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| <b>Guidelines for activating Staff Services</b> |
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**I. PURPOSE: To outline guidelines for Chapter Disaster Duty Officers and other personnel providing client services for determining when Staff Services must be notified and activated.**

**II. INCIDENT THAT BEGINS AS A DISTRICT/REGIONAL DAT EVENT:**

- Regional Duty Officer (RDO) receives call for assistance
- RDO and district volunteers handle local district response.
- District/Regional personnel will document district volunteer contact and involvement
- Staff services should be activated by the CDDO if the following occurs:
  - Weapons of Mass Destruction
  - Mass Casualty incident
  - Shelter is opened
  - Evacuation Center that may remain open for longer than 2 shifts, Staff Services should be contacted at the beginning of second shift
  - Any response that will last longer than 2 shifts, Staff Services should be contacted at the beginning of second shift
  - The amount of personnel needed for the incident exceed the amount of district DSHR members available from the district affected

**III. PROCESS FOR ACTIVATING CHAPTER STAFF SERVICES TEAM:**

- The on-site team advises RDO of situation in the field. If the incident requires Staff Services activation (*as above*), or staffing capabilities of the team have been exceeded, the RDO contacts the CDDO to report the incident.
- CDDO contacts on-call Chapter Staff Services duty person on the Duty Roster. On-call Staff Services Duty person gathers info and staff requests from CDDO or Job Director. Any staff requests must be made by CDDO, unless/until DSHR leadership structure activates (i.e. EOC, Managers, and/or Administrators)

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- Once activated, the on-call duty person will activate the staffing team, as needed. The most senior staff services team member available, preferably a DSHR SV or MN, will become the lead for the incident. This may or may not be the on call duty person
- The team will set up centralized staffing operation, either at 1 gathered site, or remotely, at the discretion of the staff services lead person.
- The Staffing team lead or on call duty person may contact the service delivery site manager(SDSM) in the field to assess the current staffing situation and field info, if necessary. This is for informational purposes only if CDDO is unable to provide field information that is crucial to the staff services activity, such as current activity operation records created by district staffing to provide the following info: Current staffing personnel onsite, list of DSHR members already contacted with their response, status, needs, locations, and any other field info offered by district personnel. Staff requests should be made via CDDO only, not field personnel.
- Staff Services team lead will inform the staff services team of the current status and the Chapter Staff Services team will continue staffing duties using a centralized single scheduling system.
- Staff Services will provide staffing updates and schedule with contact telephone info to CDDO daily, and additionally as needed or requested. CDDO will filter necessary information to other groups, as needed, until/if DSHR leadership structure is activated (i.e. EOC, Managers, and/or Administrators).

If DSHR leadership structure is activated, staff services will provide updates and schedule with contact telephone info to EOC daily, and additionally as needed or requested. It will be the responsibility of the EOC leadership staff to filter necessary staff services info to their group personnel as needed.