm ... dinner is
ruined. I must
order food...

... call my
guests ...

... and clean
this up.

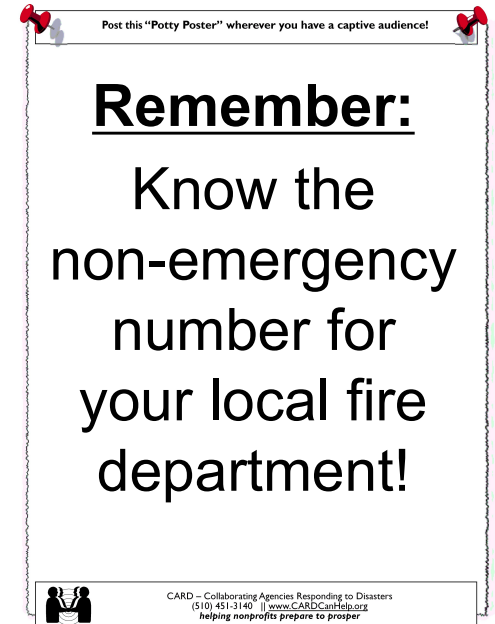
You let people know what's happening.

It's okay! The fire's out.

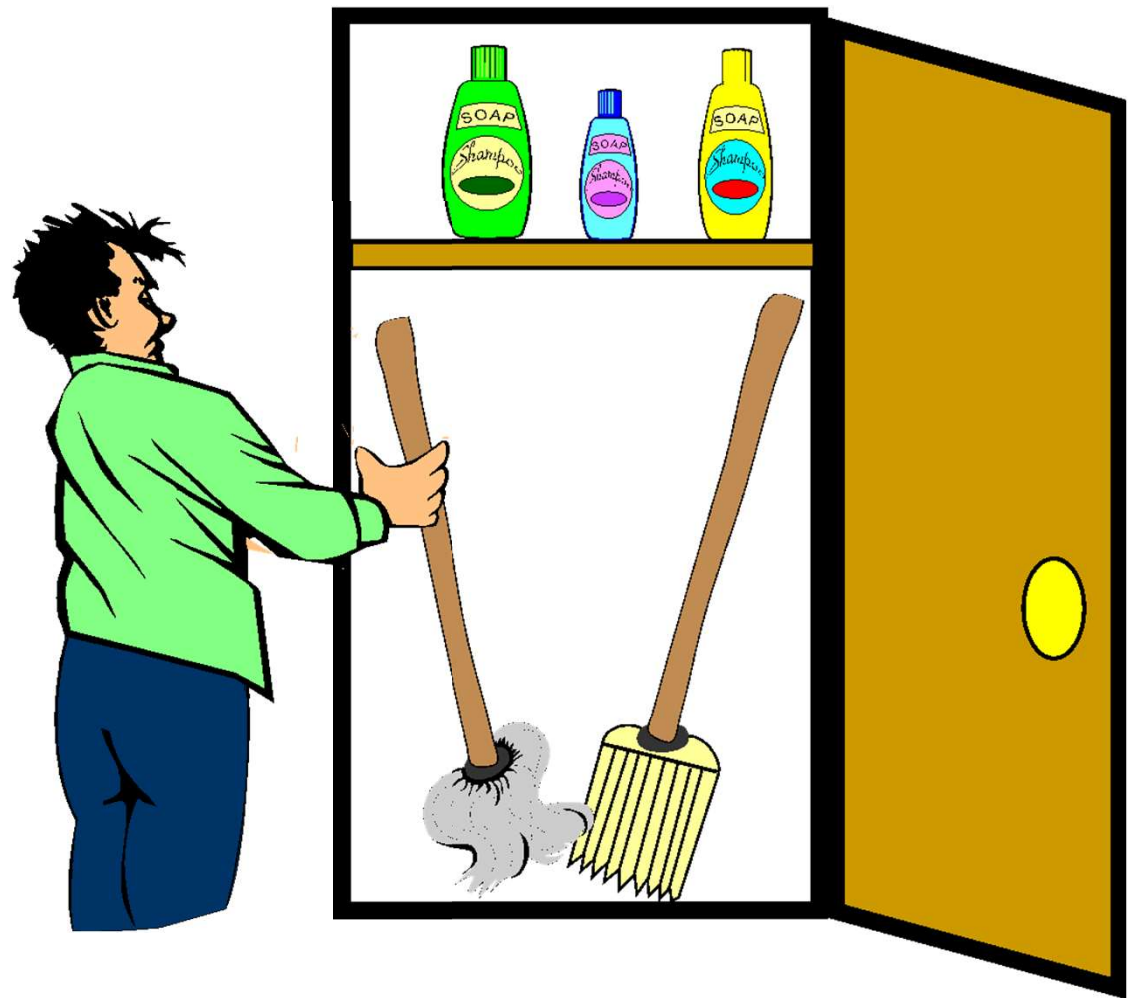


You tell the fire department.

Thanks for reporting it!



You get the supplies you need.



You protect yourself.



... and others.



You figure out what it all cost.



“One Person” ICS

Taking responsibility = **Incident Command**

Putting out the fire & cleaning up = **Operations**

Getting the fire extinguisher & mop = **Logistics**

Keeping self or others safe = **Safety & Security**

Working with other agencies = **Liaison**

Sharing info with the public = **Public Information**

Choosing a new dinner & telling people = **Planning**

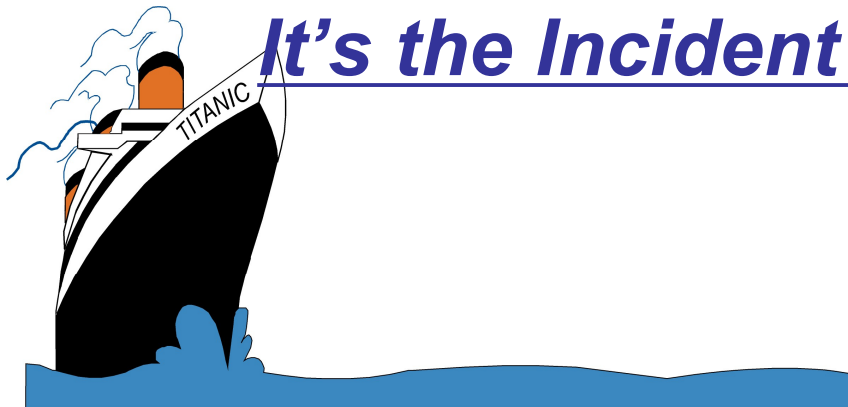
Paying for take-out & figuring the cost = **Finance / Admin**

ICS on The Titanic

Imagine you were on the Titanic when it hit the iceberg.


- You know the ship will definitely sink
- You know that there are not enough life boats
- You have two and a half hours


WHAT DO YOU DO?




It's the Incident Command System to the Rescue!

CADRE ICS Hangtags


Management EOC Director "Leads It"  <small>EOC</small>	EOC Director You are in charge! <ol style="list-style-type: none"> 1. Monitor staff/client health & safety. 2. Gather facts & assess the situation. 3. Track time and document your actions. 4. Determine needs & request assistance. 5. Make team assignments, use checklists! 6. Establish EOC Action Plan. 7. Inform clients & make notifications. 8. Coordinate overall efforts with other stakeholders. 9. Authorize release of information. 10. Submit all costs/receipts to Finance.
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Operations Operations Chief "Does It"  <small>EOC</small>	Operations Section Chief You control the problem! <ol style="list-style-type: none"> 1. Monitor the health & safety of Operations staff. 2. Receive briefing from Incident Commander(s). 3. Monitor activity and ensure they have support. 4. Track your time & document your actions. 5. Carry out the EOC Action Plan. 6. Keep the EOC Director informed. 7. Fill resource requests to support response. 8. Coordinate with other stakeholders. 9. Submit all costs/receipts to Finance.
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Planning Planning Chief "Tells It"  <small>EOC</small>	Planning Section Chief You manage the big picture! <ol style="list-style-type: none"> 1. Monitor the health & safety of the Planning staff. 2. Collect, verify, evaluate & catalog information from field team and other sources. 3. Obtain status of clients and staff. 4. Establish damage estimate. 5. Track your time & document your actions. 6. Keep other sections informed. 7. Be proactive! Anticipate issues. 8. Coordinate EOC Action Planning process. 9. Display & distribute information. 10. Track all available & assigned EOC resources. 11. Submit all costs/receipts to Finance.
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Logistics Logistics Chief "Gets It"  <small>EOC</small>	Logistics Section Chief You support other sections! <ol style="list-style-type: none"> 1. Monitor the health & safety of Logistics staff. 2. Track your time & document your actions. 3. Be proactive! Anticipate needs of sections. 4. Obtain a briefing from field Logistics. 5. Purchase, inventory, transport, store and distribute supplies/materials to support field teams. 6. Coordinate purchases/rentals with Finance. 7. Acquire additional personnel to support field teams. 8. Provide food and shelter for EOC team as needed. 9. Coordinate volunteers. 10. Submit all costs/receipts to Finance.
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Finance/Admin Finance Chief "Pays For It"  <small>EOC</small>	Finance/Admin Section Chief You manage costs and claims! <ol style="list-style-type: none"> 1. Monitor the health & safety of Finance staff. 2. Track your time & document your actions. 3. Document injury claims. 4. Provide financial tracking and purchasing guidance to other sections. 5. Document field/EOC/volunteer personnel time. 6. Document field/EOC materials rented/purchased. 7. Ensure proper contracts/agreements are in place. 8. Begin financial recovery process.
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Management Safety Officer  <small>EOC</small>	Liaison Officer You connect with outside people and resources Safety Officer Your focus is safety! <ol style="list-style-type: none"> 1. Ensure ALL personnel follow the highest health & safety standards. 2. Monitor all EOC activities – STOP anything that is unsafe. 3. Coordinate with Field Safety Officer. 4. Know your facility and its safety features. 5. Tour your facility—address safety issues. 6. Submit all costs/receipts to Finance.
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Management Public Information Officer  <small>EOC</small>	Public Information Officer You are the voice of your agency! <ol style="list-style-type: none"> 1. Provide emergency information to staff/clients. 2. Establish/maintain communication with media. 3. Prepare press releases & agency background material – must be approved by EOC Director. 4. Monitor media for emergency information. 5. Connect with other involved PIOs. 6. Keep all stakeholders informed. 7. Keep a log of media contacts. 8. Prepare talking points for key agency officials. 9. Brief the Section Chiefs & C...
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ICS on The Titanic

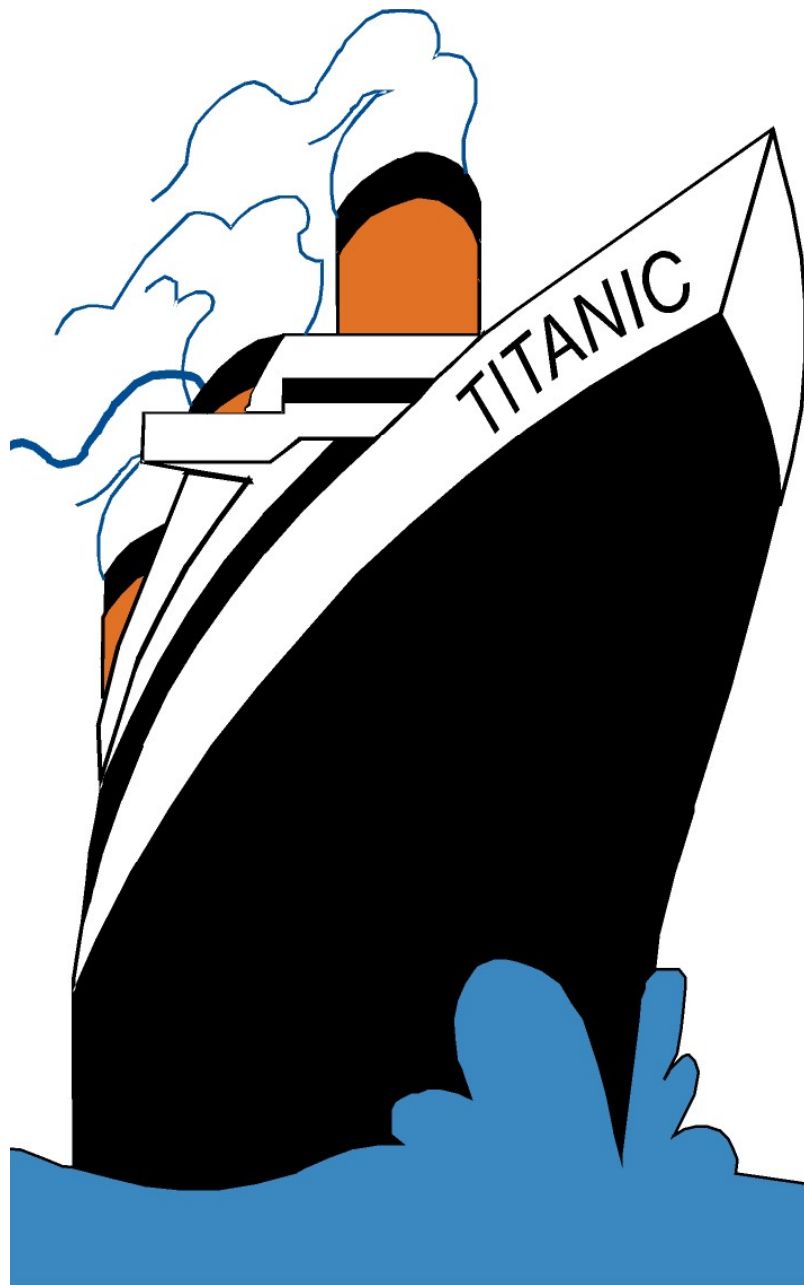
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- You know the ship will definitely sink
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WHAT DO YOU DO?

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Building Rafts with ICS:

- **Incident Commander** would take charge, choose team leaders and devise a plan
- **Planning** team would be creating the timeline and communicating the plan
- **Operations** team would be assembling the rafts, organizing people and directing
- **Logistics** team would be getting the supplies needed (doors, poles, sheets, anything that floats, etc.)
- **Admin/Finance** team would be keeping the records
- **Safety / Liaison...**



Let's try another example...

Using ICS for Nonprofits

VOLUNTEER RECOGNITION EVENT





Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does MANAGEMENT do?

Management:

“Leads it”



Perhaps:

- Choose team
- Empower team leaders
- Serve as signatory and final authority for decisions

Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Planning do?

Planning:
“Plans it”



Perhaps:

- Sets time, date and timeline for the event
- Creates overall program, theme, structure of event
- Sets up agenda and flow of program events
- Decides guest lists, keynote speakers, dignitaries, etc

Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Operations do?

Operations:
“Does it!”



Perhaps:

- Sets up on day of the event
- Welcomes guests. Greets VIPs
- Orchestrates the planned program
- Emcees program and coordinates with speakers
- Dismantles and clears up after the event



Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Logistics do?

Logistics:
“Gets it”



Perhaps:

- Arrange for event location
- Orders and arranges for supplies – tables, nametags, awards, etc
- Oversees venue setup – zoom or in-person or both!
- Gets volunteers to work event

Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Finance & Admin do?

Finance / Administration:
"Pays for it"



Perhaps:

- Sets budget with Planning team
- Handles and processes all related expenses
- Track registration and receipts
- Record useful information for next year's event
- Create final accounting of costs report for event
- Save records

Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Safety & Security do?

Safety & Security:
“Protects it”



Perhaps:

- Ensure everyone stows valuables safely
- Monitor safety at event
- Ensure any food served stays at safe temperature.

Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Liaison do?

Liaison:

“Schmoozes it”



Perhaps:

- Work with vendors, suppliers, etc.
- Maintain relationship with property owners or managers
- Trouble-shoot issues with VIPs



Using ICS Day-to-Day: VOLUNTEER RECOGNITION EVENT

So what does Public Information do?

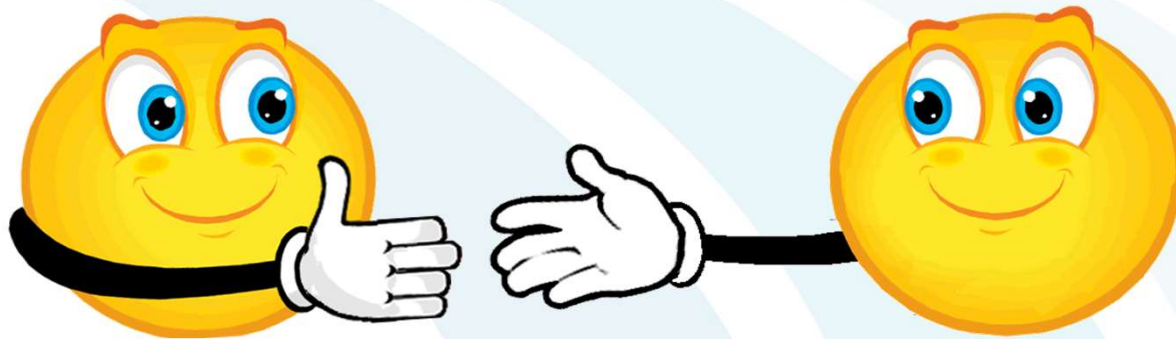
PIO:

“Shares it”



Perhaps:

- Create announcements, fliers, etc.
- Issue press releases or call media
- Use email, social media, phone calls or other ways to inform the public about the event



Well... what do you think?

*Do you get how ICS can be used in every day kind of events
How ICS can help you as a project management tool?*



Questions?



Connect

Serve

Support



Please complete the Zoom poll on screen while we close out today's program....

South Bay Training Series 2021



Dates and Location

The series will be held on the 1st and 3rd Tuesdays of the month from mid- August through December 2021 as noted.

Participants may register for individual sessions by topic or for the entire series.

All sessions will be held by Zoom video conference.

Tuition and Registration

There is no cost to participate. The series has been funded by the Bay Area Urban Areas Security Initiative (BAUASI).

To register for each session:

- 1) Use the QR code for the "events" tab on the CADRE website at www.cadrevs.org, find session date and click on the registration link. Once you have completed the zoom registration, you will be sent an email with your unique access code to each of the scheduled webinar sessions.
- 2) BATEP site registration is also required and you will be directed on how to complete this info if needed.

For More Information

Please contact Anna Swardenski, CADRE Director of Planning, Training and Community Resilience at admin@cadrevs.org or 408- 577-2175

Please note: This series will benefit nonprofit service providers and community-based organizations who want to better prepare and plan to meet emergency and disaster needs of their clients, consumers, volunteers, and staff. Curriculum content will include planning considerations and lessons learned from the ongoing COVID-19 pandemic.

Prerequisites

NONE

COMMUNITY PREPAREDNESS TRAINING SERIES FOR SOUTH BAY HUB COUNTIES – 2021

This FREE series of interactive workshops for the UASI South Bay Hub (Santa Clara, Santa Cruz, Monterey and San Benito counties) will give nonprofit and community-based organizations (CBOs) the tools needed to be more prepared as an organization to meet the challenges of future disasters as well as on-going emergencies such as the current COVID-19 pandemic.

Course dates and session topics in the series are as follows:

- August 24 @ 9-10:30am – [Agency Emergency Planning & Personal Preparedness for Staff & Volunteers](#)
- September 7 @ 9-10:30am – [Understanding the Incident Command System \(ICS\) for Nonprofits](#)
- September 21 @ 9-10:30am – [Continuity of Operations Planning](#)
- October 5 @ 9-10:30am – [Disaster Donations Management](#)
- October 19 @ 9-10:30am – [CBO and Government Coordination in Times of Emergency](#) (Santa Clara County focus)
- November 2 @ 9-10:30am – [Disaster Volunteer Management](#)
- November 16 @ 9-10:30am – [CBO and Government Coordination in Times of Emergency](#) (Santa Cruz, Monterey, San Benito counties focus)
- December 7 @ 9-10:30am – [Restoring Operations Safely](#)

PLUS

- November 5 @ 9:30am – [Nonprofit Disaster Planning Technical Assistance Open Forum](#)
- December 3 @ 9:30am – [Nonprofit Disaster Planning Technical Assistance Open Forum](#)

The workshop series is led and facilitated by Collaborating Agencies Disaster Relief Effort (CADRE), the Santa Clara County VOAD (Voluntary Organizations Active in Disaster) affiliate. The workshops are sponsored by the Urban Area Security Initiative (UASI). To register, please visit www.batep.org



CADRE events



CADRE Home page



Please complete
the Zoom poll on
screen while we
close out today's
program....

Regional Training Series 2021



Tuition and Registration

All Classes are
provided free of
charge by Bay Area
UASI.

Registration on BA
UASI training portal is
required.

Prerequisites

There are no
prerequisites for any
training provided in
this series.

Considerations

All classes in the 2021
calendar will be held
over Zoom.

Translation services,
including ASL,
provided upon request
unless included in
description.
Transcription included
in every training.

Additional Information

For questions
regarding BA UASI,
please contact
Heather Lee.
heather@sfcard.org



Community Agencies
Responding to Disaster

Revised 8.9.21

FREE Classes for Non Profit and Faith Based Organizations

Part of a series of panels to enhance non profit, community based
and faith based organization's disaster coordination efforts

Resource Access for Non-Profits and Faith Based Communities

Come hear from government and foundation specialists about
accessing resources during a disaster. Speakers from the SF
Foundation, Northern California VOAD, and United Policyholders will
address topics such as how foundations can support disaster
response expenses for nonprofits, the benefits of being part of
voluntary organizations active in disaster chapters, and insurance
support for nonprofit organizations.

Presented by SF CARD

August 25, 10am - 11:30, via Zoom

Register: <https://zoom.us/meeting/register/tJMrc--orDgrGtC1aW54-5AxyHbiu7bY627w>

Upcoming Trainings in this series:

Access and Functional Needs Resources for Non-Profits and Faith Based Communities

Come hear from non profit specialists about creating inclusive plans now for use during a disaster. How can
you be more inclusive in your disaster response?

Presented by Alameda County VOAD and Prepare UJ

September 14 AND 16, 12:00Noon - 1:00pm, via Zoom

Register: <https://bit.ly/3xcpsWH>

Disaster Donations Management for Non-Profits and Faith Based Communities

Learn key principles of Donations Management from Charlene Sargent, Director of the Pacific Region,
Adventist Community Services; member of National Voluntary Organizations Active in Disaster (VOAD) Board
of Directors. She has served as subject matter expert in donations and volunteer management in 38 states,
Guam, Saipan, and Canada.

Presented by CADRE

October 5, 9:00am - 10:30am, via Zoom

Register: <https://www.cadrevs.org/event/disaster-donations-management-regional-training/>

COAD & VOAD Models for Long Term Recovery Groups for Non-Profits and Faith Based Communities

Come hear from disaster non profit experts on managing a Long Term Recovery Group and
how it relates to Community/Voluntary Organizations Active in Disaster(C/VOAD). How can your C/VOAD
prepare now to support a LTR in your community?

Presented by C/VNL

November 9, 9:30am - 11:30am, via Zoom

Register: <https://bit.ly/3liCek2>

South Bay Technical Assistance

Please complete the Zoom poll on screen while we close out today's program....



Dates and Location

- First Fridays of November and December (11/5 and 12/3) from 9:30 to 11am
- Sessions to be held as interactive Zoom video conference meetings

Tuition and Registration

There is no cost to participate. The series has been funded by the Bay Area Urban Areas Security Initiative (BAUASI).

To register for each session:

- 1) Use the QR code for the "events" tab on the CADRE website at www.cadresv.org, find session date and click on the registration link. Once you have completed the zoom registration, you will be sent an email with your unique access code to each of the scheduled webinar sessions.
- 2) BATEP site registration is also required and you will be directed on how to complete this info if needed.

For More Information

Please contact Anna Swardenski, CADRE Director of Planning, Training and Community Resilience at admin@cadresv.org or 408-577-2175. Or see our website for more info.

Please note the following: This course is designed for community volunteers, staff, and board members of nonprofit service providers and community-based organizations who want to better prepare and plan to meet the needs of their clients, consumers, volunteers, and staff for emergencies or disasters, including the ongoing COVID-19 pandemic.

Prerequisites

NONE

NONPROFIT DISASTER PLANNING TECHNICAL ASSISTANCE "OPEN FORUMS"

These FREE interactive sessions are designed for nonprofits, community-based organizations (CBOs) and faith-based organizations (FBOS) in the UASI South Bay Hub (*Santa Clara, Santa Cruz, Monterey, and San Benito counties*) who are working to improve their own agency or organization's disaster planning and resiliency.

These open forums will allow participants an opportunity to work informally with CADRE and local emergency managers to

- discuss current planning efforts for your own agency
- ask questions about planning topics and content previously covered in the Community Preparedness series and what's coming up next
- gain support for and seek guidance or ideas on how to address specific planning challenges your agency or organization is facing as you work to enhance disaster readiness and resilience
- meet and work with other nonprofit colleagues engaged in planning efforts for their own organizations and share best practices, tips and innovative solutions

Think of these sessions like "open office hours" with the CADRE South Bay team of trainers and presenters. Bring your plans, your questions, comments or concerns, and talk with others who can support and offer tips and resources based on the unique planning needs of your organization. Sessions are scheduled for the following first Fridays of the month:

November 5, 2021 from 9:30 to 11:00am

December 3, 2021 from 9:30 to 11:00am

These technical assistance sessions are open to representatives from CBOs, nonprofits, and faith-based organizations located throughout the south bay region of Santa Clara, Monterey, San Benito and Santa Cruz counties. These support sessions are part of the larger South Bay Community Preparedness series sponsored by the Bay Area Urban Areas Security Initiative (BAUASI).



CADRE events



www.cadresv.org



CADRE Home page



Please complete
the Zoom poll on
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program....

Closing Remarks

Let us know what other workshop topics
you would like to see covered in the
future...



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THANK YOU!

Please complete
the Zoom poll on
screen while we
close out today's
program....



Connect

Serve

Support