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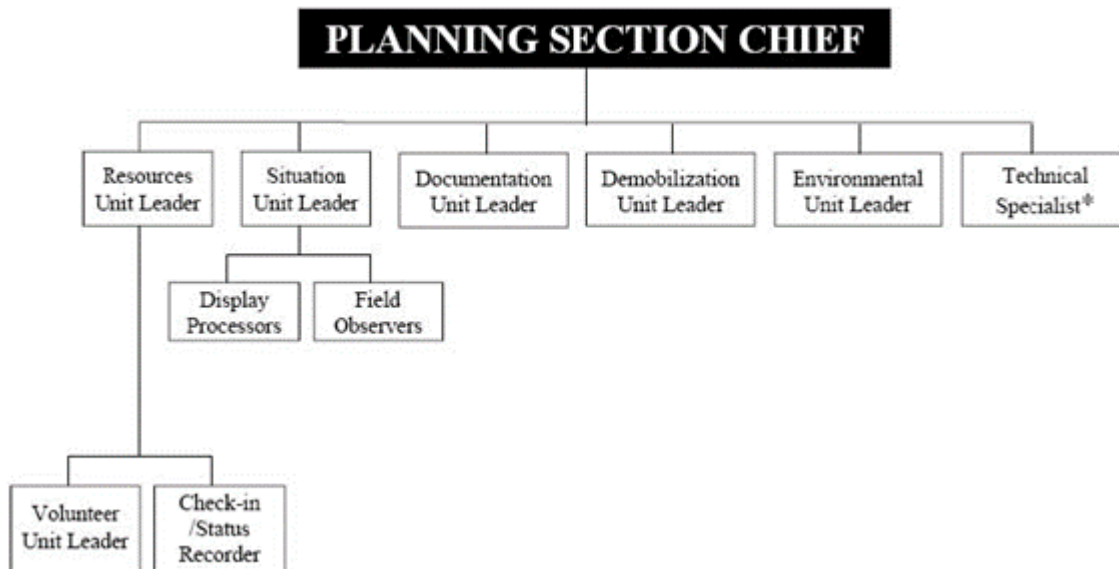
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4000 Planning

4100 Planning Section Organization

Refer to Section 4001 of the [Region 9 Contingency Plan](#)

The Planning Section of the ICS is responsible for the collection, evaluation, dissemination and use of incident information and maintaining status of assigned resources.



4110 Planning Section Planning Cycle Guide

Refer to Section 4001.01 of the [Region 9 Contingency Plan](#)

4200 Situation

The Situation Unit Leader is responsible for the collection and evaluation of information about the current and possible future status of the spill and the spill response operations. This responsibility includes the compilation of information regarding the type and amount of oil spilled, the amount of oil recovered, the oil's current location and anticipated trajectory, and impacts on natural resources. This responsibility includes providing information to the GIS Specialist(s) for the creation of maps to depict the current and possible future situation and the preparation of reports for the Planning Section Chief.

Refer to [Incident Management Handbook](#) for position responsibilities.

4210 Situation Unit Displays

The Display Processor is responsible for the display of incident status information obtained from Field Observers, resource status reports, aerial and ortho photographs and infrared data.

Field Observer is responsible to collect situation information from personal observations at the incident and provide this information to the Situation Unit Leader.

Refer to the [Incident Management Handbook](#) for position responsibilities.

4220 Weather/Tides/Currents

Weather, tides and currents are critical information for oil spill response and are displayed in the Situation Unit. These factors control operational activities and are used to conduct oil trajectory analyses, assist with resources at risk prioritization and update spill information on maps. Technical specialists that use weather, tides and currents for response planning are typically housed within the Environmental Unit of the Planning Section and are described here and in Section 4700.

The Trajectory Analysis Specialist is responsible for providing to the Unified Command projections and estimates of the movement and behavior of the spill. The specialist will combine visual observations, remote sensing information, computer modeling as well as observed and predicted tidal, current and weather data to form these analyses. Additionally, the specialist is responsible for interfacing with local experts (weather service, academia, researchers, etc.) in formulating these analyses. Trajectory maps, overflight maps, tides and current data, and weather forecasts will be supplied by the specialist to the Situation Unit for dissemination throughout the Command Post.

Resources at Risk Technical Specialist is responsible for the identification of resources thought to be at risk from exposure to the spilled oil through the analysis of known and anticipated oil movement and the location of natural, cultural, and economic resources. The Resources at Risk Technical Specialist considers the relative importance of the resources and the relative risk to develop a priority list for protection.

GIS Specialist is responsible for gathering and compiling updated spill information and providing various map products to the incident. The GIS team will work with the Situation Unit and the information management officer to ensure accurate and rapid dissemination of oil spill information to the ICS.

Refer to the [Incident Management Handbook](#) for position responsibilities.

4230 Situation Unit Displays

The Display Processor is responsible for the display of incident status information obtained from Field Observers, resource status reports, aerial and ortho photographs and infrared data.

Field Observer is responsible to collect situation information from personal observations at the incident and provide this information to the Situation Unit Leader.

Refer to the [Incident Management Handbook](#) for position responsibilities.

4240 Required Operational Reports

Federal Letters and Reports

Notice of Federal Interest (CG-5169)

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.a.

Notice of Federal Assumption

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.d.

Letter of Designation

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.

Situation/Pollution Reports Guidance (SITREP/POLREP)

Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.6.b.(1).

The POLREP format can be found in Volume VII of the Marine Safety Manual, Figure 7-7.

4240 Required Operational Reports

- Federal Letters and Reports
- Notice of Federal Interest (CG-5169)
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.a.
- Notice of Federal Assumption
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.3.d.
- Letter of Designation
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.
- Situation/Pollution Reports Guidance (SITREP/POLREP)
- Reference COMDTINST M16000.11, Coast Guard Marine Safety Manual, Volume VI, Chapter 7.B.6.b.(1). The POLREP format can be found in Volume VII of the Marine Safety Manual, Figure 7-7.

4300 Resources

The Resources Unit leader is responsible for maintaining the status of all assigned tactical resources and personnel at an incident. This is achieved by overseeing the check-in of all tactical resources and personnel, maintaining a status-keeping system indicating current location and status of all these resources.

Refer to [Incident Management Handbook](#) for position responsibilities.

4310 Resource Management Procedures

Resource management involves the coordination and oversight of personnel, tools, processes, and systems that provide incident managers with timely and appropriate resources during an incident. Resource management involves four primary tasks:

- Establishing systems for describing, inventorying, requesting and tracking resources
- Activating those systems prior to, during, and after an incident
- Dispatching resources prior to, during, and after an incident
- Deactivating or recalling resources during or after an incident

Effective resource management includes planning for resource needs in advance of an incident, identifying how to locate and order resources based on the specific needs of the incident, categorizing the resources, developing interagency and public agreements for resources, and managing the resources as they arrive on-scene and at staging areas.

The Planning Section Chief may establish a Resources Unit Leader to maintain status on all resources assigned to the incident.

4310.1 Check-in Procedures

Check-in recorders are needed at each check-in location to ensure that all resources assigned to an incident are accounted for. The check-in recorders will report all arriving resources to the Planning Section's Situation Unit.

Refer to USCG [Incident Management Handbook](#)

4320 Volunteers

Volunteers (both spontaneous and pre-trained) can support response efforts in many ways but the use of volunteers during an oil spill event is not automatic. The decision to employ volunteers will take into account the benefits that might be gained, against safety and liability realities. The UC, in the early stages of the event (see Section 4320.2), will make the decision whether volunteers will be employed and the capacities in which they can serve.

When the UC approves the use of volunteers, the UC will activate a Volunteer Unit in the Planning Section. During the preparation for the tactics meeting phase of the planning "P", the Resource Unit Leader, Planning Section Chief, and Operations Section Chief will determine the specific roles, site locations, safety requirements and required number of volunteers needed in the applicable operational period from the Volunteer Unit Leader (VUL).

If the Unified Command makes a decision to coordinate with Local Government in using Volunteers (other than oiled wildlife), Local Government representatives will be notified via the Liaison Officer or the VUL. Local Government will advise the Unified Command regarding their ability to assist in the requested Volunteer effort. If a particular local government cannot assist in volunteer coordination, the UC or VUL can request a neighboring city or county to facilitate volunteer coordination for the non-assisting local government. After participating local government partners have received, registered, and trained the requisite volunteers, that local agency will continue to coordinate with the VUL in the management of volunteers throughout the event. Volunteers shall only be deployed through direct written tasking from the UC during the tactics meeting via the IAP process. Volunteers will be treated with the same regard as other resources. The UC will supply logistical support to volunteers while operationally deployed (regardless of status condition), engage in logistical support, and continue said relationship with volunteers regarding any issue resulting from volunteerism during a spill.

4320.1 Volunteer Unit Leader (VUL)

The Volunteer Unit Leader is responsible for managing and overseeing all aspects of volunteer participation, including coordination with the local Emergency Volunteer Center (EVC). Volunteers will not report directly to the Command Post for registration and training, but will be registered, trained and deployed through the pre-identified local government partner (in most cases, a county Office of Emergency Services will activate their EVC for this purpose). The Volunteer Unit Leader (VUL) is part of the Planning Section and reports to the Resources Unit Leader. When practical the VUL should be an OSPR representative or designee. Other Volunteer Unit staff should be representatives from agencies within the affected jurisdictions, as available. Responsibilities include:

- Review Common Responsibilities (section 2120).
- Work w/ local government to activate local Emergency Volunteer Center (EVC) organizations and systems to receive, register and train convergent volunteers, as well as identify pools of pre-trained volunteers and coordinate trainers, training sites/opportunities.

- Coordinate with Resource Unit to determine where volunteers are needed.
- Coordinate with the JIC to advise the public of scheduled volunteer information sessions, where/how to register volunteer interest, whether volunteers are / are not needed; how volunteers might interfere with response workers and the limited roles of volunteers may perform if needed (e.g., potential health risks; cannot pick up oiled rocks or wildlife unless specially trained).
- Identify any necessary skills and training needs (refer to position descriptions in Volunteer Plan).
- Verify minimum additional training needed, as necessary, with Health and Safety Officer or units requesting volunteers (if special skill is required).
- Activate, as necessary, standby contractors for various training needs (as applicable).
- With the EVC, help coordinate training as part of the deployment process.
- Coordinate with the EVC to identify and secure other equipment, materials and supplies as needed to support EVC operations.
- Coordinate/communicate with the local government partner standing up the EVC, to help them induct spontaneous (on the scene) volunteers.
- Activate other pre-identified and pre-trained volunteers
- Recruit additional volunteers through media appeals (if needed).
- Coordinate with the EVC to assure that volunteers are properly assessed, trained and assigned, and that on-going volunteer management needs are being met. .
- Coordinate with Logistics for volunteer housing and meal accommodations.
- Work with the EVC to assist volunteers with special needs.
- Outreach to community volunteer organizations such as; faith-based, environmental groups, local humane societies, and government agency volunteer programs.
- Maintain Unit/Activity Log (ICS Form 214).

STATE Volunteer Coordinator (SVC) Office of Spill Prevention and Response Volunteer Coordinator 1700 K Street, Suite 250 Sacramento, CA 94244-2090 Telephone: (916) 324-6250 Fax: (916) 324-8829

*B. AREA Volunteer Unit Leader (Area VUL) - Reserved

*C. LOCAL/Emergency Volunteer Center Volunteer Coordinator (EVC) - Reserved

4320.2 Shoreline Cleanup

Volunteers will not automatically be used for shoreline cleanup. The benefit of volunteer efforts must be weighed against concerns for public safety.

Based on the conditions specific to that incident, the Unified Command will determine the suitability of employing volunteers for shoreline cleanup missions. When considering the use of volunteers on federally administered lands, the FOSC will consult with and gain the concurrence of the cognizant Federal Land Manager prior to the use of volunteers on Federal Lands.

In reviewing the potential use of volunteers in shoreline cleanup missions the UC will consider the following factors:

- Primary safety hazards (volume, exposure potential, size, type and toxicity of discharged oil)
- Secondary safety hazards (rogue waves, tides, visibility, slips/falls)
- OSHA guidance
- Coast Guard safety manual
- Possible clean up locations
- Logistics and administrative support requirements (training, PPE, multi-jurisdictional coordination, public information)

- Local government desire to manage volunteers (including recruiting, administering, training, deployment, recovery/decontamination)
- Weather/tidal conditions

4320.3 Volunteer Groups:

OSPR Volunteer page

<http://www.dfg.ca.gov/ospr/about/msb/readiness/volunteer.html>

Trained volunteer organizations:

Oiled Wildlife Care Network

<http://www.vetmed.ucdavis.edu/owcn/participants.html>

Gulf of the Farallones National Marine Sanctuary Beach Watch Volunteer Program:

http://www.farallones.org/volunteer/beach_watch_3.htm

beachwatch@farallones.org or 415.561.6625 x 302

4320.4 Volunteer Plan

The Sector San Francisco Approved Volunteer Plan can be accessed at <http://homeport.uscg.mil>

A state wide volunteer plan is being finalized by the RRT and is expected to be included in the RCP.

4320.5 Volunteer Assignments

Position descriptions for volunteers, and the staff that will be managing them, are being finalized and will be included as part of the RCP California Volunteer Plan.

4320.6 Required Training

Federal and State laws require employees (including volunteers) working on sites exposed to hazardous substances, health hazards, or safety hazards to receive training meeting State and Federal requirements before they are permitted to engage in hazardous waste operations that could expose them to hazardous substances, safety, or health hazards, and they shall receive or review training as specified in this paragraph.

Volunteer positions require varying degrees of training. While volunteers may have received training and certifications at previous spills, volunteers must have current certifications requisite to the desired volunteer position and may need to undergo new, or refresher training. Despite a volunteer's certification, site specific training shall be conducted before entry to the site is granted.

4320.7 Training Matrix – Reserved

The recommended skills and training required for each position description are being finalized, and will be included in the updated RCP California Volunteer Plan.

4320.7.1 General Training Course Descriptions

Volunteers will be given appropriate training before being assigned. Training must be current. Any prior volunteer HAZWOPER training shall be renewed with new oil spill training sessions to satisfy a current oil spill volunteer response. This may cause delays in assignment if the volunteer has to be trained at the spill site, but it will avoid needless injuries. Volunteers must be trained to perform the tasks they are asked to do. An inexperienced and untrained volunteer will not be assigned to perform a task requiring training and/or experience.

24-hour HAZWOPER Training - Is for volunteers identified prior to a spill who will back up the Oiled Wildlife Care Network (OWCN) capturing oiled birds and mammals. They would be in the

hot or warm zone, within permissible exposure limits. OWCN has been given primary responsibility for capture and care of oiled wildlife; therefore, other volunteers will be called in only when the capacity of OWCN is exhausted.

8-Hour annual HAZWOPER refresher training - required for volunteers who have had the 24-hour training. Office of Oil Spill Prevention and Response, will provide refresher training for a pre-determined number of volunteers who are identified as OWCN backup.

4-Hour HAZWOPER - If the supply of 24-hour HAZWOPER trained volunteers is exhausted and more are needed to backup OWCN at an incident, a 4-hour on-scene HAZWOPER training will be given for those volunteers. Individuals trained at the 4-hour level may use this training only once, at a single incident. If the individual finds that they may need to attend future spills, this person must secure training at the appropriate level.

4-hour Hazard Communication (HazCom) Training is for volunteers who would be a backup in a rehabilitation facility. There is no refresher. The volunteer cannot be in the warm or hot zone. The 4-hour HazCom includes:

- Fundamentals of Toxicology
- Chemical/physical properties of petroleum products
- Physical hazards (noise, thermal, lifting safety, slips, trips and falls, electrical safety)
- Biological hazards (zoonotic diseases, soil/water borne diseases, snakes, spiders and insects of concern)
- Personal protective equipment (boots, gloves, work suits, safety glasses, hearing protectors)
- Decontamination of personnel and equipment
- Reporting injuries (worker compensation forms, and deadlines)
- 2-hour Workplace Health and Safety Training - will be conducted onsite for volunteers who will be working in the support zone (will not be in the warm or hot zone).

For example, tasks could include clerical, phone, pre-beach cleanup, transportation of animals, etc. The 2-hour training includes:

- Physical hazards (safe lifting; slips, trips and falls; general office ergonomics; general electrical safety)
- Chemical hazards (toner, disinfectants, rubber cement, etc.)
- Safe driving
- Rest breaks/replacement for exhausted workers
- Reporting of injuries, worker compensation forms, and deadlines)

Site Safety Training - (approximately 5-20 minutes) to orient the volunteer of hazards at the site of the spill. *HAZWOPER - Title 8, California Code of Regulations (CCR), Section 5192 (It is the same as 29 Code of Federal Regulations 1910.120.)

4400 Documentation

Thorough documentation is critical to post-incident analysis that may include internal/external investigations, Congressional inquiries, cost recovery enforcement, and/or criminal enforcement. The Documentation Unit Leader is responsible for the maintenance of accurate, up-to-date incident files.

Refer to Section 4004 of the [Region 9 Contingency Plan](#)

4410 Services Provided

Refer to Section 4004 of the [Region 9 Contingency Plan](#)

4420 Administrative File Organization

Refer to the [Incident Management Handbook](#) for position responsibilities.

4500 Demobilization Guidelines

Refer to Section 4005 of the [Region 9 Contingency Plan](#)

4510 Sample Demob Plan

Refer to Appendix XXV of the [Region 9 Contingency Plan](#)

4600 Environmental

Section 4600 provides a brief overview of environmental information; refer to Section 9800 for Sensitive Site information. Section 9800 provides geographically organized information about ecologic, cultural/historic, economic, and other significant resources which may be at risk from spills. Additionally, in Section 9800, some area committees provide pre-identification of Shoreline Operational Divisions and shoreline access information. There is also a glossary of local terms and acronyms which are in use in response for some areas of California.

4610 Position Specific Descriptions

The FOSC has the authority and discretion to fill the Environmental Unit Leader (EUL), Shoreline Cleanup Assessment Team (SCAT) Leader, Resources at Risk (RAR) Technical Specialist and Applied Response Technology (ART) Technical Specialist positions, and assign/replace any person filling these positions as deemed appropriate.

Offered below are recommendations from response and natural resource trustee agencies for how these complex and sensitive leadership positions should be filled. Whenever possible the UC should rely on the Federal and state oil spill response agency personnel who possess local and regional oil spill response expertise, and can bring their respective natural resource trustee agency protection, management, and permitting/approval authority(ies) as well.

4610.1 Environmental Unit Leader (EUL)

As indicated in the U.S. Coast Guard (USCG) [Incident Management Handbook](#) (COMDTPUB P3120.17B), the EUL is responsible for environmental matters associated with a response, including but not limited to:

- Strategic assessment;
- Modeling;
- Surveillance;
- Environmental monitoring and permitting;
- Preparing and providing environmental data for the Situation Unit;
- Identifying sensitive areas and recommending response priorities;
- Consulting with natural resource trustees to provide input on wildlife and site protection strategies, including Endangered Species Act provisions;
- Consulting with historical/cultural specialists to develop plans for protection of historical/cultural resources;
- Developing shoreline cleanup and assessment plans;
- Evaluating use of response technologies; and
- Developing waste management and disposal plans.

To ensure early critical response decisions are made quickly, efficiently and effectively, it is essential that knowledgeable and qualified individuals lead the effort, as specified in the National Incident Management System Incident Command System (NIMS ICS) (trained and experienced in all Environmental Unit duties, Incident Command System, protection strategies, spill cleanup methods, response equipment, permitting, waste management, and local shorelines and associated resources requiring protection during an oil spill response). State natural resources trustee agencies, designated in Fish and Game Code Section 1802, and the Lempert-Keene-Seastrand Oil Spill Prevention and Response Act (Government Code Sections 8670.1 et seq.); and Federal natural resources trustee agencies, as designated in 40 CFR Section 300.600(b)(1) and (2) and Section 300.605, are qualified (e.g., have knowledge of local resources specific to incident location, ICS, spill response, use of protection strategies, response equipment and response technologies) and provide the response knowledge and expertise necessary to fill positions in the Environmental Unit including the EUL position.

Federal trustee agencies, including the U.S. Fish and Wildlife Service (USFWS), National Oceanic and Atmospheric Administration (NOAA)'s Office of National Marine Sanctuaries (NMS) and the National Marine Fisheries Service (NMFS), and the National Park Service (NPS), as well as state natural resource trustees, including California Department of Fish and Wildlife, Office of Spill Prevention and Response (OSPR) and the California Department of Parks and Recreation (CDPR) have personnel most familiar with local natural resources requiring protection during an oil spill response. In addition, trustee agencies have, and must ensure, that their statutory and regulatory natural resource protection authorities are not only recognized, but used in the most effective and efficient way during an oil spill response. This can be achieved by the Unified Command placing a trained and qualified representative from a state or federal natural resource trustee agency in the EUL position.

If no federal or state agency representative is initially available to lead the EU, it may be practicable for a Responsible Party (RP) representative to hold the position until a suitable trustee agency representative reports to the Unified Command.

As a spill response matures, it may also be practicable to transition from state or federal resource trustee to an RP representative as EUL with the concurrence of the Unified Command. Private sector/industry employees or contractors may be requested to staff the EUL position during drills and exercises for training purposes in order to gain familiarity with the respective duties, facilitate the staffing of those activities, and earn relevant drill credit.

Therefore, it is the recommendation and policy of the Region IX Regional Response Team (RRT IX) and the California coastal Area Committees that, whenever possible, the EUL position be filled with an experienced response employee of a natural resource trustee agency. The designated EUL may be assisted by a Deputy EUL provided by another trustee agency or by the RP representative.

4610.2 Shoreline Cleanup Assessment Team (SCAT) Coordinator

As indicated in the U.S. Coast Guard (USCG) [Incident Management Handbook](#) (COMDTPUB P3120.17B), the SCAT Coordinator participates in environmental mitigation and remediation of oil impacts. These duties include, but are not limited to:

- Evaluates the need and scope for SCAT on the basis of miles of impacted or potentially impacted shorelines;
- Oversees data collection to document the extent and degree to which shoreline(s) have been impacted;
- Describes type(s) of shoreline and characterizes oiling conditions within the impacted area;

- Collects recommendations for appropriate shoreline cleanup methods, including consulting with RAR Technical Specialist to protect sensitive resources;
- Offers cleanup recommendations to the EUL;
- Works with trustee agency representatives and other parties to develop cleanup endpoints; and
- Works with trustee agency representatives and other stakeholders to determine when impacted shoreline(s) have met endpoint criteria.

The SCAT Coordinator must be knowledgeable of ICS, SCAT, use of protection strategies, spill cleanup methods, response equipment, local shorelines and associated resources requiring protection during an oil spill response.

Trustee agency staff members possess these qualifications and may assume the role of SCAT Coordinator to ensure the following:

- Adequate access to SCAT data, which is critical to making cleanup recommendations consistent with the best achievable protection of resources;
- Use of the best SCAT data collection/data management process.

Trustee agency staff may use an electronic SCAT device to collect SCAT field data and use associated data base software to compile and display data when more efficiently and consistently than traditional based methods.

Trustee agencies have personnel most familiar with local natural resources requiring protection during an oil spill response. In addition, trustee agencies have, and must ensure, their statutory and regulatory natural resource protection authorities are recognized and used in the most effective and efficient way during an oil spill response.

Therefore, it is the policy of the Region IX Regional Response Team and the California coastal Area Committees that, whenever possible, the SCAT Coordinator position be filled by qualified OSPR staff member or other trustee agency staff. The SCAT Coordinator may be assisted by a Deputy SCAT Leader provided by the RP. If no qualified OSPR staff members or other trustee agency staff are initially available to fill the SCAT Coordinator position, the RP representative may fill the position until an OSPR staff member or other trustee agency representative reports to the Unified Command. To maintain flexibility in ICS staffing, the Unified Command retains the discretion to fill the SCAT Coordinator position and replace any person filling that position as the FOSC deems appropriate. As a spill response matures, a transition from an OSPR staff member or other trustee agency representative to an RP representative filling the SCAT Leader position may occur with the concurrence of the Unified Command.

Private sector/industry employees or contractors may be asked to staff the SCAT Leader position(s) during drills and exercises for training purposes in order to gain familiarity with the position duties, facilitate the staffing of those activities, and earn relevant drill credit.

4610.3 Resources at Risk Technical Specialist (RAR)

As indicated in the U.S. Coast Guard (USCG) [Incident Management Handbook](#) (COMDTPUB P3120.17B), the RAR THSP participates in environmental mitigation and remediation of oil impacts. These duties include, but are not limited to:

- Identifies resources thought to be at risk from exposure to the oil through analysis of known/anticipated oil movement and the location of natural, economic and historic/cultural resources;
- Considers the relative importance of the resources and the relative risk to develop a priority list for protection in the impacted area.

Based on these responsibilities it is essential that the individual filling the RAR Technical Specialist position be qualified (trained and experienced) in spill response and knowledgeable of local resources. OSPR field staff members and other natural resource trustee agency members possess these qualifications and should assume the role of RAR Technical Specialist. This is to ensure the resources at risk of oiling are properly identified and prioritized, which is critical to developing protection strategies consistent with the best achievable protection of resources. In addition, trustee agencies have, and must ensure, their statutory and regulatory natural resource protection authorities are recognized and used in the most effective and efficient way during an oil spill response.

Therefore, it is the policy of the Region IX Regional Response Team and the California coastal Area Committees that, whenever possible, the RAR Technical Specialist position be filled by a qualified and knowledgeable employee of a state or federal natural resource trustee agency as designated by law.

If no qualified trustee agency staff member is initially available to fill the RAR Technical Specialist position, an RP representative may fill the position until a suitable trustee agency representative reports to the Unified Command. To maintain flexibility in ICS staffing, the FOSC retains the discretion to fill the RAR Technical Specialist position and replace any person filling that position as they deem appropriate. As a spill response matures, a transition from a trustee agency staff member to a RP representative filling the RAR Technical Specialist position may occur with the concurrence of the Unified Command.

Private sector/industry employees or contractors may be asked to staff the RAR Technical Specialist position during drills and exercises for training purposes in order to gain familiarity with the respective duties, facilitate the staffing of those activities, and earn relevant drill credit.

4610.4 Applied Response Technology Lead Technical Specialist (ART THSP)

As indicated in the U.S. Coast Guard (USCG) [Incident Management Handbook](#) (COMDTPUB P3120.17B), the ART THSP participates in environmental mitigation and remediation of oil impacts. These duties include, but are not limited to:

- Evaluate opportunities to use various applied response technologies (ARTs), including dispersants or other chemical countermeasures, in-situ burning, and bioremediation;
- Conduct the consultation and planning required to deploy a specific applied response technology, and articulate the environmental tradeoffs of using or not using a specific ART.

Based on these responsibilities it is essential that the individual filling the ART Lead Technical Specialist position be trained, knowledgeable and qualified. Unlike other ICS leadership positions described elsewhere in this policy, ART use decisions rest specifically with the FOSC, and not more generally with the Unified Command. The FOSC needs to assure that ART policies are being properly evaluated, implemented and documented as directed by the RRT.

The ART Lead Technical Specialist working on behalf of the FOSC needs to know how to expertly and efficiently accomplish these critical evaluation tasks. As the decision to use ARTs is inherently a government decision, it follows that the OSPR ART Lead Technical Specialist and/or NOAA Scientific Support Coordinator (SSC) should staff this position. Both the OSPR ART Lead Technical Specialist and the NOAA SSC possess the necessary qualifications, have existing/established roles with the RRT and FOSC, understand the environmental trade-off discussions that need to occur with trustee agencies, and can ensure that any ART decisions made and technologies implemented occur with proper evaluation, approvals, documentation, and coordination with the Operations Section.

This also assures that an FOSC decision to use any ART, as approved/directed by the RRT, also leverages the ART Lead Technical Specialist's ability to incorporate, whenever possible, trustee agency input and Best Management Practices that will help support any conclusions related to the net environmental benefit that can be achieved through ART use.

The individual filling the ART Lead Technical Specialist position must be the individual most qualified and knowledgeable of ARTs, policies, processes, and local resources requiring protection during an oil spill response.

Therefore, it is the policy of the Region IX Regional Response Team and California coastal Area Committees that, whenever possible, the Applied Response Technology Lead Technical Specialist position be filled by qualified (trained and experienced) OSPR ART Lead Technical Specialist, the NOAA Scientific Support Coordinator, and/or other trained and qualified personnel from a response or resource trustee agency. If no qualified staff from a response agency is initially available to fill the ART Lead Technical Specialist position, an RP representative may fill the role until a suitable response or trustee agency staff member reports to the Unified Command. To maintain ICS staffing flexibility, the FOSC has the discretion to fill the Applied Response Technology Lead Technical Specialist position, and replace any person filling that position as they deem appropriate. As a spill response matures, a transition from the response agency staff member to an RP representative filling the Applied Response Technology Lead Technical Specialist position may occur with the approval of the FOSC.

Private sector/industry employees or contractors may be requested to serve as additional Applied Response Technology Specialists during drills and exercises for training purposes in order to gain familiarity with their respective duties. Earning relevant drill credit should include:

- Coordination with the EUL, OSPR ART Lead Technical Specialist, and/or NOAA SSC, working remotely or in person.
- Work in advance of or during the actual drill that acknowledges the trustee agency roles as ART Lead Technical Specialist.
- ART play, and ART Team Lead and member roles that are scaled to the drill scenario.

4620 Protection Prioritization Using Trajectories

The Environmental Unit and the Environmental Unit Leader are responsible to provide environmental information, trajectory projections, and measures necessary to mitigate impacts. Foremost among these is to provide a prioritized list of protection strategies to protect resources at risk based on trajectory projections. A Resources at Risk Technical Specialist conducts sensitive site prioritization.

Protection prioritization in a spill event should be determined by two considerations: the driving consideration is how soon the oil will reach the sensitive site and the predefined protection priority associated with the site. This second consideration is applied only when there are insufficient response resources to protect all resources at risk before they are impacted by the oil. Responders should not assume that sensitive locales equidistant from the source of a spill are at equal risk from the oil. This means that the urgency to protect a key resource is first determined by the likelihood that it will be impacted in the near future before it can be protected by requisite response staff and equipment. If the sites are too numerous to protect with the response resources available within the projected times of impact, then triage of protection follows a prescribed order.

For the purpose of prioritization, "risk" is defined as "the probability of spilled oil reaching the vicinity of a sensitive site of concern." During an actual oil spill event, the relative likelihood of a site coming into contact with the oil is a function of the proximity of the spill to the site and

whether prevailing conditions - the wind, current, and tides at the time of the spill, will move the oil toward or away from it. It is essential that a trajectory be developed to enable this assessment.

Trajectories, whether generated by computers or simple mathematical models, are estimates, and their predictions should be weighed carefully with the local conditions that actually determine oil movement. Trajectory projections used in Environmental Unit are usually generated from computer models while those used at the initial response (first “on-scene”) are often “Backof-the-Envelope” or simple “envelope” calculations. Computer modeling is usually provided by or through skilled Trajectory Analysis Specialists, typically from NOAA (Section 4720.1). Simple trajectories such as envelope or other map-based projections are invaluable at the outset of quickly evolving spills (as in estuaries) and can be developed even with incomplete information (regardless of visibility) usually by trained OSPR Scientific Field Staff or the NOAA SSC.

Simple trajectories are calculated using available tide, current and wind information as it relates to the time and location of the incident. This initial trajectory is used to determine initial sensitive site protection priorities.

Such approximations provide a gross assessment of potential oil movement and do not include important phenomena such as oil spreading and turbulence. As better information and capability is engaged, computer modeling combined with overflight images will improve and possibly supersede initial simple trajectories. In any case, needed site protection deployments should be identified and sequenced for protection based on probable timing of oil impacts, environmental sensitivity and available response resources.

4630 Statutory Prioritization of Response

Both Federal and State laws establish three priority levels for dedication of emergency oil spill response resources:

- First priority protection of human health and safety
- Second priority protection of environmental resources
- Third priority protection of economic resources

4640 Environmentally Sensitive Sites

Refer to Section 9800 for the Environmentally Sensitive Site Summary Sheets, Strategy Sheets, and Response Diagrams for more detailed information.

The purpose of this section is to provide background, definitions, and philosophy behind the Site Summary and Strategy Sheets in ACP Section 9800. Both Federal and State laws require that sites having special ecological sensitivity be identified and provisions be made to protect or otherwise mitigate for the site impacts from spills. In California these locations are termed “Sensitive Sites”. A narrative and diagram of each site with specific ecological and operational information has been developed.

The development of specific protection strategies to meet the site specific needs was conducted using a standardized protocol to ensure consistency for California’s entire coast. The process of site visits, training exercises, and discussions allows trustees and response experts to exchange concerns and feasibility limitations in forming protection strategies. Using this approach, the local area committee incorporates input of State and Federal trustees, and stakeholders (industry, spill response co-ops and contractors, non-governmental environmental groups, and other agencies) to form consensus on the appropriate site protection strategies and response resources. The committee will revise strategies based on new knowledge and testing of strategies as part of the

DFG-OSPR Sensitive Site Strategy Testing Program (SSSEP) to adapt to changing conditions. Site protection strategy information is summarized in the Site Summary and Site Strategy pages in Section 9800.

Section 9800 provides detailed information on Environmentally Sensitive Sites. Each site is described on multiple pages: Site Summary, Site Strategy, and Diagram. The Site Summary page provides a brief description of the site including location, access, specific natural resources concerns, ownerships and agency contacts, etc. The Site Strategy page provides specific information on response strategies to be implemented to protect the site from marine oil spills. The diagram page shows the protection strategies, topography and roads.

The resources at risk and particularly those which “drive” the sensitivity of the site are described on the Site Summary Page. The environmental sensitivity differs by location or season depending on conditions or the presence of species. These ranks define the environmental sensitivity of the area and its resources at risk. This ranking index should only be used for site protection priority when there are insufficient response resources to address all the environmentally sensitive sites at risk in the needed timeframes. Environmental ranking (A, B, or C) is based on the following definitions:

4640.1 Category A – Extremely Sensitive – Highest concern for protection

Wetlands, estuaries and lagoons with emergent vegetation (marsh-riparian ESI 10); sheltered tidal flat (ESI 9); and habitats for rare, threatened or endangered species (State or Federal); sites of significant concentrations of vulnerable and sensitive species (e.g. pinniped pupping).

4640.2 Category B – Very Sensitive – Very high concern for protection

Major pinniped haulout areas during non-pupping seasons; moderate concentrations of vulnerable and sensitive species; other low energy habitats (ESI types 8A, 8B, 7 and 6B)

4640.3 Category C – Sensitive - Great concern for protection

Higher energy habitats (ESI 6A through 1) for example: Habitats important to large numbers of species of sport, commercial value, and scientific interest or species experiencing significant population declines though not yet threatened.

In addition to the environmental narratives shown on the Site Summary page, a Site Strategy narrative provides information on protection strategies, recommended resources, and site logistical and access information. These site strategies are intended as guidelines to assist responders during the initial hours of a spill response. Most sites have more than one protection strategy. These additional strategies may be used as back-ups to the primary protection strategy or as alternatives to accommodate prevailing conditions. It should be understood that the described strategies are intended as initial protection strategies for the first 24 hours of a spill

The intent of the site strategies is to provide initial recommendations to protect the site until actual conditions and needs at sensitive sites can be determined and provide appropriately modified strategies. In other words, strategies presented here are flexible and may require modification in real response situations. The strategies provided are the best available response options for foreseeable typical wind and current conditions at the respective sites. Those conditions may not prevail at the time of the spill. Responders and planners may need to adjust strategies to meet the needs presented by prevailing conditions; following the initial emergency response many sites may have alternative strategies to accommodate differences in conditions. . Additional or modified protection measures should also be considered.

4650 Public Health Concerns, Seafood Tainting, & Fisheries Closure

Fish and shellfish resources may be impacted in oil & hazmat spill events. If these resources are impacted, there are several areas of concern, which are addressed with different procedures and goals. They are public health concerns, seafood tainting, and fisheries closures. These three domains may intersect but they are not the same. For example, fish or shellfish may have a flavor impact which could impact current and future market sales but not constitute a health hazard, and a commercial fishing closure may/may not be appropriate and may/may not merit a parallel sport fishing closure. RCP Appendix XXXII is the repository of available information on seafood tainting and anticipated future developments: further procedures for fisheries impacts are under development subsequent to State statute enacted in 2008.

State fishery closure protocols developed under Fish and Game Code Section 5654 have been established, tested and refined in several spills and drills since their implementation in 2009. The fisheries closure process is typically initiated by the ENVL.

4660 Cultural and Historical Sites

The national *Programmatic Agreement on Protection of Historic Properties during Emergency Response under the National Oil and Hazardous Substances Pollution Contingency Plan (PA)* serves to ensure that historic properties are considered in the planning for and conduct of emergency response. The national PA facilitates the federal agency ability to develop and execute a uniform nationwide approach for considering and treating historic properties before and during emergency response. General guidance for addressing sensitive California-specific cultural and historic resources is found in: *Emergency Response Program Guidelines to Implement the National Programmatic Agreement on Protection of Historic Properties (Guidelines)*. These Guidelines provide a checklist to guide the Federal On-Scene Coordinator (FOSC) to help protect and conserve cultural and historic resources during a response. Provided in the document is the procedure for determining when to activate an Historic Properties Specialist (HPS), a checklist for the HPS to follow upon activation by the FOSC, and a form to document actions taken that resulted in unavoidable injury to historic properties. This document can be found in Appendix XIX of the Regional Contingency Plan.

Volume II/Section 9800 provides Cultural / Historic information specific to Area Committees and Geographic Response Areas. Most cultural resource information is confidential and is located in the California Historical Resources Information System (CHRIS). This System is a detailed database maintained by the Office of Historic Preservation of the California Department of Parks and Recreation and the local Information Center. To keep these resources as secure as possible, CHRIS can only be accessed by certified archaeologists, including the State Historical Preservation Officer (SHPO). Volume II/Section 9800 provides Cultural / Historic resource information on the Site Summary pages for locations where these resources overlap with sensitive sites. Also included is contact information to assist with accessing CHRIS and consulting with local tribal organizations.

4670 Economic Sensitive Sites

Strictly economic resources are designated as the third priority for dedication of oil spill response resources, following human health and safety and environmental resources. Refer to Volume II/Section 9800 for detailed tables and maps of economic sites in each county or Geographic Response Area. The tables and maps include geographic location of resource or facility, a brief description of the resource at risk, contact names and numbers, and the priority response ranking.

4680 Shoreline Operational Divisions

Most of the six California Area Committees have pre-identified "Shoreline Operational Divisions". When these have been pre-identified, they are included in Volume II/Section 9800 along with

other GRA information and shoreline operational division maps and descriptions. Shoreline Operational Divisions are numbered by county code and a single alpha character, e.g., LA-C for operational division C of LA County. This system is uniform throughout California. On-Water Operational Divisions or other special operational divisions may be identified by using a double alpha code such as AA or BB. Area Committees have pre-designated and pre-numbered shoreline operational divisions, because local geography, access, and historic spill responses dictate predictable patterns of shoreline response and cleanup. Refer to Volume II/Section 9800 for detailed information for each county or GRA.

4690 Shoreline Access Information

Sector San Francisco's Area Committees have identified shoreline access points which can be useful for response. Coastal access points are grouped and identified by the operational division where they occur and contain detailed access information for each county or GRA. This information is available through NOAA's Emergency Response Management Application (ERMA) or OSPR scientific and GIS staff.

Used in conjunction with Environmental Sensitive Sites and Operational Divisions, Shoreline Access information enables responders to be directed to the most convenient or appropriate coastal access point for their response effort. The amount of detail available for each access point is variable; northern California information is much less detailed than information included in southern California GRAs.

4700 Technical Support

Technical Specialists are advisors with special skills needed to support the incident. Technical Specialists may be assigned anywhere in the ICS organization. If necessary, Technical Specialists may be assigned to a separate unit. The Planning Section will maintain a list of available specialists and will assign them where needed. The following are example position descriptions for Technical Specialists that might be utilized during an oil spill response.

4710 Hazardous Materials

The Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), commonly referred to as the Superfund, was enacted on December 11, 1980. The purpose of CERCLA was to provide authorities the ability to respond to uncontrolled releases of hazardous substances from inactive hazardous waste sites that endanger public health and the environment. CERCLA established prohibitions and requirements concerning closed and abandoned hazardous waste sites, provided for liability of persons responsible for releases of hazardous waste at such sites, and established a trust fund to provide for cleanup when no responsible party could be identified. In addition, CERCLA provided for the revision and republishing of the National Contingency Plan (NCP, 40 CFR Part 300) that provides the guidelines and procedures needed to respond to releases and threatened releases of hazardous substances, pollutants, or contaminants. The NCP also provides for the National Priorities List, a list of national priorities among releases or threatened releases throughout the United States for the purpose of taking remedial action.

CERCLA (pronounced SIR-KLA) provides a Federal Superfund to clean up uncontrolled or abandoned hazardous-waste sites as well as accidents, spills, and other emergency releases of pollutants and contaminants into the environment. Through the Act, the Coast Guard and EPA were given power to seek out those parties responsible for any release and assure their cooperation in the cleanup. Also, see HAZARDOUS MATERIALS at Section 7000 for further discussion.

4710.1 Toxicologist

Toxicology is the study of the adverse effects of chemical, physical, or biological agents on living organisms and the ecosystem, including the prevention and amelioration of such adverse effects.

The Sector San Francisco toxicologist is Dr. Ron Tjeerdema (Jeer-De-ma). His phone number is 530-754-5192.

4710.2 Product Specialist

A Product Specialist is an individual who works for a private enterprise and who is knowledgeable of the operating characteristics of specific materials that may harm the environment.

4710.3 Certified Marine Chemist

A Certified Marine Chemist (CMC) promotes the science of, and improve the methods of evaluation and eliminating health, fire and explosion hazards in marine and associated industries. The Sector San Francisco CMC is John Edgar with Edgar Environmental located in the San Francisco Bay Area. Their phone number is 510-909-3455 or 510-209-9649.

4710.4 Certified Industrial Hygienist

An Industrial Hygienist (IH) is a professional evaluating the health effects of chemicals or noise in a work place. The IHs use their knowledge to anticipate when a hazardous condition could occur to cause an adverse health effect on a worker or the environment. The Sector San Francisco IH is Bob Ford with OSPR. His phone number is 916-323-4686.

4710.5 Chemist or Chemical Engineer

Chemical engineers (CE) concern themselves with the chemical processes that turn raw materials into valuable products. CE skills encompass all aspects of design, testing, scale-up, operation, control, and optimization, and require a detailed understanding of the various "unit operations", such as distillation, mixing, and biological processes, which make these conversions possible.

4720 Oil

The Federal Water Pollution Control Act (FWPCA) is the primary law used for response and enforcement of oil pollution and hazardous substance discharges on or upon the navigable waters of the United States, or tributaries there of.

The Clean Water Act (CWA) amended the FWPCA and made the following provisions:

- Established pollution fund with a \$100 million amount
- Defined "reportable and harmful quantities"
- Authorized the federal assumption of clean-up operations.
- Established the National Response center.

The Oil Pollution Act (OPA) of 1990 streamlined and strengthened Coast Guard's and EPA's ability to prevent and respond to catastrophic oil spills. A trust fund financed by a tax on oil is available to clean up spills when the responsible party is incapable or unwilling to do so. The OPA requires oil storage facilities and vessels to submit to the Federal government plans detailing how they will respond to large discharges. EPA has published regulations for aboveground storage facilities; the Coast Guard has done so for oil tankers. The OPA also

requires the development of Area Contingency Plans to prepare and plan for oil spill response on a regional scale. The Oil Pollution Act (OPA) of 1990 amended the CWA and made the following provisions:

- Created a \$1 billion pollution fund commonly referred to as the Oil Spill Liability
- Trust Fund (OSTLF).
- Allowed On-Scene Coordinator (OSC) to issue administrative orders.
- Increased civil penalties.
- Increased spiller liabilities.

4720.1 Scientific Support Coordinator

The Scientific Support Coordinator (SSC), in accordance with the National Contingency Plan, will provide the Federal On Scene Coordinator (FOSC) scientific advice with regard to the best course of action during a spill response. The SSC will obtain consensus from the Federal Natural Resource Trustee Agencies and provide spill trajectory analysis data, information on the resources at risk, weather information, tidal and current information, etc. The SSC will be the point of contact for the Scientific Support Team from National Oceanic and Atmospheric Administration's (NOAA) Hazardous Material Response and Assessment Division.

Refer to the [Incident Management Handbook](#) for position responsibilities.

4720.2 Trajectory Analysis

The Trajectory Analysis Specialist is responsible for providing to the Unified Command projections and estimates of the movement and behavior of the spill. The specialist will combine visual observations, remote sensing information, computer modeling as well as observed and predicted tidal, current and weather data to form these analyses. Additionally, the specialist is responsible for interfacing with local experts (weather service, academia, researchers, etc.) in formulating these analyses. Trajectory maps, overflight maps, tides and current data, and weather forecasts will be supplied by the specialist to the Situation Unit for dissemination throughout the Command Post.

4720.3 Resources at Risk (RAR)

Resources at Risk Technical Specialist is responsible for the identification of resources thought to be at risk from exposure to the spilled oil through the analysis of known and anticipated oil movement and the location of natural, cultural, and economic resources. The Resources at Risk Technical Specialist considers the relative importance of the resources and the relative risk to develop a priority list for protection.

4720.4 Geographic Information System (GIS)

GIS Specialist is responsible for gathering and compiling updated spill information and providing various map products to the incident. The GIS team will work with the Situation Unit and the information management officer to ensure accurate and rapid dissemination of oil spill information to the ICS.

4720.5 Shoreline Cleanup Assessment Technique (SCAT)

Shoreline Cleanup and Assessment Technique (SCAT) Coordinator serves in the Environmental Unit and reports to the Environmental Unit Leader. This function is responsible for assessing oiled shorelines and providing appropriate cleanup recommendations relative to the types of shorelines and the degree to which they have been impacted. The SCAT Coordinator should typically be staffed by a government regulatory natural resource trustee (e.g., CDFW-OSPR), or a contracted subject matter expert agreed upon by the Unified

Command during the initial Unified Command meeting.

During a spill response, SCAT is a function that is typically conducted under the Environmental Unit within the Planning Section. Depending on the complexity of the spill response, the SCAT Technical Specialist role may actually exist as a team. The teams are often made up of representatives from state and federal resource agencies, the responsible party and the USCG or USEPA and should be trained and knowledgeable in their roles. The SCAT team usually consists of a Coordinator, Team Leader for each team, Team Members, and Data Managers.

Bringing each of their agency's expertise together as a team, SCAT teams collect the data needed to develop a shoreline cleanup plan that maximizes the recovery of oiled habitats and resources, while minimizing the risk of environmental injury from cleanup efforts. Consideration should always be given to:

- Potential for human exposure, by direct contact or by eating contaminated seafood;
- Extent and duration of environmental impacts if the oil is not removed;
- Natural removal rates;
- Potential for remobilized oil to affect other sensitive resources; and
- Likelihood of cleanup to cause greater harm than the oil alone.

Information from these assessments must meet the requirements of the cleanup operation, being both timely and of uniform quality and content. Finally, the teams must coordinate their field activities with their Operations Section counterparts working in the areas being assessed. This ensures that all operations are conducted safely and that important information is exchanged.

The shoreline assessment data must be collected quickly since it is necessary for operational decision-making. Experience has shown that the dual objectives of NRDA and shoreline assessment are best met when field surveys for these two activities are kept separate but well coordinated. A typical ICS structure includes a NRDA Representative who works through the Liaison Officer at the Command Staff level. The NRDA representative is responsible for coordinating NRDA needs and the activities of the Natural Resource trustees.

The SCAT Coordinator should be designated to manage the SCAT teams and synthesize their field data, utilizing standard GIS data formats compatible with Environmental Unit and Planning Section to support the daily Incident Action Plan (IAP).

The shoreline assessment process should be easily modified to fit the spill conditions; it should be as simple as possible, yet comprehensive enough to address all of the issues and concerns of shoreline cleanup. It must not be a slow, cumbersome process that limits the effectiveness of Planning or Operations.

NOAA has significant SCAT tools and job aids, which can aid the response organization in determining the extent of damage along various types of shoreline as well as appropriate cleanup strategies. These tools can be found at: <http://response.restoration.noaa.gov/oil-and-chemical-spills/oil-spills/resources/shoreline-assessment-manual.html>.

Roles and Responsibilities of the Shoreline Cleanup Assessment Coordinator

- Coordinate SCAT team response activities
- Working within Operations and Unified Command objectives, strategies, and tactics recommend the need for and number of SCAT teams.
- Conduct or assign someone to conduct aerial reconnaissance surveys to scope the shoreline oiling issues

- Ensure that all teams have the necessary representation and all members have the necessary training
 - Develop daily assignments for each team, according to the needs of the Planning and Operations sections to meet the Unified Command response objectives
 - Coordinate with natural resource damage assessment (NRDA) concerns on shoreline assessment to optimize data sharing through the ENVL.
 - Inform the ENVL of any cleanup concerns of the various resource agencies and managers and assist the ENVL with development of the IAP ensuring those concerns are addressed in the decision-making process
 - Arrange for equipment and transportation for the SCAT teams through the Logistics Section
 - Coordinate actions with Operational Branches, Groups, and Divisions.
 - Assist in the development of cleanup guidelines
 - Assist in the development of recommendations for cleanup endpoints considering shoreline type, ecological sensitivity, recreational use, and aesthetic requirements, etc.
 - Assist in the development of cleanup guidelines for implementation based on each cleanup method for the impacted shoreline types, including any agency concerns
 - Lead SCAT reporting requirements to the ENVL, PSC and Unified Command
 - Develop a survey and reporting schedule to produce survey results in time for incorporation into the Incident Action Plan (IAP)
 - Ensure that teams use proper terminology and apply guidelines uniformly
 - Receive reports from field teams and synthesizes them into a daily summary in IAP format that is accessible to the field teams if problems arise
 - Brief ENVL on issues raised by the SCAT teams, particularly where cleanup methods must be modified to increase effectiveness or decrease impacts
 - Helps team reach consensus and report dissenting opinions when consensus is not reached to the ENVL.
 - Continue to lead evaluation of targeted cleanup endpoints and modify them as necessary
 - Maintain SCAT Unit Log (ICS 214-CG).

Responsibilities of the SCAT Team

- Describe shoreline types, oiling conditions, and physical setting
- Identify sensitive resources (ecological, recreational, cultural)
- Determine the need for cleanup
- Recommend shoreline cleanup methods and endpoints:
- Specify generic and site-specific constraints for cleanup activities
- Determine the need for follow-up surveys if archaeological and cultural resources are present
- Establish cleanup priorities
- Identify safety concerns for cleanup operations
- Monitor cleanup effectiveness and effects, suggesting changes where needed
- Determine when cleanup operations are no longer effective
- Conduct post-cleanup inspections before sign-off
- Recommend to SCAT Technical Specialist or Coordinator if cleanup necessary at a given location based on observations
- Assist in the determination of which cleanup methods are appropriate or recommended for a given location
 - Assist in the determination of which constraints are needed to protect sensitive resources for a given location

- Assist in the determination of site prioritization for cleanup
- Assist in the determination if cleanup operations are being conducted properly
- Assist in the determination if the cleanup method being used is no longer effective or causing collateral damage and recommend alternative methods.
- Assist in the determination if the targeted endpoints are realistic and obtainable for the current spill conditions.
- Assist in the determination if cleanup operations should be terminated at a given site.

4720.6 Natural Resource Damage Assessment (NRDA)

Refer to section 9720.2 for procedures for conducting a Natural Resource Damage Assessment.

4720.7 Specialized Monitoring of Applied Response Technologies (SMART)

SMART is used to scientifically monitor the use of dispersants, other chemical countermeasures, or in-situ burns. These operations however, because of their time sensitivity shall not be delayed pending the arrival of SMART monitoring equipment or personnel.

SMART is used to collect scientific information for the Unified Command to provide a measurement of success in the operation and to improve the knowledge about non-mechanical recovery procedures.

Documents for SMART can be found at:

<http://www.uscg.mil/hq/nswfweb/NSF/onlinedoc2.html>

4720.8 Applied Response Technologies (ART) (Dispersant, ISB, Bioremediation, Chemical)

The Alternative Response Technologies (ART) Technical Specialist is responsible for evaluating the opportunities to use ART, including dispersant or other chemical countermeasures, in-situ burning, and bioremediation. The specialist will conduct the consultation and planning required to deploy a specific ART, and articulate the environmental tradeoffs of using or not using a specific ART.

Refer to the [Incident Management Handbook](#) for position responsibilities

See Sections 3260 through 3280 for ART use.

4720.9 Decontamination

The decontamination group is responsible for decontamination of personnel and response equipment in compliance with approved statutes. Contaminated personnel and personnel entering contaminated areas shall be decontaminated in accordance with the instructions of the Site Safety Officer (SSO). The following “minimum” actions shall be performed:

- Direct and coordinate decontamination activities
- Determine resource needs
- Brief SSO on conditions.

4720.10 Disposal

Refer to APPENDIX XXVI of the [Region 9 Contingency Plan](#) for a Waste Management Plan example. See Section 3240 for more detail regarding disposal.

4720.11 Cultural and Historic Properties

Information on cultural and historic properties is protected and can only be obtained on a case-by-case basis. Refer to Sections 4660 and 9802 of this plan for discussion of cultural, historic and other resources at risk. The RCP guidelines (Appendix XIX) require that in so far as possible, a FOSC Historic Properties Specialist will be identified and assigned to Environmental Unit of the Planning Section to ensure that the Guidelines are properly implemented. USCG has several vendors with BOAs to supply staff for this function.

4730 General

4730.1 Dredging

TBD

4730.2 Deepwater Removal

TBD

4730.3 Heavy Lift

TBD

4730.4 Lightering

In addition to local, commercial lightering companies, the National Strike Force and Navy SUPSALV own oil-pumping equipment. They both have equipment capable of pumping highly viscous oils.

Refer to COTP Advisory 02-97 and section 9720.11.1 for more information.

4730.5 Salvage

Salvage Engineering Response Team (SERT)

Provides immediate salvage engineering support to U.S. Coast Guard Units in response to vessel casualties. This includes independent technical evaluation of the situation and helping to formulate practical and effective solutions.

Description of SERT's Roles and Capabilities The Marine Safety Center SERT is comprised of 8-10 staff engineers who are on call 24 hours a day, 7 days a week to provide immediate salvage engineering support to the Coast Guard Captains of the Port (COTP) and Federal On-Scene Coordinators (FOSC) in response to a variety of vessel casualties. Specifically, SERT can assist the COTP and FOSC with managing and minimizing the risk to people, the environment, and property when responding to vessels that have experienced a grounding, allision, collision, capsizing, or structural damage. SERT provides this assistance by performing numerous technical evaluations including: assessment and analysis of intact and damaged stability, hull stress and strength, grounding and freeing forces, prediction of oil/hazardous substance outflow, and expertise on passenger vessel construction, fire protection, and safety. SERT has mobile computing capability for on-scene deployment. The MSC maintains a database containing over 5,000 hull files that can be used to generate computer models of vessels used in salvage engineering. External relationships with organizations like the Navy Supervisor of Salvage (SUPSALV), U.S. Coast Guard Intel Coordination Center, and the Office of Naval Intelligence (ONI), as well as all major class societies, also enable the salvage team to quickly locate and transfer information about a damaged vessel that would otherwise be difficult to access.

SERT also assists in the development and execution of exercises involving vessel casualties under the National Preparedness for Response Exercise Program (PREP). When requesting

SERT assistance, the [Rapid Salvage Survey Form](http://homeport.uscg.mil), (available on line <http://homeport.uscg.mil>) which contains the minimum essential casualty details, should be utilized.

In the event of a vessel casualty, initial contact with the vessel owner or representative is through the Captain of the Port (COTP) or Federal On-Scene Coordinator (FOSC). SERT may be contacted initially by the COTP or FOSC, and eventually the vessel representative or naval architect, using the following information:

- Marine Safety Center (0700 to 1630 daily): (202) 366-6480 or 6441
- Salvage Team duty member cell phone: (202)327-3985
- Salvage Team Leader: (202) 366-6441 or cell phone (202) 327-3987
- FLAGPLOT (manned 24 hours/7 days a week): (202) 267-2100 or 1-800-DAD SAFE

Refer to section 9720.1 for more information on other sources of assistance and procedures.

4740 Law Enforcement

The Law Enforcement Group is responsible for coordinating and directing all law enforcement activities related to the incident, including but not limited to, isolating the incident, crowd control, traffic control, evacuations, beach closures, and/or perimeter security.

Perimeter/Crowd/Traffic/Beach Control

Perimeter/Crowd/Traffic/Beach Control if needed should be coordinated with local law enforcement authorities and may be augmented or replaced with contract security for protracted responses.

Safety/Security Zones

Safety Zone regulations in 33 CFR 165.20 Subpart C is defined as a water area, shore area, or water and shore area to which, for safety or environmental purposes, access is limited to authorized persons, vehicles, or vessels. It may be stationary and described by fixed limits or it may be described as a zone around a vessel in motion.

Security Zone regulations in 33 CFR 165.30 Subpart D is defined as an area of land, water, land and water which is so designated by the Captain of the Port or District Commander for such time as is necessary to prevent damage or injury to any vessel or waterfront facility, to safeguard ports, harbors, territories, or waters of the United States or to secure the observance of the rights and obligations of the United States. The purpose of the security zone is to safeguard from destruction, loss, or injury from sabotage or other subversive acts, accidents, or other causes of similar nature: (1) vessels (2) harbors (3) ports, and (4) waterfront facilities: in the United States and all territory and water, continental or insular, that is subject to the jurisdiction of the United States.

4750 SAR

The Search and Rescue (SAR) group is responsible for prioritization and coordination of all Search and Rescue missions directly related to a specific incident. All search and rescue operations will be coordinated through the Sector San Francisco Operations Center.

4760 Marine Fire

Refer to [Coast Guard Sector San Francisco Marine Fire Fighting Contingency Plan](#). This document is published as a standalone document under a separate cover.

4770 Potential Places of Refuge (PPOR) Unit

The ultimate authority and responsibility for making a PPOR decision rests with the COTP. Thus, the PPOR Unit Leader should be a USCG FOSC-R, or their designee, who can coordinate the efforts of salvors, implement the COTP salvage objectives, directives and concerns, review and comment on the salvage plan. The PPOR Unit Leader will also provide direct coordination between the COTP, Salvage Master, Operations Section Chief, and other IMT positions and Salvage Branch functions. Ideally this PPOR Unit Leader should have strong familiarity with salvage, local port issues, and Potential Places of Safe Refuge (PPOR) assessment tools and preplanning. There are also significant Public Information issues which may require skillful management. This PPOR Unit Leader shall have direct contact with the COTP and shall keep the Operations and Planning Chiefs informed of concerns and progress, and be available for stakeholder outreach and media/public interviews and addresses.

4770.1 Potential Places of Refuge (PPOR)

PPOR comes into play when there is probability of public health, environmental or economic impacts. When PPOR situations arise, guidance for assessing and selecting an appropriate place of refuge is provided in RCP Appendix XXVI Guidelines for Potential Places of Refuge Decision-Making. Guidance directs the COTP to make appropriate determinations and provides for decision and consultations with stakeholders under different time constraint scenarios. It also directs pre-planning and assessment of potential places of refuge. The remainder of this section deals with the facets of PPOR identification, rating, and selection.

4770.2 PPOR Pre-Incident Planning

The PPOR Unit should be aware that the three Area Sub-Committees in Sector San Francisco's Area of Responsibility have conducted PPOR planning. Their planning efforts resulted in information housed within a PPOR Database of potential sites (Section 8200). The PPOR database information is intended to be comprehensive and has been tailored so that it facilitates the use of Place of Refuge Risk Assessment Job Aids (See RCP, Appendix XXVI).

4770.3 PPOR Unit Guidance Regarding Decision Process and Players

Both the NRT and RRT guidance indicate that Places of Refuge decisions are often made under extreme time constraints. While it is desirable to inform and include the wide array of stakeholders in the decision process, time may not permit such an engagement.

Minimally, the COTP and the responsible party's salvage representatives will be included. In a Unified Command, an additional key player is the State On-Scene Coordinator who will liaise with the Governor's Office and local agencies. A State or Federal Resources at Risk Technical Specialist who is familiar with local resources can assist with PPOR assessment and communicate with other resource trustees. In instances requiring a quick-term decision, these may be the only participants. Ultimate PPOR decision authority resides with the COTP.

When circumstances permit and there is more time for advance planning for the vessel arrival, a more comprehensive assessment can be made by forming a PPOR Unit within the Planning Section. The Unit will include a USCG FOSC-R, or their designee, a salvage team representative, a lead Natural Resources Trustee, and a local government agency representative.

The PPOR Unit first works with salvors to determine vessel location preference for needed repair

or salvage operations. Their choices and preferences may be constrained as indicated in section 3321.3.1. The PPOR Unit Leader is tasked with ensuring the preliminary PPOR list includes all potential places which can meet the response needs, and not just the preferred or convenient locations. Once an initial PPOR list has been created, the PPOR Unit must then determine the possible scenarios and consequences to evaluate human health and safety risks, natural resources at risk, and economic interests using the job aids and guidance discussed below. Each scenario should be written down so that details and critical decision points are captured throughout the evolution and can be articulated later.

As soon as a PPOR list has been developed, the natural resource concerns may be used to help evaluate relative desirability. This portion of the process should be under the guidance of a lead Natural Resource Trustee. The lead Natural Resources Trustee (LNRT) should be familiar with local resources and skilled at difficult environmental trade-off decisions. The LNRT should identify and reach-out to respective natural resource trustees whose trustee resources might be at risk. It is the LNRT's job to explain the situation, limit the discussion to the identified list of potential locations, establish a working scenario to use for the decision process, and help trustees evaluate consequences and make trade-off decisions. This role is key as many trustees are neither experienced nor comfortable making adverse environmental trade-off decisions based on incomplete information. It is important that the scenario derived by the salvage participant is used to provide context for the decision-making process.

Once alternatives have been narrowed by the PPOR Unit, including Natural Resource Trustees, the local agencies should be engaged by the local agency lead. It is clear from the 2007 Cosco Busan event that there is a large information gap between the technical side of oil spill realities and public perception which is easily exacerbated by media getting in advance of public information releases. Therefore, it is important that the local agency representatives be engaged synchronously with a basic information package to limit speculation and focus discussion on available options.

The lead local agency representative will make a similar assessment for public health concerns using inputs from public health agencies and for economic concerns using local government agencies.

4770.4 PPOR Unit Decision Tools

There are two approaches to the decision process within Sector San Francisco AOR. Both include the activities described in the previous section. One is a committee-like process which has been used successfully in events and drills in Alaska (Alaska Model) and the other is an analytic approach which has been used in a real event in Hawaii and recent NPREP and maritime drills in California. Experience indicates that the place of refuge chosen is the same whether intuitively justified or semi-quantitatively derived. Both approaches work because there are clearly reasonable considerations which make some alternatives more preferable and others more problematic. Neither system is immune to political or misinformed public response.

4770.4.1 Alaska Model

In the Alaska Model, the salvors and Natural Resource Trustees collaborate to simultaneously evaluate PPOR options, and as they arrive at the least adverse alternatives (best available choices), they confer and work out differences or mitigation concerns to arrive at a single preferred alternative. Having done so, the PPOR Unit calls the stakeholders in an open conference call where each stakeholder identifies their concerns in five minutes or less and provides their preference. This forum allow for immediate address and, at times, alleviation of concerns by including mitigating measures. This works well when the group of stakeholders is of a manageable size.

4770.4.2 Place of Refuge Risk Assessment Job Aid

The Place of Refuge Risk Assessment Job Aid was recommended (but not obligatory) under COMMANDANT INSTRUCTION 16451.9 in 2007, however the use of this job aid provides required documentation of the decision-making process. This instruction provided process guidance and an analytic tool to make assessment of alternative responses to ships seeking a place of refuge. The analytic tool is a spreadsheet which helps to convert qualitative appraisals into semi-quantitative comparisons. The tools and guidance are available in the RCP Appendix XXVI. The tool is particularly helpful for those who struggle with making environmental decisions with suboptimal information between undesirable alternatives to seek the most preferred choice.

As explained in the accompanying documents, the tool is a decision aid which uses a risk based matrix: where Risk = Probability of event getting worse by course of action X consequences resulting.

Relying on subject matter experts and stakeholders to perform the evaluation, this tool can be used effectively. However, users must be trained in both its application and limitations for PPOR decision-making (PPOR Unit Leader and, hopefully, respective Trustee and local agency leads). The tool can be used to assess many options simultaneously and show comparative desirability.

4770.5 PPOR Unit Activities to Address Public Relations and Special Concerns for Places of Safe Refuge

It is very clear that a distressed vessel coming into a port is a newsworthy item. The COTP is the sole person having responsibility for this decision. Managing information about such an event is essential to the success of the event, particularly in portions of California where public awareness of the consequences of inaction are poorly developed.

The COTP may call upon PIO efforts above and beyond normal media events when a PPOR event is occurring. It is important to form a public information plan simultaneously with the formation of a PPOR Unit. Before a formal recommendation is made to the COTP by the PPOR Unit, this plan to share the information and further the decision with key stakeholders should be in place and outreach materials ready for distribution, with COTP approval.

In addition to informing the COTP and UC, the RRT should be advised of preliminary PPOR options and the likely final candidate location and their support sought. Immediately after, the local stakeholders must be engaged to address public health and economic concerns. This may best be done by creating a fact sheet with final candidate site(s) identified and rationales/constraining issues which limit choices to included candidates. The local agencies must be included in the completion of the assessment and should be provided with the remaining portions of the decision process or tool and a preplanned conference call as well as points of contact. This outreach must not only include the local agencies where candidate site(s) may be located, but all those agencies in the transit route as well.

4780 Planning Considerations for Nonfloating Oils

Refer to Appendix XXVIII of the [Region 9 Contingency Plan](#).

4800 Required Correspondence, Permits & Consultation

Refer to Section 4003 of the [Region 9 Contingency Plan](#)

4810 Administrative Orders

Refer to Section 4003.01 of the [Region 9 Contingency Plan](#)

4820 Notice of Federal Interest

Refer to Section 4003.02 of the [Region 9 Contingency Plan](#)

4830 Notice of Federal Assumption

Refer to Section 4003.03 of the [Region 9 Contingency Plan](#)

4840 Letter of Designation

Refer to Section 4003.04 of the [Region 9 Contingency Plan](#)

4850 Fish and Wildlife Permits

Refer to Section 4003.05 of the [Region 9 Contingency Plan](#)

4860 ESA Consultations

Refer to Section 4003.09 of the [Region 9 Contingency Plan](#)

4870 Disposal

Refer to Section 4003.06 of the [Region 9 Contingency Plan](#)

4880 Dredging

Refer to Section 4003.07 of the [Region 9 Contingency Plan](#)

4890 Decanting

Refer to Section 4003.08 of the [Region 9 Contingency Plan](#) and Decanting MOU with State Water Resources Control Board in [Appendix VIII](#) of [Region 9 Contingency Plan](#).

4900 –Reserved

Appendix A Non Wildlife Volunteer Use Plan

APPENDIX A

NON-WILDLIFE VOLUNTEER PLAN (NWVP)

FOR VOLUNTEERS RESPONDING TO

MARINE OIL SPILLS

**San Francisco Bay & Delta
Non-Wildlife Volunteer Plan (NWVP)**

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1.0 PURPOSE

This Non-Wildlife Volunteer Plan (NWVP) refers to and supports the United States Coast Guard (USCG) Incident Management Handbook (IMH) and complies with the National Incident Management (NIMS) guidelines, (Homeland Security Presidential Directive; HSPD-5). The NWVP has been developed for guidance to the Unified Command (UC) or Incident Commander (IC) to consider the integration of volunteers into oil spill response for missions other than oiled wildlife. The UC should also refer to the relevant Area Contingency Plan for additional information regarding the use of volunteers. For the purposes of this plan, the term “UC” from this point forward is intended to be synonymous with UC or IC.

Historically, volunteers from the general public have not been utilized in oil spills outside the care and processing of oiled wildlife due to the health and safety hazards often present during an oil spill incident. However, recent California oil spill incidents have demonstrated there may be strong public interest in volunteer participation in other aspects of spill response. This NWVP sets forth guidance and protocols for the use of volunteers for non-wildlife related work assignments during an oil spill incident.

Under this NWVP, volunteers are required to register to work an oil spill incident. Every volunteer must meet the incident specific UC training requirements. In this plan, volunteers are defined using the following terms:

- **Affiliated Volunteers.** Individuals who come forward following a disaster to assist during the response or recovery phase, without pay or other consideration and have a pre-existing arrangement with either a governmental agency or Non-Governmental Organization (NGO). They have been trained for a specific role or function prior to a disaster. An affiliated volunteer's organization must have an established role in the oil response structure.
- **Unaffiliated/ Spontaneous/Convergent Volunteers.** An individual who comes forward following an incident or disaster to assist a governmental agency or NGO with response activities during the response or recovery phase without pay or other consideration. By definition, unaffiliated volunteers are not yet associated with a response or relief agency involved in the incident. In this NWVP, spontaneous and convergent volunteers will be referred to as unaffiliated.

California Department of Fish and Wildlife (CDFW) – Office of Spill Prevention and Response (OSPR) collaborates with the Oiled Wildlife Care Network (OWCN) through the University of California, Davis School of Veterinary Medicine and is legislatively mandated to rescue and rehabilitate oiled wildlife during an oiled wildlife response. The OWCN is a statewide collective of pre-trained wildlife care providers, regulatory agencies, academic institutions and wildlife organizations that work to rescue and rehabilitate oiled wildlife in California. The OWCN maintains specialized wildlife facilities in a constant state of readiness throughout the State of California. Refer to www.OWCN.org for a current list of network members. During an oiled wildlife response, a limited number of unaffiliated volunteers can be used in the care and processing of oiled wildlife rehabilitation. The use of volunteers for wildlife-related services falls within the Wildlife Branch which reports to the Operations Section Chief and is not covered by the NWVP. For additional information, please refer to the Wildlife Response Plan at: http://www.dfg.ca.gov/ospr/fed_region_9.aspx.

The focus of the NWVP is on non-wildlife volunteers and is designed to assist the UC with guidelines to safely integrate volunteers into an oil spill response. It is not the intent of the NWVP that volunteers replace or supplant government employees and or commercial responders, but to provide concerned citizens an opportunity to safely participate in the response.

1.1 Introduction

Due to the complexity of volunteer management and its potential to complicate oil spill response operations, this NWVP establishes a Volunteer Coordinator (VC) and/ or a Volunteer Unit (VU) in the Planning Section. The NWVP recommends a VC and/ or a VU be staffed at the earliest opportunity to conduct stand-by notifications of local government volunteer organizations including Emergency Management Organizations, Non-Governmental Organizations and Emergency Volunteer Centers (see Attachment F1-3). The VU's task during early activation stages also includes advising the UC of the possible need for volunteers, external pressures to use volunteers and local government's ability to assist in managing volunteers.

In general, volunteers do not participate in the majority of oil spill responses. In cases when there has been no volunteer interest expressed, the Incident Command System (ICS) structure may not contain any positions specifically dedicated to volunteer management. As the UC becomes aware of individuals or organizations interested in providing volunteer services and/or the need for volunteers arises, the UC should address the volunteer issue and may make assignments for volunteer management within the ICS.

1.2 Law and Policy Regarding the Use of Volunteers for Missions Other Than Oiled Wildlife

Under California law, the Administrator of the CDFW-OSPR may utilize volunteers to assist with oil spills in waters of the State (Gov. Code § 8670.8.5). These volunteers are deemed employees of the state for the purpose of workers' compensation under Labor Code section et. seq. The responsible party (RP) is liable for all costs associated with an oil spill, including costs associated with the use of volunteers. The costs associated with the use of registered volunteers may be funded by the state's Oil Spill Response Trust Fund (CA Government Code Section 8670.50). Any payments for registered volunteer workers' compensation claims shall be made from the Oil Spill Liability Trust Fund (OSLTF). The RP is liable for payment of these costs either directly or by reimbursement to the OSLTF (Gov. Code §§ 8670.25, 8670.46 – 8670.53, and 8670.62).

Title 31 (United States Code) 1342 prohibits Coast Guard personnel from accepting any offer of a voluntary service unless acceptance of that type of voluntary service is expressly permitted by statute – EXCEPT for emergencies involving the safety of human life or the protection of property. As used in this section, the term “emergencies involving the safety of human life or the protection of property” does not include ongoing, regular functions of government, the suspension of which would not imminently threaten the safety of human life or the protection of property. An oil spill that threatens the U.S. coast line will most likely qualify as an “emergency” that would permit Coast Guard personnel to accept voluntary services offers.

1.2.1 Volunteer Insurance Coverage and Liability Forms

A unified decision to use volunteers will be made by the UC. Volunteer insurance coverage and liability may be handled differently, depending on response decisions. Volunteer insurance coverage and liability will generally be facilitated by either local government or state agencies. In an oil spill event, volunteer liability forms will generally be provided by the CDFW. However if local government assists with volunteer management it may be appropriate to utilize the California Disaster Service Worker (DSW) program volunteer liability forms. The UC should make this determination prior to using volunteers.

Registered volunteers in this plan refers to volunteers who are performing approved UC tasks, have completed the requisite training and completed the required volunteer service agreement forms.

1.2.1.1 California Department Fish & Wildlife (CDFW) Volunteer Agreement

Registered volunteers will execute a CDFW Volunteer Service Agreement and Loyalty Oath. The CDFW Volunteer Service Agreement and Loyalty Oath grants registered volunteers status as unpaid employees of CDFW, and eligibility for coverage under the State Workers' Compensation Program. Individuals

volunteering at the incident site without approval or authorization (i.e. non-registered volunteers) may not be entitled to receive state workers' compensation benefits.

If the UC decides to utilize volunteers during an oil spill incident, the Volunteer Unit (VU) must ensure all of the registered volunteers attend required training and complete the UC approved required paper work.

In the event of a volunteer injury, the designated volunteer supervisor, the VU and/or the Safety Officer (SOFR) is responsible for ensuring the correct actions are taken to ensure the injured volunteer's compensation benefits and claims are handled according to the procedures and policies outlined by CDFW.

1.2.1.2 California Disaster Service Worker Volunteer Program (DSWVP)

The Disaster Service Worker Volunteer Program (DSWVP) is a State funded program that provides workers' compensation benefits and medical compensation to registered Disaster Service Worker, during a declared state emergency, (DSW) volunteers who are injured while performing disaster-related activities or participating in pre-approved training/exercises. It also provides limited immunity from liability to political subdivisions or political entities as well as the DSW volunteer if a civil suit results from an act of good faith while the DSW was providing disaster-related services. Eligibility for the DSWVP is based on a volunteer's registration with an accredited Disaster Council, The California Governor's Office of Emergency Services, or an authorized State Agency. Most cities and all counties in California have established Disaster Councils that are accredited by the California Emergency Council. Affiliation with an accredited Disaster Council and delegated authority from that council are required prior to a jurisdiction administering a disaster service worker volunteer program.

In order to establish eligibility for DSWVP benefits, the DSW must be registered prior to his or her deployment to participate in disaster-related activities, including pre-approved training. The only exception to the pre-registration requirement is an "impressed volunteer" who is directed/ ordered to perform disaster-related duties by an authorized government employee. In addition to the pre-registration requirement, the DSW must be deployed/assigned disaster-related activities by the registering authority. Under no circumstances is a self-deployed volunteer eligible for DSWVP benefits.

The State's laws and regulations governing the DSWVP specify the need to provide DSWs with adequate training and supervision. The registering authority is responsible for ensuring the disaster training is commensurate with the duties of the DSW. The registering authority may require the DSW volunteer to participate in training as a condition of remaining an active DSW volunteer. For more information on these and other rules and policies governing the DSWVP, see the California Governor's Office of Emergency Services (CalOES) publication entitled "[Disaster Service Worker Volunteer Program \(DSWVP\) Guidance](#)".

1.2.2 Federal Volunteer Management

A Federal MOU exists between the USCG, EPA, and CNCS. This MOU describes the major responsibilities of each party in developing and supporting and unaffiliated volunteer management program to be implemented following and oil or hazardous substance pollution incident as requested by the FOSC. Refer to the National Response Team (NRT) use of volunteer guidelines for further information.

2.0 UNIFIED COMMAND CONSIDERATIONS FOR USE OF VOLUNTEERS

Volunteers will not automatically be used for missions such as shoreline cleanup. Depending on the nature of the incident, volunteers may or may not be used to respond to an incident. Local government decision-makers can provide a wealth of knowledge to the UC when contemplating the initial decision to use volunteers. The benefit of volunteer efforts must be weighed against concerns for volunteer safety. Based on the conditions specific to a particular incident, the UC will determine the suitability of integrating volunteers for oil spill response missions. In all instances careful consideration shall be used

to identify specific areas where volunteers can be used safely. If, in the judgment of the UC a dangerous condition(s) exists such that volunteers cannot be used safely, volunteers shall be restricted from operations in those areas.

In reviewing the potential for use of volunteers in oil spill response missions, the UC will consider the following factors:

- Primary safety hazards (e.g. size, type, and toxicity of discharged oil)
- Secondary safety hazards (e.g. weather, visibility, slips/trips/falls)
- Occupational Safety and Health Administration (OSHA) guidance
- U.S. Coast Guard safety manual
- Site Safety and Health Plan (SSHP)
- Possible cleanup locations
- Logistics and administrative support requirements (e.g. training, Personal Protective Equipment [PPE], multi-jurisdictional coordination, public information)
- Local government desire/ability to activate an emergency volunteer management system (including recruiting, registering, screening, administrative activities, training, deployment, recovery/decontamination)
- Weather/tidal conditions
- How volunteers may effectively be used in shoreline cleanup
- Outcome of consultation with the Safety Officer (SOFR) regarding dangerous conditions and safety concerns

Examples of factors to take into consideration when utilizing unaffiliated volunteers include:

- In order to protect the health and safety of the public, unaffiliated volunteers generally do not participate in oil removal or certain remedial activities during oil spill response. Unaffiliated volunteers are 'just in time' trained. This creates a higher risk of injury and liability than other oil spill responders who are trained and exercised on a regular basis.
- More risk and cost may occur in order to train volunteers at a minimum level, which could achieve a lower performance result at a higher threat to safety.
- There are many agencies involved in oil spill response. Coordinating with local governments can be difficult to standardize. Counties, cities and town agencies, as well as local volunteer organizations often have specialized operations and might not understand how an oil spill incident is managed.
- Using volunteers at the ICP may create an information security risk. The UC should be aware of pending investigation and litigation issues and the issues associated with unauthorized volunteer access to sensitive information.
- If there is no RP in a spill, the responsibility for funding of volunteers and volunteer liability will need to be determined.
- The timing of the Incident Action Planning (IAP) process could be more immediate than the lead time required to train and deploy volunteers. The cycles could be mismatched and difficult to manage.

3.0 CONCEPT OF OPERATIONS FOR VOLUNTEERS

An oil spill occurs and government notifications are conducted by the National Response Center (NRC) and/or California State Warning Center (SWC). Federal and state agencies may conduct outreach to local government and agency partners and make stand by notifications. Initial public outreach and

education on oil spill response operations should be released immediately as pre-scripted public information. If volunteer interest is anticipated, volunteer organizations can also be included in stand by notifications. Volunteer organizations can be reached directly or through local government representatives.

Once Unified Command (UC) has been established for an oil spill, the UC will staff the Volunteer Coordinator (VC) position to assess volunteer interest. The VC will coordinate with the JIC to ensure public messaging includes volunteer information. If the UC decides that volunteer interest is significant and the use of volunteers is possible, a Volunteer Unit (VU) will be activated and reports to the Planning Section Chief (PSC). The Volunteer Unit Leader (VUL) will coordinate the review of the Unified Command Check Sheet/Job Aid (Attachment A) with the UC, the appropriate Section Chiefs and incident command staff to determine when/how to use volunteers and recommend suitable volunteer tasks for UC consideration and approval.

The VU will begin creating a Volunteer Use Plan. Coordinating a Volunteer Safety Plan with the Safety Officer (SOFR) is a critical first task for the VU. The VU will review oil spill trajectories to determine appropriate volunteer assignments so as not to conflict with Oil Spill Response Organizations (OSRO) operations. The VU can work with UC to approve the immediate use of Affiliated or Pre-Trained Volunteers on non-oiled shorelines to conduct Pre-Impact Beach Cleanup tasks, which can begin the successful use of volunteers in an oil spill incident.

Before oil impacts the shoreline, this time frame can be used to conduct Pre-Impact Beach Cleanup and educate the public regarding oil spill operations. Educating the public about these activities will also assist in keeping the public off the shoreline and may reduce public perception that volunteers are needed. If volunteer interest remains high throughout the incident, the VU can seek approval to deploy trained volunteers to shorelines assessed with minimal tar ball impact. The VU will review ICS 232 with the Environmental Unit (EU) to determine appropriate locations to deploy volunteers. Volunteer resources will be ordered using ICS 213RR. The VU will work with the Planning Section Chief (PSC) to approve a volunteer ICS 204 for inclusion in the Incident Action Plan (IAP).

The VUL will participate in UC briefings and ensure the VU staff provides updates to the Joint Information Center (JIC) and Liaison Officer (LOFR) for local government Agency Representatives (AREP) briefings regarding the Volunteer Use Plan. The VU staff will also gather information from the JIC, LOFR, AREPs, EOCs and EVCs regarding ongoing volunteer interest.

The VUL will coordinate outreach to local government emergency volunteer management systems and/or other Non-Governmental Organizations (NGO) for activation of Emergency Volunteer Centers (EVC) and direction of volunteers to appropriate training sources. The EVC's will coordinate with the VU to ensure that registered volunteers have completed a CDFW Volunteer Service Agreement and other required documentation.

VU staff will gain a working understanding of the various types of volunteers and volunteer organizations interested in offering services during an event. The VU staff will ensure all types of volunteers are appropriately trained and deployed.

The UC or VUL initially works through the LOFR to request volunteer management assistance via the local government AREP. The AREP works with their Emergency Operations Center (EOC) to activate their EVC and begin volunteer management activities. Once EVC operations are established, direct communication between the VU and the EVC can be established via the local government EOC. In most situations, the local government EOC and EVC will work together to assist the UC in facilitating required training sessions for registered volunteers.

Local government representatives will be notified of UC volunteer efforts via the LOFR and/or, when applicable, the Local Government On-Scene Coordinator (LGOSC). Local government will advise the

VUL regarding their ability to assist in the requested volunteer management effort. In the San Francisco Bay Area, if a particular local government cannot assist with volunteer management, they can request assistance from other Bay Area counties via the Cal OES Regional Emergency Contingency Plan (RECP).

If a local government cannot assist in volunteer management, the VUL may work with other voluntary organizations, NGOs and the LOFR to facilitate volunteer management. When local government or NGOs provide staff to work in an oil spill incident for the UC, they report to the LOFR, and as an Assisting Agency to the UC, perform their duties separate from their parent agency.

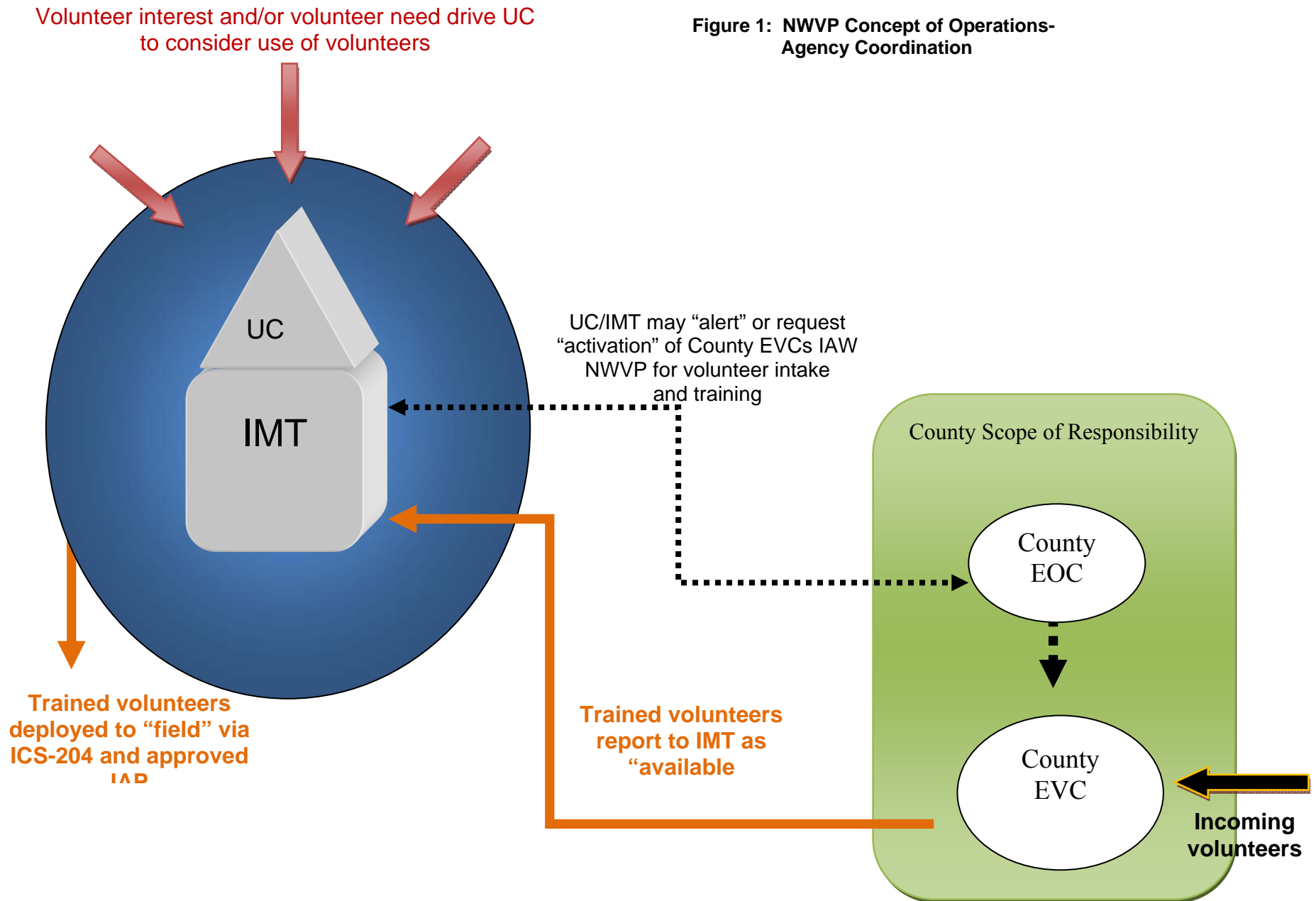
To work with local government volunteer management systems, the VUL can coordinate with the UC to establish the criteria for a Strike Team Leader (STLCR) to work with volunteers. This STLCR can assign a pre-established volunteer strike team. STLCRs working with volunteer groups will represent and provide the respective volunteer group status to the Staging Area Manager (STAM). This will be a crucial element in the tasking and deployment of volunteers in accordance with the IAP and ICS 204's.

Once trained, registered volunteers will check in with the Status Recorder at the appropriate check-in location. The Status Recorder will issue ID cards to registered volunteers that indicate registered volunteer status. After they have checked in, registered volunteers may be deployed or remain in an availability status and/or staging area until tasked. Unlike other resources, volunteer availability and demobilization may be treated differently due to their inherent 'at will' nature.

As an oil spill incident requires, the VU demobilization follows the pre-established demobilization plan.

See Figure 1: NWVP Concept of Operations-Agency Coordination chart

**Figure 1: NWVP Concept of Operations-
Agency Coordination**



3.1 Non-Wildlife Volunteer Job Opportunities

Human health and safety is the first priority in decisions regarding use of volunteers. Any volunteer interested in working an oil spill incident must register for the event and complete the UC required training. Members of the public and/or affiliated organizations providing their services without being registered for the event and completing UC required training will not be recognized as sanctioned volunteers for that oil spill incident.

Volunteers, once approved by the UC, will generally be used in very low risk activities and only after receiving appropriate safety training. In most cases, affiliated volunteers may receive priority tasking before unaffiliated volunteers, due to some affiliated organization's ability to assist the UC in overseeing or collaborating in volunteer management and deployment. To limit risk exposure and balance the demands of other volunteers desiring to participate, volunteers may be limited to one shift of four (4) hours per each IAP. Volunteers may be assigned to consecutive assignment days not to exceed five consecutive days. At the end of five consecutive days, the volunteer will be demobilized unless the volunteer requests to be placed in an Out of Service (OOS) status for two consecutive days. Following the two days of OOS status, the individual may be reassigned provided the task for which the volunteer is trained is still being employed in accordance with the approved IAP.

The following is a list of potential roles for volunteers during an oil spill response. Please see the Training Matrix for training specifics.

Pre-Identified Volunteer Job Opportunities	Once the decision to use volunteers is made, the UC will decide which volunteer tasks are appropriate for that incident. The VUL can use the job opportunity list below to assist the UC in making these decisions.
Public Information Officer (PIO) Support	Support PIO by distributing volunteer information
Finance/Admin Section	ICP** or EVC Volunteer Management Administrative Support ICP** or EVC Administrative Support Procurement Support** Time Unit** EVC Volunteer Time Support EVC Equipment Support
Logistics Section	Facility and Site Maintenance Transportation Carpools Scheduling Communications PPE Distribution Support
Planning Section	EVC/EOC Volunteer Training Coordinator ICP Technical Specialist/IT and/or Data Entry Support** EOC/EVC Technical Specialist/IT and/or Data Entry Support
Operations Section	Beach Cleanup* Pre-Impact Beach Cleanup *** Staging Area Support

* Indicates that a risk of potential exposure may exist and specific training is required per Cal OSHA.

** Indicates roles located within the Incident Command Post and should be staffed by USCG Auxiliary or CDFW Natural Resource volunteers.

*** Indicates roles suited to NGO given the degree of pre-training required and immediate deployment required in the San Francisco Bay area.

3.2 Volunteer Mission Tasking

Volunteer tasking will begin in the same manner as other resource tasking. During the preparation for the tactics meeting phase the Operations Section Chief (OSC), the PSC, and the Resource Unit Leader (RESL) will outline work assignments and determine the requisite volunteer resources. During the tactics meeting the Safety Officer (SOFR) must determine safety and support needs for volunteers. Following the Planning meeting and the UC's tacit approval, the volunteer tasking will be incorporated into the IAP. Upon completion of the IAP, the Branch or DIV/Group supervisor will convey to the appropriate Staging Area Manager (STAM) the volunteer tasking assignments as delineated on ICS-204.

The following shoreline cleanup tasking guidelines can be used as decided by the UC:

- Volunteers will NOT be deployed to work within Exclusion Zones.
- Volunteers will not be deployed in the same locations as Oil Spill Response Organizations (OSRO), Natural Resource Damage Assessment (NRDA) or Wildlife Recovery and Transportation Teams.
- Volunteers may be escorted by UC authorized safety personnel.
- Volunteers will be trained according to Training Matrix guidelines (Section 8.0).

3.3 Local Government Assisting Agencies

Volunteer management in oil spill response can often most effectively be managed by a Unified Command (UC) ICP (Incident Command Post) with the assistance of local government and other established local volunteer organizations. An Assisting Agency has direct responsibility for incident response, whereas a Cooperating Agency is simply offering assistance.

A local government Agency Representative (AREP) can work with the ICP Liaison Officer (LOFR) and/or Volunteer Unit (VU) to identify the best volunteer management practices for a specific incident. Local government can provide experienced local personnel through the LOFR to staff selected UC ICP positions. Local volunteer organizations often have Memorandum of Understandings (MOU) with local government jurisdictions which can be activated to support UC ICP volunteer management.

3.3.1 Emergency Operation Centers (EOC)

Depending on the incident's impact on local government jurisdictions and agencies, local government may or may not activate an Emergency Operations Center (EOC). EOCs are activated in order to coordinate their jurisdiction's resources and information, as well as assist in coordinating incoming Federal and State resources. EOCs can be activated at the county or city level. Under either circumstance, a county or city local government AREP will report to the ICP Liaison Officer (LOFR). The county AREP should make every effort to coordinate their Operational Area volunteer activities with the UC operations.

Many local government jurisdictions have MOUs with Emergency Volunteer Centers (EVC) to assist in volunteer management. EVC MOUs are usually activated in conjunction with some level of EOC activation. The LOFR and/or VUL should make every effort to work through the Local Government EOC when engaging EVC services. The EOC will assist the VU in communicating UC volunteer missions with the EVC.

3.3.2 Emergency Volunteer Centers (EVC)

EVCs are hubs for matching potential volunteers with volunteer service opportunities. All volunteers must register with the UC approved EVC or volunteer management organization and complete UC required training to work an oil spill event. EVCs may be administered by local government alone or in collaboration with a Volunteer Center or other NGOs. Emergency Volunteer Centers (EVC) have various capabilities and are primarily administrative organizations with limited staff.

Most EVCs have the following abilities:

- Can respond in an emergency and can staff up accordingly.
- Can receive, screen and register unaffiliated volunteers via website and phones.
- Can coordinate with local government to facilitate volunteer training.
- Can conduct outreach to their identified community base and media outlets.
- Can coordinate with local NGOs and their affiliated volunteer base.
- Have pre-designated volunteer receiving and training areas.
- Can set up mobile volunteer receiving centers.

The VUL should refer to the affected Area's Local Oil Spill Contingency Plan (LOSCP) for pre-identified EVCs. (Refer to the respective Area Contingency Plan for Local EVC contact information).

Per the UC/VUL direction, an Emergency Volunteer Center-Coordinator (EVC-C) position can be established. The EVC-C should work through the Liaison Officer and/or with local government Agency Representatives to activate their established EVC. If this is not possible, the EVC-C can work directly with an EVC. In addition to facilitating requisite volunteer training needs, the EVC-C will provide direction to the local EVC representative to organize volunteers into Strike Teams and assign a Strike Team Leader (STLCR).

It is recommended that the STLCR be an experienced government employee or a person meeting the UC's qualifications. STLCRs shall have the safety training commensurate with the volunteer team's assignment, be knowledgeable of oil spill cleanup operations and have experience supervising teams.

3.3.3 Non-Governmental Organizations (NGO)

NGOs are organizations with a specific interest, which generally hold a non-profit status. Often, the NGO interest is specific to the region, county or city area. NGOs attract volunteers within a community via their mutual interest. All NGO volunteers must register with the UC approved EVC or volunteer management organization and complete UC required training to work an oil spill event.

NGOs generally provide training specific to their organization's mission that may not be related to oil spill response. They may keep an affiliated volunteer database to maintain current volunteer training records and communication. NGOs may also accept in-kind donations of money or materials.

Coastal counties may have NGOs that focus on environmental and/or wildlife interests. NGOs usually have the ability to reach out to a large segment of the public and can have great influence over public perception.

NGOs may have volunteers which can be coordinated and tasked more quickly than unaffiliated volunteers, therefore may be considered first for initial volunteer tasks. The UC may make use of the Coast Guard Auxiliary for ICP volunteer tasking opportunities. Depending on response proprietary concerns, other NGOs could be tasked external to the ICP.

The UC and VU coordination with NGOs can provide affiliated volunteers to work with, as well as an organization to funnel volunteers into. If local government or an EVC is not able to assist in volunteer

management, the VUL can coordinate with NGOs to manage the influx of volunteers. Refer to Attachment F-3 for Regional NGO List.

3.4 Training

The UC will determine the level of training needed for the volunteer tasks approved. The Safety Officer will review requisite training using Cal OSHA standards as guidelines. If circumstances dictate, the UC may authorize incident specific training standards. The attached Training Matrix (Section 8.0) is approved by CDFW-OSPR.

3.5 Public Information Officer-Joint Information Center (PIO-JIC)

Previous events have shown rapid media and public engagement is crucial to effectively managing public perception and volunteer efforts. Strong, frequent and consistent public outreach and education regarding oil spill response operations is encouraged. Early and aggressive media engagement, including use of social media, will keep the public informed and also alleviate perceptions of inaction, foster a better understanding of the oil spill response operations and provide direction to the public on various issues associated with a major oil spill. This is an opportunity to direct unaffiliated volunteers to affiliated volunteer organizations involved in the event.

As noted in the National Response Team (NRT) Use of Volunteers Guidelines, press releases with basic information regarding oil spill response operations should be released as soon as possible to alleviate the public's perception that sufficient resources are not being deployed to remove the oil. All public information released shall be verified by the UC and the Joint Information Center (JIC). Public information telephone hotlines and websites for registration of volunteer interest should be established immediately and included in all public information released. Public hotline and website information may include health and safety notices, safety hazards associated with the event, oiled wildlife guidance, volunteer job opportunities, training requirements and registration procedures.

During press conferences, public information talking points should stress the health, safety and environmental hazards associated with oil spill cleanup operations, the importance of coordinated cleanup efforts, an understanding of environmental sensitive site prioritization and how best the public can aid in the response. Public hotline numbers and website addresses are also key information to release in press conferences and as screen crawl information. Refer to Attachment D: Volunteer Public Messaging Samples.

4.0 ICS ROLES AND RESPONSIBILITIES

This section refers to and supports the USCG Incident Management Handbook (IMH). Staff appointment to specific roles and responsibilities will be designated by the Unified Command. Refer to the Training Matrix for approved qualifications. Individuals who have registered and completed UC required training for an oil spill incident work for and support the UC, not their parenting agency

4.1 Unified Command (UC)

Federal On-Scene Coordinator (FOSC), State On Scene Coordinator (SOSC), Responsible Party (RP), Local Government On Scene Coordinator (LGOSC)-option

- Makes decision to use volunteers.
- Determines authorized volunteer tasks.
- Determines method and frequency of volunteer updates to UC.
- Works with Operations and Planning Sections to ensure effective volunteer operations.
- Works with the JIC to ensure effective public information is released in a timely manner.

- Works with the LOFR and/or the LGOSC to ensure local government volunteer issues are addressed.

4.1.1 Liaison Officer (LOFR)

- Refers local government agency representatives to the VUL for any volunteer issues.
- Ensures volunteer efforts in the Volunteer Unit are communicated to the affected community via local government Agency Representatives and any feedback is received and relayed to the VUL/UC.
- Provides volunteer hotline/website to community stakeholders.
- Work with the PIO/JIC to support Town Hall meetings, as needed.
- Once UC establishes a NGO Coordinator (NGO-C), the Liaison Officer will shift applicable NGO interaction to the NGO-C.

4.1.2 Public Information Officer (PIO)

- Works with the JIC to ensure UC public messaging is communicated.
- Distributes prepared public/volunteer education packets to media, NGOs and other community organizations.
- Considers distribution of the Volunteers and Oil Spill Response Brochure Oil Spill Response Volunteer Brochure to the public at beach access points.
- Assigns a Community Support Specialist to key shoreline access points.

4.1.3 Safety Officer (SOFR)

- Be prepared to immediately work with the VU and establish a Volunteer Safety Plan.
- Ensures volunteers have appropriate training, PPE and volunteer site safety assignments.
- Ensures Site Safety and Health Plan (SSHP) guidelines are followed.
- Review and sign the Site Safety and Health Plan
- When notified of a volunteer injury, ensure all volunteer injuries are immediately reported to UC, the AREP via the LOFR and the VUL.
- Ensure appropriate volunteer injury forms are completed appropriately.

4.2 Operations Section

4.2.1 Operations Section Chief (OSC)

- Activates and supervises volunteer organizational elements in accordance with the IAP.
- Directs implementation of volunteer operations.
- As necessary, expands the ICS structure to accommodate the use of volunteers.

4.2.2 Branch Director (OPBD)

- Ensures implementation of the volunteer portion of the IAP.

4.2.3 Division/Group Leader (DIVS)

- Ensures implementation of the volunteer portion of the IAP, appropriate to the Division/Group.

4.2.4 Strike Team Leader (STLCR)

- Works under respective DIVS to assist in volunteer operations and deployment and monitoring, focusing on volunteer access to and departure from assignment.
- Coordinates with other Strike Team Leaders, as necessary.
- Coordinates with and assists Assistant Safety Officer in volunteer logistical support.
- Meets volunteers at assigned locations, takes accountability of volunteers using ICS 204, ensures volunteers receive safety briefing per the SSHP and distributes logistical support (PPE, food, water) if/when needed.
- Reports any volunteer injuries in accordance with approved incident SSHP.
- Calls in volunteer 'no shows' to the Resource Unit.
- Makes status report as required by the ICS 204 or as directed.

4.2.5 Staging Area Manager (STAM)

- Ensures volunteer check in is ready.

4.3 Planning Section

4.3.1 Planning Section Chief (PSC)

- Establishes a Volunteer Unit when UC authorizes the use of volunteers.
- Ensures the Volunteer Unit is appropriately staffed and supported.
- Remains cognizant of the volunteer roles in the event.

4.3.2 Resources Unit Leader (RESL)

- Ensures resource needs related to the use of volunteers are fully incorporated into all Resource Unit activities.
- Coordinates with the VUL to ensure accurate volunteer numbers, locations, activities and status.

4.3.3 Check-in/Status Recorder (SCKN)

- Receives, records, and maintains volunteer status information on Resource Status Cards (ICS-219) for incident-assigned volunteers and stand-by volunteers.

4.3.4 Situation Unit Leader (SITL)

- Ensures volunteer information is incorporated into the normal collection, processing, and organizations of information relating to the event.
- Ensures Volunteer Field Observers are deployed to assigned operational volunteer locations.

4.3.5 Volunteer Coordinator (VC) and/or Volunteer Unit Leader (VUL)

The best qualified candidate will fill this position, including state and local government staff. See Training Matrix (8.0) for VC and VUL qualifications.

- Prior to a VU being established, VC reports to the UC.
- During initial stages of event, conduct stand-by notifications for local volunteer operations, (see Attachment F 1-3), gather information regarding local government ability to assist with volunteer management.
- Once a VU is established, VUL reports to the Planning Section Chief.
- Ensures the VU is appropriately staffed for the event size, including Technical Specialist assistance.

- Assigns VU Assistants as needed.
- Coordinates with the JIC regarding outgoing volunteer messaging such as approved press releases, volunteer hotline/websites, appropriate and timely public messaging and town hall meetings.
- Ensures EVC and NGO information is coordinated with JIC messaging.
- Works with the EOC and/or EVC-C to ensure all volunteers are registered and complete the incident specific required UC training.
- If not previously completed, coordinates Attachment A review with UC, appropriate Section Chiefs and IC staff to determine when/how to use volunteers and recommends suitable volunteer tasks for UC consideration and approval.
- Completes Volunteer Use Plan. (see Appx. B)
 - Volunteer Safety Plan
 - ICS 213RR
 - ICS 204
 - Acquires PSC approval as appropriate.
- Provides volunteer status updates as directed by UC, keeping UC apprised of local and internal ICP sensitivities regarding volunteer issues.
- Works with LOFR, LGOSC and/or NGOs to activate local government volunteer management systems.
- Be prepared to work with local government EOC and EVC staff to ensure appropriate policies, procedures and paperwork are implemented in volunteer management systems.
- Weighs and considers all options regarding establishing NGO-C position.
- Works with Planning Section Chief, Operations Section Chief, and Logistics Section Chief to ensure effective and proper use of volunteers is included in the IAP.
- Ensures all pre-trained volunteers have appropriate level of training or complete required training.
- Coordinates with the LOFR to ensure appropriate sharing of information in a timely manner with CaliforniaVolunteers Liaison and local government Agency Representatives.
- Coordinates with the SOFR regarding any volunteer injuries.
- Works with the EOC and/or the EVC to ensure volunteer statistics are maintained.

4.3.6 EVC Coordinator (EVC-C)

- Once established, reports to the VUL.
- Coordinates outreach and EVC operations with local government.
- Coordinates UC information and communication with the EVCs.
- Works with the EVC and/or the EOC to ensure all volunteers are registered and complete the incident specific required UC training.
- Ensures and facilitates requisite training is provided based on volunteer assignments.
- Ensures the EVC's are forming volunteer teams and assigned competent team leaders.

4.3.7 NGO Coordinator (NGO-C)

- Once established, reports to the VUL/VC.
- Coordinates outreach and NGO operations with local government.
- Coordinates UC information and communication with NGOs.

- Works with the NGO, EVC and/or EOC to ensure all volunteers are registered and complete the incident specific required UC training.
- Ensures and facilitates requisite training is provided based on volunteer assignments.

4.3.8 Demobilization Unit Leader (DMOB)

- Ensures that volunteer demobilization procedures, processes, and methodologies are established and fully incorporated into the DEMOB Plan.
- Works closely with the VU on all aspects of volunteer demobilization.

4.4 Logistics Section

4.4.1 Logistics Section Chief (LSC)

- Ensures that resource needs related to volunteers are incorporated into all aspects of the Logistics Section.

4.5 Finance Section

4.5.1 Finance Section Chief (FSC)

- Ensures that volunteer activities are represented in all aspects of Finance Section.
- If the use of volunteers is approved by the UC, the FSC should be prepared to track all costs associated with the incident and convey those costs to the National Pollution Funds Center (NPFC) and Coast Guard Headquarters.

5.0 LOCAL GOVERNMENT OPERATIONS

5.1 Emergency Management Contact-Local Government Agency Representative (AREP)

- Coordinates volunteer operations and messaging between UC and local government leadership.
- Works with the VU and local government EOC staff to activate EVC operations, as requested by UC.
- Keeps UC informed of local volunteer situation.
- Reports volunteer statistics to local government leadership.

5.2 Emergency Operations Center (EOC)

- Activates EVC operations as requested by LOFR or VU.
- Establishes an EOC Volunteer Unit in the EOC Logistics section to work with EVC operations.
- Works with the VU and local EVC to convey volunteer mission tasking.
- Ensures UC approved volunteer registration forms are used in the event.
- Ensures EVC volunteer tracking information is shared with the AREPs, the VUL and/or the LOFR.
- Coordinates UC approved public messaging, as appropriate.

5.3 Emergency Volunteer Center (EVC)

- Coordinates with the VU (or EOC depending on the specific county protocol) and local government to receive, screen and register volunteers.
- Coordinates training operations to fulfill mission requests.

- Ensures UC approved volunteer registration forms are completed by all volunteers.
- Coordinates volunteer management with local NGOs and their affiliated volunteers.
- Coordinates public outreach using approved public messaging from JIC/PIO.
- Provides status reports on volunteer management and tracking to VU and AREP.

6.0 VOLUNTEERS AND VOLUNTEER ORGANIZATIONS

Under this NWVP, all volunteers must register to work an oil spill incident. Every volunteer must meet the incident specific UC training requirements. In this plan, volunteers are defined using the following terms:

- **Affiliated Volunteers** – Individuals who come forward following a disaster to assist during the response or recovery phase, without pay or other consideration and have a pre-existing arrangement with either a governmental agency or Non-Governmental Organizations (NGO). They have been trained for a specific role or function prior to a disaster. An affiliated volunteer's organization must have established ties to the local response structure.
- **Unaffiliated/ Spontaneous/Convergent Volunteers** – An individual who comes forward following an incident or disaster to assist a governmental agency or NGO with response activities during the response or recovery phase without pay or other consideration. By definition, unaffiliated volunteers are not yet associated with a response or relief agency involved in the incident. In this NWVP, spontaneous and convergent volunteers will be referred to as unaffiliated.

6.1 Unaffiliated Volunteers

- Must be screened, registered and complete incident specific required UC training through the local EVC or appropriate training source.
- After completion of training, may be assigned to a volunteer task via UC.

6.2 Affiliated Volunteers

- Will coordinate volunteer interests through affiliated governmental agency or NGO
- Volunteer tasks will be approved and coordinated with UC.
- Must be screened, registered and complete incident specific required UC training through the local EVC or appropriate training source.

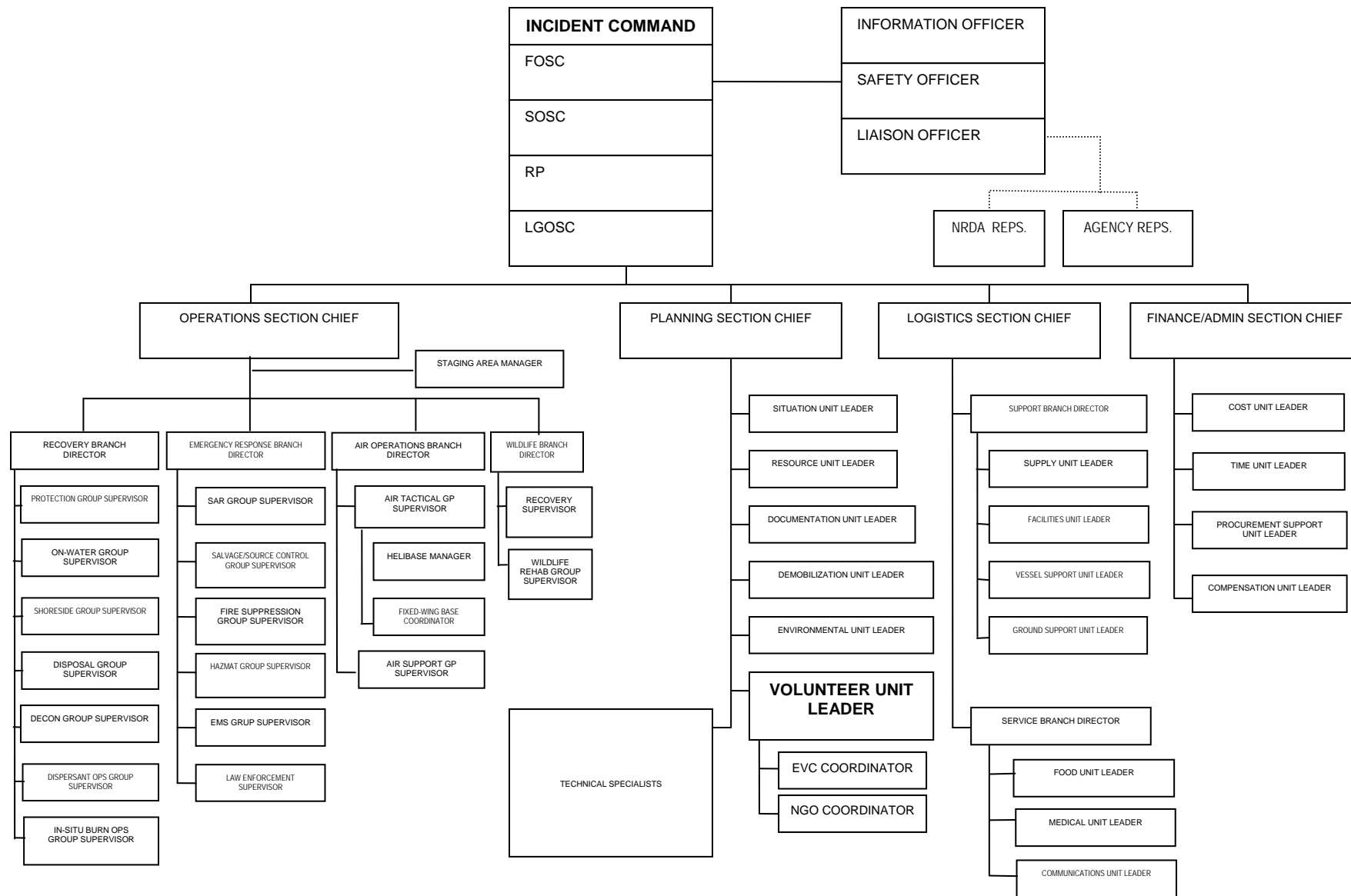
6.3 Non-Governmental Organizations (NGO)

- Will coordinate interests and efforts through the UC Volunteer Unit or the local EVC.
- Communicate UC approved public information to potential volunteers.
- Volunteer tasks will be approved and coordinated with UC.

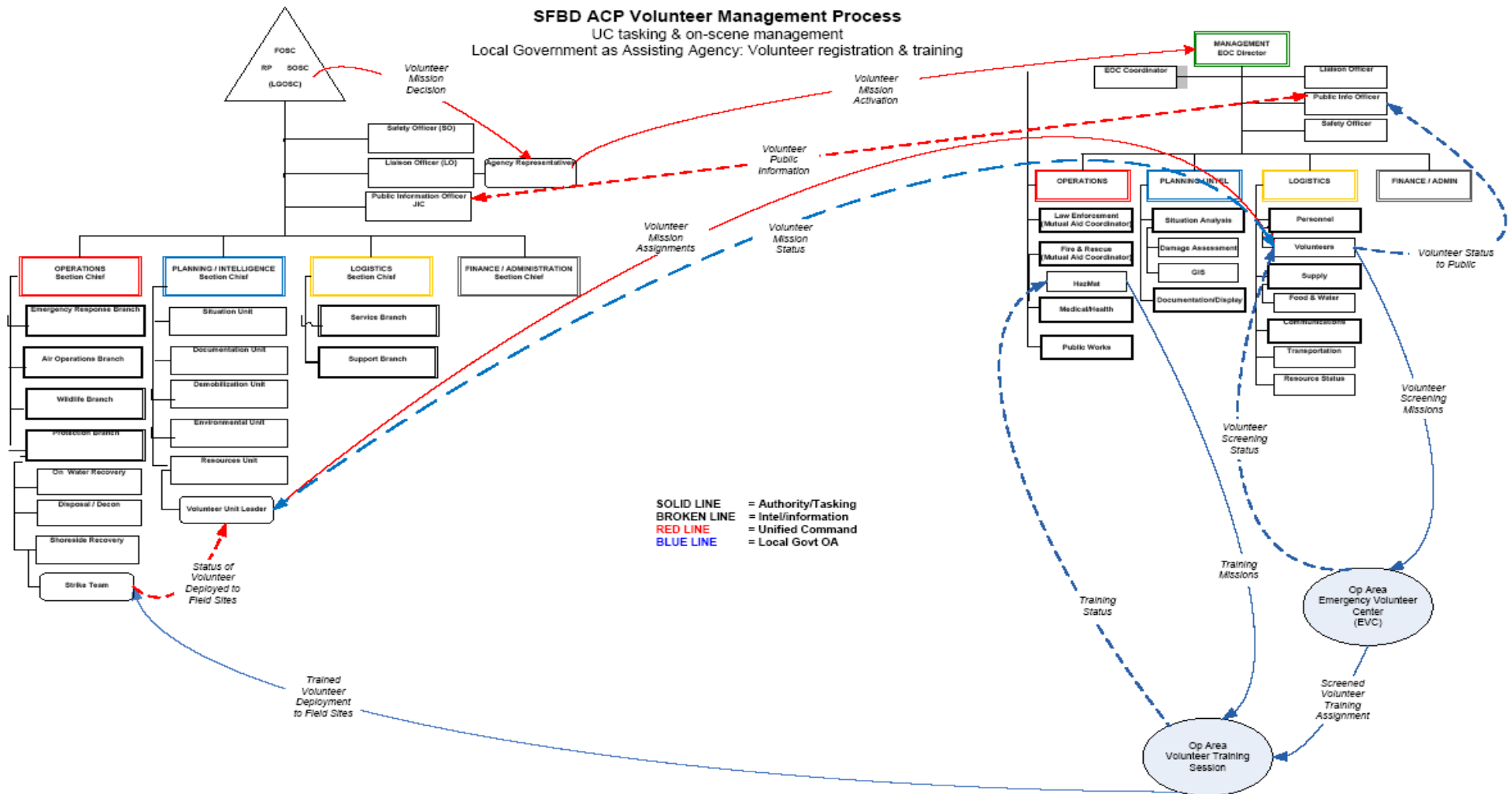
6.4 Community Based Organizations (CBO)

- Will coordinate interests and efforts through the UC Volunteer Unit or the local EVC.
- Communicate UC approved public information to potential volunteers.
- Volunteer tasks will be approved and coordinated with UC.

7.0 ICS ORGANIZATIONAL CHART



7.1 ICS Organizational Flow Chart-Local Government Relationship as Assisting Agency for Volunteer Management



January 14, 2010

8.0 TRAINING MATRIX

Position Descriptions for:

- Volunteer Management Staff (non-wildlife volunteer positions), and for
- Affiliated and unaffiliated non-wildlife volunteers

Volunteer assignments could be made to:

- **(ICP)** Incident Command Post (USCG Auxiliary and CDFW NRVs only)
- **(EVC)** Emergency Volunteer Center (many opportunities)
- **(Field)** Field (limited opportunities, some of which will be limited to pre-trained volunteers)

To ensure volunteers integrate into ICS smoothly, all volunteers are encouraged to complete IS100, IS200 and IS700 training and provide documentation prior to being assigned a role during an oil spill response. These required trainings are free at <<http://training.fema.gov/IS/>>. Volunteers will only be assigned to sites which have been characterized and are under permissible exposure limits (PEL).

In order to volunteer during an oil spill incident, volunteer MUST fulfill the following requirements:

- Be at least 18 years of age
- Sign a CDFW Volunteer Service Agreement or DSW Agreement
- Sign a Photo Release Form
- Take the Oath of Allegiance and Declaration
- Fill out the Volunteer Information Form
- Complete the Vehicle Authorization Form (only required if using private vehicle during duty assignment)
- Be able to lift 25 – 35 pounds
- Complete health and safety training requirements
- Review and sign Site Safety and Health Plan

Position Description	Skills Required	Training Required	Deployment
ICP or EVC Volunteer Management Administrative Support (Assigned directly to assist volunteer management effort). Provides phone bank, files management, and/or record-keeping support, as necessary and assigned, to the Volunteer Unit at the Incident Command Post, or to the managers of the county Emergency Volunteer Center. Duties may vary and multiple positions may be needed.	Ability to work in chaotic environment and under direction of agency employees. Must be detail oriented and able to keep up with a system of written records of conversations and decisions. Good working knowledge of computer word processing and spreadsheet software. Excellent organizational and communication skills are very helpful.	1) Site Safety	ICP or EVC

Position Description	Skills Required	Training Required	Deployment
<p>ICP or EVC Administrative Support</p> <p>(Assignments might not be related to volunteer management).</p> <p>Provides phone bank, file maintenance, and/or record-keeping support, volunteer scheduling, distribution of PPE to the various branches, sections or units at the Incident Command Post, or to managers at county Emergency Volunteer Centers, (as necessary and assigned). Duties may vary and multiple positions may be needed.</p>	<p>Ability to work in chaotic environment and under direction of agency employees. Good working knowledge of computer word processing and spreadsheet software, as well as excellent organizational and communication skills.</p>	<p>1) Site Safety</p>	<p>ICP or EVC</p>
<p>Facility and Site Maintenance</p> <p>General organization and maintenance of various types of facilities. Could include maintaining supply rooms and clean up of work areas, identification and/or correction of the EVC(s) safety hazards, setting up training rooms and sessions, setting up/putting away equipment, etc.</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Able to lift and move tables and chairs, operate basic TV/DVD/ video equipment; ability to properly handle cleaning equipment and products; willingness to do basic but essential tasks such as maintaining garbage and recycling areas, rest areas, etc..</p>	<p>1) Site Safety</p>	<p>EVC</p>
<p>IT and/or Data Entry Support</p> <p>Provides data entry, GIS, database or general computer maintenance and support, as necessary and assigned, to the various branches, sections or units at the incident Command Post as requested, or to managers at county Emergency Volunteer Centers. Duties may vary and multiple positions may be needed.</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Good working knowledge of computer word processing, database, GIS, and spreadsheet software, and familiarity with computer hardware and networking systems, is desirable. Excellent organization and communication skills are required, as is ability to follow directions in the use of existing computer software and systems.</p>	<p>1) Site Safety</p>	<p>ICP or EVC</p>

Position Description	Skills Required	Training Required	Deployment
<p>Volunteer Coordinator (VC)</p> <p>During initial stages of the event, the VC will conduct stand-by notifications to local volunteer organizations, assess volunteer interest, gather information regarding local government ability to assist with volunteer management, keep the UC informed of volunteer interest, coordinates with the JIC to ensure public messaging includes volunteer information, works within the ICS to ensure volunteer issues are being addressed, ensures proper ICS forms for volunteers are being initiated and completed. If needed, request a VU be established.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government representative.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100, 200, 700</p> <p>3) Working knowledge of Bay Area EVC operations, SF Bay Area Op Area NGO/EVC/EOC</p> <p>4) Member of Sector SF Area Committee, participation in government led NPREP</p>	ICP
<p>Volunteer Unit Leader (VUL)</p> <p>Ensures the Volunteer Unit (VU) is appropriately staffed for the event, assigns VU assistants as appropriate, coordinates with the JIC on approved press releases including volunteer hotline/website information, works with the LOFR and the LGOSC to activate local government volunteer management system, works within the ICS to ensure volunteer issue are being addressed, ensures proper ICS forms for volunteers are being initiated and completed.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government representative.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100, 200, 700</p> <p>3) Working knowledge of Bay Area EVC operations, SF Bay Area Op Area NGO/EVC/EOC</p> <p>4) Member of Sector SF Area Committee, participation in government led NPREP</p>	ICP
<p>Emergency Volunteer Center Coordinator (EVC-C)</p> <p>Reports to the VUL, coordinates outreach and EVC operations with local government, ensures and facilitates requisite training is provided based on volunteer assignments approved by UC and the Safety Officer, may assist the JIC on Town Hall meetings. May also be tasked with contacting/coordinating trainers from a list of trainers provided,</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government representative.</p> <p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Excellent organization and</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100, 200, 700</p> <p>3) Working</p>	EVC and/or other off-site training center

Position Description	Skills Required	Training Required	Deployment
<p>coordinating training room arrangements, trouble-shooting training equipment issues, providing directions and support to volunteers receiving training, and working with Facility and Site Maintenance volunteers to set up training rooms. Maintain written and computer records of training each volunteer has completed. Multiple positions and shifts may be needed. May need to communicate and/or travel between EVC and off-site training centers.</p>	<p>communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>knowledge of SF Bay Area EVC operations, Bay Area Op Area NGO/EVC/EOC</p>	
<p>Non-Government Organization (NGO) Coordinator</p> <p>Reports to VUL, coordinates outreach and NGO operations with local government, ensures and facilitates requisite training is provided based on volunteer assignments approved by UC and the Safety Officer, may assist the JIC on Town Hall Meetings</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) IS100, 200, 700</p> <p>3) Working knowledge of Bay Area EVC operations, Bay Area Op Area NGO/EVC/EOC</p>	<p>EVC and/or other off-site training center</p>
<p>Beach Cleanup</p> <p>Cleanup of tar balls or other weathered oil that may appear on shorelines.</p> <p>Depending on the hazards associated with a spill or tar ball event, volunteers might not be authorized to do tar ball removal, in which case this volunteer position will not be filled.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) 4-hour Hazwoper (minimum)</p> <p>3) IS100, 200, 700</p>	<p>Field</p>
<p>General Volunteer Positions</p> <ul style="list-style-type: none"> • Procurement Support • Time Unit • EVC Volunteer Time Support • EVC Equipment Support • Transportation • Carpools • Scheduling • Communications • PPE Distribution Support • EVC/EOC Volunteer Training Coordinator • Staging Area Support 	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions</p>	<p>Site Safety</p>	<p>Various locations</p>

Position Description	Skills Required	Training Required	Deployment
<p>Public Information Officer (PIO) Support</p> <p>PIO Support will be an important interface with the public. PIO Support may carry copies of and distribute JIC public information materials (such as brochures) to interested public. They can actively redirect interested public to appropriate volunteer opportunities and to the nearest volunteer registration center. Should have an understanding of oil spill operations, in order to effectively provide appropriate public information.</p> <p>May be working near oil-affected shorelines, such as shoreline entrance parking lots, but NOT in "exclusion zones".</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position might be staffed either by agency representatives or their designees or by pre-trained volunteers from NGOs if personal security and safety issues are not a concern.</p> <p>Ability to effectively problem-solve in field situations, and to relay concerns/questions back to STLCR. Knowledge of local area (access, prevailing weather and tide conditions, etc.), a plus.</p> <p>Good communication and people skills; willingness and ability to maintain 3-4 hr shift while outdoors and possibly in inclement weather.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) Public relation</p> <p>3) Familiarity with the oil spill response and NWVP</p>	Field
<p>Pre-Impact Beach Cleanup</p> <p>Remove and/or properly dispose of marine debris such as plastic bags, fishing lines, Styrofoam, etc. from shorelines at risk from oil impacts.</p> <p>Assist shoreline teams (authorized by UC) in relocating beach wrack (driftwood, seaweed, kelp and terrestrial plants) from shorelines at risk from oil impacts. Beach wrack will need to be relocated above the high tide line; may also be asked to mark/flag animal carcasses already on beach. Provide records, including photos or sketches, of original positions of beach wrack and carcasses. If beaches escape impact, or after oil spill cleanup has occurred, work with UC-authorized shoreline teams to move beach wrack back to the low tide line.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions.</p>	<p>1) Site Safety</p>	Field
<p>Strike Team Leader (for volunteers)</p> <p>Will coordinate and manage volunteers within a given oil spill response Operational Division.</p> <p>Will be working near oil-affected shorelines, and may be in the exclusion zone.</p>	<p>This position will be staffed by a qualified government representative.</p> <p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command.</p> <p>Ability to effectively problem-solve in field situations, and to relay concerns/questions back to Unified Command. Knowledge</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) 40-hr Hazwoper and 8-hr mgmt/supervisor training (if supervising volunteers in the</p>	Field

Position Description	Skills Required	Training Required	Deployment
	of local area (access, prevailing weather and tide conditions, etc.) a plus.	"exclusion zone") 3) Public relations 4) IS 100, 200 & 700 (minimum)	

8.1 Criteria

Four (4)-Hour HAZWOPER Training Requirements:

All of the following criteria must be met in order to use a four (4) hour HAZWOPER minimum training:

- Cal/OSHA has the responsibility for approving the use of the four (4) hour HAZWOPER training.
- A four (4) hour HAZWOPER can only be used by an individual once and is applicable to a single oil spill incident. For subsequent response participation, the full 24 hour training is mandatory.
- Cleanup is performed in an area that has been monitored and fully characterized by a qualified person indicating that exposures are presently and can be expected to remain under permissible exposure limits and other published exposure limits;
- Health risks from skin absorption are minimal;
- Employees have completed the training requirements of Emergency Action Plans and Hazard Communication, including refresher training as appropriate;
- Employees have completed other health and safety training made necessary by the tasks they are expected to perform such as, but not limited to, operating procedures, decontamination procedures, water safety, hypothermia, heat stress, and safety hazard controls;
- There is adequate on-site supervision by employees who have completed the HAZWOPER 24 or 40 hour initial training, and the 8-hr Management/Supervisor training;

- 9.0 ATTACHMENTS:**
- A. Unified Command (UC) Check Sheet/Job Aid**
 - B. Position Checklists: VC, VUL, EVC-C, NGO- C, STLCR**
 - C. Acronyms**
 - D. Volunteer Public Messaging Samples**
 - E. Volunteer Resource Request Form**
 - F. Emergency Services Contact Information**
 - F1. Coastal Region Emergency Management Contact List**
 - F2. All California EVC Contact List**
 - F3. Regional NGO List**
 - G. Suggested EVC MOU Template**
 - H. Suggested NWVP Training Agenda**

ATTACHMENT A: UNIFIED COMMAND (UC) CHECK SHEET/JOB AID

Incident Name: _____

Date: _____

Sector SF ACP Non-Wildlife Volunteer Policy: Non-wildlife (NW) volunteers will not automatically be used. The benefit of NW volunteer efforts must be weighed against concerns for NW volunteer safety.

When a Federalized volunteer decision is made, how the NWVP is used should be discussed at the onset of that decision. Factors to consider include volunteer injury procedures, ICP staff assignments, finance and administration procedures, etc. Refer to Section 4322.7 Volunteer Liability for more details.

Based on the conditions specific to that incident, the UC must determine the suitability of integrating NW volunteers into an oil spill response.

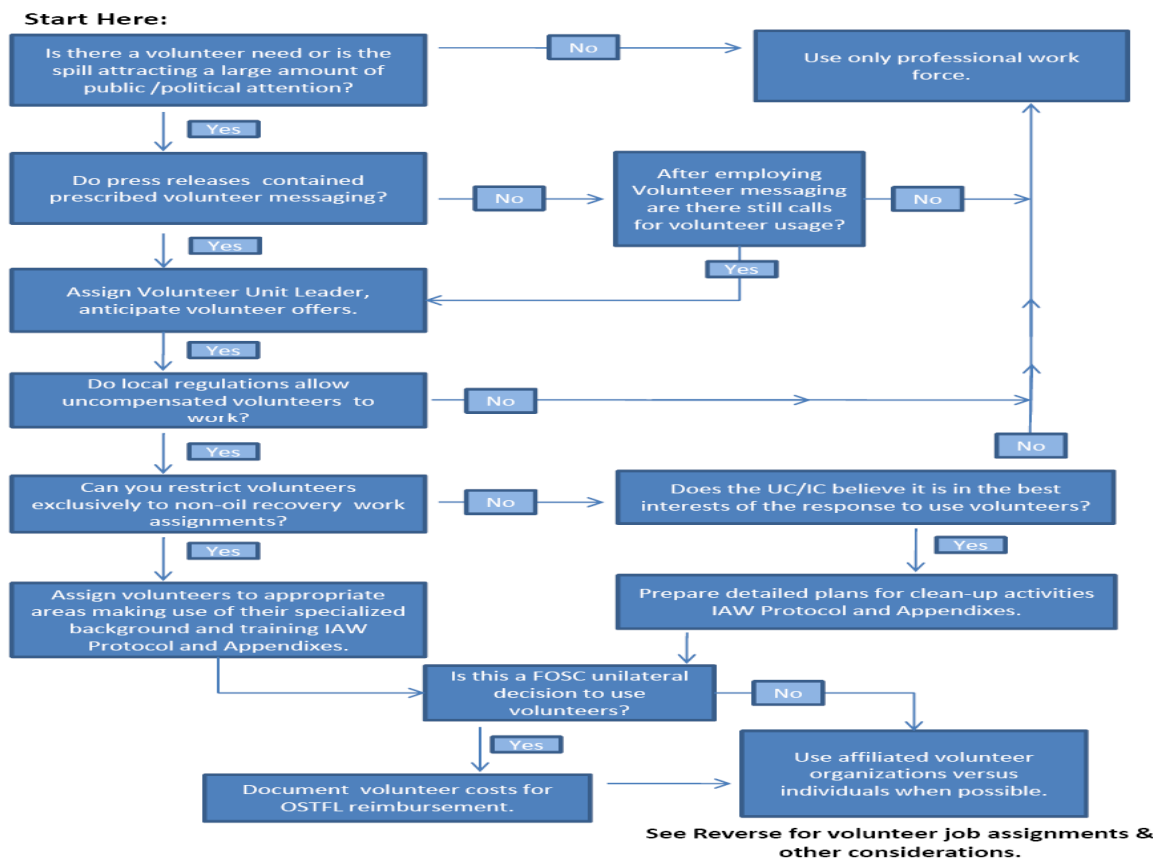
(2nd box... "...public outreach and education messaging")

(box attached to 2nd box .." after employing "public outreach and education messaging:...")

Some factors to consider when contemplating the use of NW volunteers:

- ☐ Primary safety hazards (size, type & toxicity of discharged oil)
- ☐ Secondary Safety hazards (weather, visibility, slips/falls).
- ☐ Site Safety and Health Plan
- ☐ Agency Guidance: (Coast Guard, OSHA, OSPR & CAL/OSHA)
- ☐ Support requirements (training, PPE, multi-jurisdictional coordination, public information).
- ☐ Local government desire/ability to support an emergency volunteer management system

UC/IC Volunteer Use Decision Tree



The following are the Volunteer Job Opportunities which have been authorized by the UC for:

Incident Name: _____ **Date:** _____

(Checked boxes indicate the UC authorizations of job for NW volunteers.)

Public Information Officer (PIO) Support

- ☐ Community Support Specialist*** (distributes public information at beaches & other public areas, such as shoreline entrance parking lots)

Finance/Admin Section

- ☐ ICP** or EVC Volunteer Management Administrative Support
- ☐ ICP** or EVC Administrative Support
- ☐ Procurement Support
- ☐ Time Unit**
- ☐ EVC Volunteer Time Support
- ☐ EVC Equipment Support

Logistics Section

- ☐ Facility and Site Maintenance
- ☐ Transportation
- ☐ Carpools
- ☐ Scheduling
- ☐ Communications
- ☐ Personal Protective Equipment (PPE) Distribution Support *

Planning Section

- ☐ EVC/EOC Volunteer Training Coordinator
- ☐ ICP Technical Specialist/IT and/or Data Entry Support**
- ☐ EOC/EVC Technical Specialist/IT and/or Data Entry Support

Operations Section

- ☐ Beach Cleanup*
- ☐ Pre-Impact Beach Cleanup***
- ☐ Staging Area Support*

* Indicates that a risk of potential exposure may exist and specific training is required per Cal OSHA.

** Indicates roles located within the Incident Command Post and should be staffed by USCG Auxiliary or CDFW NR volunteers.

*** Indicates roles suited to NGO given the degree of pre-training required and immediate deployment required in the San Francisco Bay area.

UC guidance, instructions or restrictions for NW volunteers: (May also be communicated on ICS-213)

ATTACHMENT B: POSITION CHECKLISTS

VOLUNTEER COORDINATOR

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Resources Unit Leader

Responsibilities

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Coordinate with the Liaison to keep UC, JIC, RESL, and PSC apprised of volunteer interest and affected area's political leadership position on use of volunteers.
- C. Coordinate with the JIC regarding outgoing volunteer messaging.
- D. Coordinate with RESL to determine if a limited number of volunteers may be utilized.
- E. Identify any necessary skills and training needs.
- F. Verify minimum training needed, as necessary, with SOFR.
- G. Be ready to facilitate UC decision to use volunteers in capacity determined appropriate.
- H. Keep supervisor informed of progress and any status changes.
- I. Submit situation and resource status information through chain of command as appropriate.
- J. If needed, request a Volunteer Unit be established.
- K. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at ICP.
- ☐ Report to assigned location to receive briefing by the RESL
- ☐ Ensure updated volunteer information is communicated to the JIC, LOFR and UC as needed.
- ☐ When appropriate, establish communications schedule with members of the UC staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to the RESL as appropriate.

ATTACHMENT B: POSITION CHECKLISTS

VOLUNTEER UNIT LEADER (VUL)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Planning Section Chief

Responsibilities

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Coordinate with the LOFR to keep UC, JIC and PSC apprised of volunteer interest and affected area's political leadership position on use of volunteers.
- E. Be ready to facilitate UC decision to use volunteers in capacity determined appropriate.
- F. Coordinate with the LOFR and the LGOSC regarding local government unaffiliated volunteer management resources.
- G. Coordinate with regional Non-Governmental Organizations (NGO) regarding volunteer information and affiliated volunteer management resources.
- H. Coordinate with the JIC regarding outgoing volunteer messaging.
- I. Ensure UC Sections, Branches and Units are coordinating with volunteer efforts, as appropriate.
- J. Coordinate with the Safety Officer to ensure use of volunteers is within OSHA guidelines and appropriate training standards are met.
- K. Keep supervisor informed of progress and any changes status.
- L. Submit situation and resource status information through chain of command as appropriate.
- M. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at ICP.
- ☐ Report to assigned location to receive briefing by the PSC, LOFR, VUL, EVC-C and NGO-C.
- ☐ Review ICS 204, ensure the Liaison, EVC-C, NGO-C, Safety Officer contact information is accurate.
- ☐ Ensure you have means to communicate with the ICP, EOC, NGOs and/or EVCs.
- ☐ Ensure volunteer management system is adequate for influx of volunteers.
- ☐ Ensure updated volunteer information is communicated to the JIC.
- ☐ When appropriate, appoint Deputy and/or Assistant VUL as needed to ensure appropriate span of control.
- ☐ Review assignments and procedures with subordinates and assign tasks.
- ☐ When appropriate, establish communications schedule with members of the UC staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to the Planning Chief as appropriate.

EMERGENCY VOLUNTEER CENTER COORDINATOR (EVC-C)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Volunteer Unit Leader (VUL)

Responsibilities

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes to status of EVC resources.
- E. Coordinate local government EVC efforts to ensure unaffiliated volunteer interest is logged and managed via EVC outreach systems.
- E. Coordinate activities with the NGO-C.
- G. Ensure the JIC volunteer message is delivered via EVC outreach.
- H. Ensure appropriate training standards are met at EVC training sessions.
- I. Coordinate with the Strike Team Leader to pre-group and pre-assign volunteers during EVC training to ensure volunteers report to appropriate location.
- J. Ensure volunteer logistical support is met by the Resource Unit.
- K. Submit situation and resource status information through chain of command as appropriate.
- L. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at ICP.
- ☐ Report to assigned location to receive briefing by the Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- ☐ Review ICS 204, ensure the Liaison, VUL, NGO-C, Safety Officer contact information is accurate.
- ☐ Ensure you have means to communicate with the ICP, EOC, NGOs and/or EVCs.
- ☐ Ensure EVC volunteer management system is adequate for influx of volunteers.
- ☐ Ensure updated EVC volunteer information is communicated to the VUL.
- ☐ Work with the Strike Team Leader to ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- ☐ Review assignments and procedures with EVCs and the NGO-C.
- ☐ Ensure EVCs have appropriate volunteer logistical support (PPE, food, water) if/when needed.
- ☐ When appropriate, establish communications schedule with members of the VU staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to the VUL as appropriate.

NON-GOVERNMENTAL ORGANIZATION COORDINATOR (NGO-C)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Volunteer Unit Leader (VUL)

Responsibilities

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes to status of NGO resources.
- E. Coordinate regional NGO efforts to work with local government EVCs and ensure unaffiliated volunteer interest is logged and managed via NGO outreach systems.
- F. Coordinate activities with the EVC-C.
- G. Ensure the JIC volunteer message is delivered via NGO outreach.
- H. Ensure appropriate training standards are met at NGO training sessions.
- I. Coordinate with the Strike Team Leader to pre-group and pre-assign volunteers during NGO training to ensure volunteers report to appropriate location.
- J. Ensure volunteer logistical support is met by the Resource Unit.
- K. Submit situation and resource status information through chain of command as appropriate.
- L. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at the ICP.
- ☐ Report to assigned location to receive briefing by the Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- ☐ Review ICS 204, ensure the Liaison, VUL, NGO-C, Safety Officer contact information is accurate.
- ☐ Ensure you have means to communicate with the ICP, EOC, NGOs and/or EVCs.
- ☐ Ensure NGO volunteer management system is adequate for influx of volunteers.
- ☐ Ensure updated NGO volunteer information is communicated to the VUL.
- ☐ Work with the Strike Team Leader to ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- ☐ Review assignments and procedures with NGOs and the EVC-C.
- ☐ Ensure NGOs have appropriate volunteer logistical support (PPE, food, water) if/when needed.
- ☐ When appropriate, establish communications schedule with members of the VU staff.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to the VUL as appropriate.

STRIKE TEAM LEADER (STLCR)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Operations Branch Director (OPBD) or Division Supervisor (DIVS)

Responsibilities

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes status of resources assigned to the Branch.
- E. Coordinate activities with adjacent Strike Teams, Task Forces and single resources.
- F. Ensure assignment location has been conveyed to volunteers and transportation is coordinated.
- G. Retain control of volunteers while in an available status.
- H. Submit situation and resource status information through chain of command DIVS/OPBD/OSC as appropriate.
- I. Maintain Unit Log (ICS 214-CG).

Action Checklist

- ☐ Check in upon arrival at the staging area.
- ☐ Report to assigned location to receive briefing by the OSC, OPBD, or DIVS as appropriate.
- ☐ Review ICS 204, ensure the OPBD/DIVS, Safety Officer, and EVC contact information is accurate.
- ☐ Ensure you have means to communicate with the ICP and/or EVC.
- ☐ Ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- ☐ Proceed to volunteer rally point as detailed on ICS 204.
- ☐ Conduct roll call of volunteers.
- ☐ When appropriate, organize the Strike Team to ensure appropriate span of control.
- ☐ Review assignments and procedures with subordinates and assign tasks.
- ☐ Distributes logistical support (PPE, food, water) if/when needed.
- ☐ Establish rest / hydration location at site.
- ☐ Establish work/rest schedule for the Strike Team.
- ☐ When appropriate, establish communications schedule with members of the Strike Team.
- ☐ Debrief as directed at the end of the shift.
- ☐ Report final situation report to the OPBD or DIVS as appropriate.

ATTACHMENT C: ACRONYMS

ACP – Area Contingency Plan

AREP- Agency Representative

Admin – Administration

Cal – California

Cal OES – California Governor's Office of Emergency Services

CBO – Community Based Organization

CDFW -California Department of Fish and Wildlife

CNCS – Corporation for National and Community Service

ICP – Incident Command Post

DECON – Decontamination

DIV – Division

DIVS – Division/Group Supervisor

EMS – Emergency Medical Services

EOC – Emergency Operations Center

EVC – Emergency Volunteer Center

EVC-C – Emergency Volunteer Center Coordinator

FOBS – Field Observers

FOSC – Federal On-Scene Coordinator

FSC – Finance Section Chief

HAZMAT – Hazardous Materials

IAP – Incident Action Plan

ICS – Incident Command System

IM - Incident Management

IT – Information Technologist

JIC – Joint Information Center

LOSCP – Local Oil Spill Contingency Plan

LGOSC – Local Government On-Scene Coordinator

LOFR – Liaison Officer

LSC – Logistics Section Chief

MOU – Memorandum of Understanding

NGO – Non-Governmental Organization

NR – Natural Resources

NRDA – Natural Resource Damage Assessment

NRT – National Response Team

NWVP – Non-Wildlife Volunteer Plan

OES – Office of Emergency Services

OPBD – Operations Branch Director

OPS – Operations

OSC – Operations Section Chief

OSLTF – Oil Spill Liability Trust Fund

OSHA – Occupational Safety and Health Administration

OSPR – Office of Spill Prevention and Response

OSRO – Oil Spill Response Organization

OWCN – Oiled Wildlife Care Network

PIO – Public Information Officer

PPE – Personal Protection Equipment

PSC – Planning Section Chief

RECP – Regional Emergency Coordination Plan

Reps – Representatives

RESL – Resource Unit Leader

RP – Responsible Party

RPIC – Responsible Party Incident Commander

RRT – Regional Response Team

SCKN –Status/Check-in Recorder

SOFR – Safety Officer

SOSC – State On-Scene Coordinator

SSHP – Site Safety and Health Plan

STAM – Staging Area Manager

SITL – Situation Unit Leader

STLCR – Strike Team Leader

UC – Unified Command

VC – Volunteer Coordinator

VOL – Volunteer

VU – Volunteer Unit

VUL – Volunteer Unit Leader

Attachment D: Volunteer Public Messaging Samples

- An aggressive cleanup operation is underway to secure the source, recover spilled oil and protect environmentally sensitive sites and wildlife that may impacted.
- The safety of the public and incident responders is our number one priority. The public is advised to avoid contact with the oil and to keep pets on leashes away from beaches where the product has accumulated.
- Wildlife impacted by oil will beach themselves in order to warm up and rest. When wildlife sees people and pets on the beach, they perceive them as predators and will likely return to the water where hypothermia and re-oiling may occur.
- Therefore, the public should not to attempt to rescue oiled wildlife. Untrained individuals who attempt to rescue wildlife may cause the animal more harm than good and may injure themselves in the process. If oiled animals are scared back into the water by pets or people, their chances of survival decrease dramatically.
- The Oiled Wildlife Care Network, UC Davis has been activated and its trained volunteers and staff are the only ones authorized to rescue and care for oiled wildlife.

The public can best assist by reporting oiled wildlife by calling 1-877-UCD-OWCN (823-6926).
(confirm hotline number with VUL and Wildlife Branch)

- Initial spill response will generally focus on stopping the oil leak first, conducting on-water containment and recovery, and then shoreline protection. Efforts will be made to get oil off the water first so that continued re-oiling of shorelines is minimized.
- The public may not immediately see response teams on every shoreline because they are responding to areas and tasks that have been assigned higher priority.
- The RP is required to pay for the cleanup. They provide the cleanup contractors, referred to as Oil Spill Response Organizations (OSROs), to recover the spilled oiled and clean up oiled shorelines. The personnel who conduct this work are trained in hazardous materials handling and disposal.
- Trained crews are instructed in how to dispose of the oil and oily materials. The recovered oil must be carefully quantified to determine how much was removed from the environment. Then it is transported to a hazardous materials landfill or recycled. When oil is disposed of improperly such as; household or public receptacles this may lead to contamination of municipal water supplies.
- In order to keep the public informed about possible volunteer opportunities, a Volunteer Hotline has been established at 800-228-4544.
(confirm hotline number with VUL)

Use the following language if unaffiliated volunteers present.

- There has been a tremendous outpouring of support and offers to help from the community. We appreciate the public's desire to volunteer and understand their concern.
- The Unified Command will make the decision on whether or not to use unaffiliated volunteers. It will depend on a variety of factors including the type of oil spilled, the location and size of the spill, and most importantly the safety of volunteers.
- If a decision is made to use unaffiliated volunteers, there are a variety of possible job opportunities.
- A volunteer can either be pre-trained or come forward during a spill event with no prior oil spill volunteer experience. Each spill response is unique, and the skills needed may be somewhat different each time.
- Volunteers must first register before participating in a spill response. They must be at least 18 years, in good health, capable of lifting 25-35 pounds and able to follow both written and oral directions. They must also be willing to attend any necessary training.
- Volunteering does not necessarily mean cleaning up oil. Oil is a toxic substance and dangerous if handled or disposed of improperly. Only trained personnel are authorized to conduct oil spill cleanup.
- However, there are many other tasks that might require volunteer assistance: ***(check with VUL prior to specifying volunteer tasks)***
 - Field Observer
 - Transporter
 - Pre-impact Beach Cleanup
 - Light Construction
 - Facility and Site Maintenance
 - Donations Management
 - Emergency Volunteer Center or Command Post staff support (receptionist, phone bank, scheduler, runner, clerical, communications, database and IT specialists, etc.)
- The best way to become a volunteer is to contact your local community Volunteer Center, nonprofit environmental group, local humane society, service organization, faith-based organization, or government agency volunteer program. Some of these organizations train volunteer to be long-term environmental monitors or to work in various types of disaster management.

ATTACHMENT E: VOLUNTEER RESOURCE REQUEST FORM

INCIDENT/PROJECT ORDER NUMBER	RESOURCE ORDER VOLUNTEER - - - - -		1. DATE/TIME of REQUEST	2. INCIDENT/EVENT NAME	3. VOLUNTEER UNIT LEADER (VUL) NAME		4. VUL SIGNATURE/DATE	
					4. REQUESTER'S NAME		5. REQUESTER'S PHONE NUMBER	
VUL							EOC / EVC	
7 VOLUNTEER REQUEST NUMBER	7A QUANTITY	7B VOLUNTEER TASK	7C TRAINING REQUIRED	7D OPERATIONAL PERIOD NEEDED	7E Name of COUNTY EOC CONTACTED	7F REPORTING LOCATION DATE & TIME	7G ESTIMATED TRAINING COMPLETION DATE & LOCATION	7H SEE ATTACHED LIST OF VOLUNTEER NAMES

ICS213 RR V PROCESS:

ONCE VOLUNTEER UNIT (VU) ESTABLISHED, VOLUNTEER UNIT LEADER (VUL) COMPLETES THIS FORM WITH UC/IC & SECTION CHIEFS INPUT (ITEMS 1-6, 7A-F.

EOC OR EVC COMPLETES 213RR V (ITEMS G-H) AND FULLFILLS ORDER.

EOC OR EVC PASSED COMPLETED 213RR V TO VOLUNTEER UNIT.

VU PROVIDES ROSTER OF TRAINED VOLUNTEERS TO RESOURCES, OPERATIONS AND LOGISTICS.

ORDER RELAYED				ACTION TAKEN	ORDER RELAYED				ACTION TAKEN
REQ. NO.	DATE	TIME	TO/FROM		REQ. NO.	DATE	TIME	TO/FROM	

Sector SF

Section 4000 -73

October 1, 2014

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CalOES Coastal Region

1340 Treat Blvd, Suite 270
Walnut Creek, CA 94597

925-953-1402 Office

925-953-9137 Fax

Regional Administrator

Jodi Traversaro
925-953-1413 Office
415-539-9137 Cell

Deputy Regional Administrator

Ken Bobinski
916-845-8472 Office
916-642-3014 Cell

Office Administration

Denise Smith
925-953-1405 Office

Sr. Emergency Service Coordinators

Roger Sigtermans
415-298-3550 Cell

Memoree McIntire
510-220-0185 Cell

**Emergency Service
Coordinators**

Bob Butchart
510-816-7416 Cell

Catrina Christian
510-295-3440 Cell

Nancy Smith
510-520-3057 Cell

Jan Marnell
510-207-8863 Cell

Sandra McKenzie
510-207-8832 Cell

Coastal Region County Offices of Emergency Services**Alameda County Office of Emergency Services**

4985 Broder Boulevard
Dublin, CA 94568
(925) 803-7803
(925) 803-7878 fax

Contra Costa County Office of Emergency Services

50 Glacier Drive
Martinez, CA 94553
(925) 646-4461
(925) 646-1120 fax

Del Norte County Office of Emergency Services

981 H Street, Suite 240
Crescent City, CA 95531
(707) 464-7255
(707) 465-1470 fax

Humboldt County Office of Emergency Services

826 Fourth Street
Eureka, CA 95501
(707) 268-2500
(707) 445-7764 fax

Lake County Office of Emergency Services

P.O. Box 489
1220 Martin Street
Lakeport, CA 95453
(707) 262-4090
(707) 262-4095 fax

Marin County Office of Emergency Services

3501 Civic Center Dr., Room 266
San Rafael, CA 94903-4189
(415) 499-6584
(415) 499-7450 fax

Mendocino County Office of Emergency Services

501 Low Gap Road
Ukiah, CA 95482
(707) 463-5667
(707) 463-5649 fax

Monterey County Office of Emergency Services

1322 Natividad Road,
Salinas, CA 93906
(831) 796-1900
(831) 796-1911 fax

Napa County Office of Emergency Services

1195 Third Street, Room 310
Napa, CA 94559
(707) 253-4421
(707) 253-4176 fax

San Benito County Office of Emergency Services

471 Fourth Street
Hollister, CA 95023
(831) 636-4168
(831) 636-4165 fax

San Francisco County Office of Emergency Services

30 Van Ness Avenue Ste 3300
San Francisco, CA 94102
(415) 487-5001
(415) 487-5044 fax
(415) 327-0543 after hours pager

San Mateo County Office of Emergency Services

400 County Center
Redwood City, CA 94063
(650) 599-1294

Santa Clara County Office of Emergency Services

55 West Younger Avenue, Suite 450
San Jose, CA 95110-1721
(408) 808-7802
(409) 294-4851 fax

Santa Cruz County Office of Emergency Services

495 Upper Park Road
Santa Cruz, CA 95065-2121
(831) 458-7150
(831) 458-7139 fax

Solano County Office of Emergency Services

530 Clay Street
Fairfield, CA 94533
(707) 784-1600
(707) 421-6383 fax

Sonoma County Fire and Emergency Services

2300 County Center Drive, Suite 220-B
Santa Rosa, CA 95403
(707) 565-1152
(707) 565-1172 fax
(707) 565-6083 EOC Main
(707) 526-5555 EOC fax

Non Wildlife Volunteer Plan Attachment F2 All CA EVC List		Identified Facilities	# of Vol. Center Staff	Trained EVC Staff	EVC Supplies	# Hrs to Mobilize	On- line Regist.	Phone Bank
Alameda								
Lead Agency	City of Oakland, Fire or Alameda OES	As needed			No			211
Primary	Vanessa Scott: (DHR) 510-272-6476 (cell) 510-507-1927							
Secondary	Ray L. Johnson: 510-271-5138 or 707-315-7114							
Local Government Rep.	Cathey Eide: 510-238-6069 (cell) 510-334-4183 ceide@oaklandnet.com							
After hours #	OES: 925-803-7800							
Address	1605 Martin Luther King Jr. Way Oakland CA 94612							
Agency Web site	http://www.helpnow.org							
City EVCs	City of Oakland	6						
	City of Fremont		3			4-8 hrs		

Contra Costa								
Lead Agency	Volunteer Center of the East Bay	As needed			4			
Primary	Karen Siemsen: 925-472-5773 ksiemsen@helpnow.org							
Secondary	Lorraine Meuleners: (ED) 925-472-5767							
Local Government Rep.	Randall Sawyer: 925-646-2286 RSawyer@hsd.cccounty.us							
After hours #	OES: 925-228-2441							
Address	4585 Pacheco Blvd. Suite 100, Martinez, CA 94553							
Agency Website	http://www.helpnow.org							
City EVCs	Walnut Creek - Gayle Vasser: vassar@walnut-creek.org 925-943-5899 x2189	As needed		Yes	Yes	12-24 hrs		
	San Pablo - Andrea Ygnacio: 510-215-3110 or andrea@ci.san-pablo.ca.us	As needed		Yes	Yes	12-24 hrs		
	Concord - Margaret Romiti: margaretr@cpd.ci.concord.ca.us 925-671-3184	As needed		Yes	Yes	12-24 hrs		
	Richmond - Kathy.Gerk@ci.richmond.ca.us 510-620-6866	As needed		Yes	Yes	12-24 hrs		

Marin								
Lead Agency	Center for Volunteer and Nonprofit Leadership	As needed		Yes	Yes		No	
Primary	Ursula Hanks: 415-473.5039							
Local Government Rep.	Tom Jordon: (415) 473-5040 (cell) (415) 250-0267 TJordan@marinsheriff.org							
After hours #	OES: 415-499-6584							
Address	3501 Civic Center Drive #266 San Rafael CA 94903							
Agency Website	http://cvnl.org							
City EVCs	Acts as a “clearinghouse” for volunteers							

Monterey								
Lead Agency	Volunteer Center of United Way, Monterey (TBD)	As needed		4			1800-	211
Primary	Gilda Estrada: 831-757-3206 or 831-676-3593							
Local Government Rep.	Bruce Weldon: 831-755-4608 or 831-796-1900							
After hours #	OES: 831-796-1900 (tbd)							
Address	376 Main, Salinas 93901							
Agency Website	http://1-800-volunteer.org							
City EVCs	Acts as a “clearinghouse” for volunteers							

Napa								
Lead Agency	Volunteer Center of Napa		20					211
Primary	Chris Piper (ED): 707-252-6222							
Secondary	Katie Rubin (Vol. Coord.): 707-252-6222 admin@volunteernapa.org							
After hours #	OES: 707-253-4451							
Address	1820 Jefferson St, #200, Napa 94559							
Agency Website	http://volunteernapa.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Sacramento								
Lead Agency	Volunteer Center of Sacramento (TBD)							
Primary	916-368-3110 or 916-567-3100							
Secondary								
Local Government Rep.	OES: 916-875-5000							
After hours #								
Address	1111 Howe Avenue, Suite 600 Sacramento, CA 95825							
Agency Website	http://www.volunteersac.org							
City EVCs								

San Francisco								
Lead Agency	San Francisco Department of Human Resources	As Needed		Yes	Yes	12-24 hrs	Yes	311 & 211
Primary	Tom Hoffman (415) 557-4928							
Secondary	Amy Ramirez: 415-760-5267 Amy.Ramirez@sfgov.org							
Local Government Rep.	Amy Ramirez: 415-760-5267 Amy.Ramirez@sfgov.org							
After hours #	OES: 415-327-0543							
Address	1675 California St, San Francisco							
Agency Website	http://thevolunteercenter.net							
City EVCs								

San Joaquin								
Lead Agency	Volunteer Center of San Joaquin (TBD)							
Primary								
Local Government Rep.	Michael Cockrell 209-468-3962 mcockrell@co.san-joaquin							
After hours #	OES: 209-468-3962							
Address								
Agency Website								
City EVCs								

San Mateo								
Lead Agency	The Volunteer Center Serving SF & San Mateo Counties	Yes	5 to 10	Yes	Yes	5-10 hrs	Poss.	Yes
Primary	John Power (ED): 415-982-8999 x227							
Secondary	Damien Chacona (Vol Mgr) 415-955-8947 x234 dchacona@thevolunteercenter.net							
Local Government Rep.	William O'Callahan (650) 363-4790 wocallahan@co.sanmateo.ca.us							
After hours #	OES: 650-363-4790							
Address	1675 California Street San Francisco, CA 94109							
Agency Website	http://thevolunteercenter.net							
City EVCs	Half Moon Bay, Burlingame, Pacifica and San Mateo							

Santa Cruz								
Lead Agency	Volunteer Center of Santa Cruz							
Primary	Karen Delaney: 831-427-5070							
Local Government Rep.	: 831-454-2735 NV035@co.santa-cruz.ca.us							
After hours #	OES: 831-458-7150							
Address	1010 Emeline Avenue, Building C, Santa Cruz 95060							
Agency Website	http://scvolunteercenter.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Santa Clara								
Lead Agency	Santa Clara County Office of Emergency Services	Yes			Yes			211
Primary	Cindy Stewart: 408-808-7800 cindy.stewart@oes.sccgov.org							
Local Government Rep.	Kirsten Hofmann, Director OES kirsten.hofmann@oes.sccgov.org							
After hours #	OES: 408-299-3751							
Address	1922 The Alameda, Suite 100 San Jose CA 95126							
Agency Website	http://www.vcsv.us							
City EVCs	Mountain View - North County			Yes	Yes			
	Morgan Hill - South County			Yes	Yes			
	Cambell - West County			Yes	Yes			
	Santa Clara - Central County			Yes	Yes			

Solano								
Lead Agency	Solano County Office of Emergency Services	As Needed		DHR	Yes			
Primary	Aimee Durfee: 707-551-3150 adurfee@uwba.org							
Local Government Rep	: 707-565-1152 bpowell@solanocounty.com							
After hours #	OES: (707) 784-1600							
Address								
Agency Website	http://volunteersolano.org							
City EVCs	Funding source pending							

Sonoma								
Lead Agency	Volunteer Center of Sonoma County	Yes	20	Yes	Yes?	24 hrs		211
Primary	Eunice Valentine: 707-573-3399 x101							
Seconday	Jim Bray: 707-573-3399 x109							
Local Government Rep.	Andrew Parsons: 707-565-1174 aparsons@sonoma-county.org							
After hours #	OES: 707-565-1371							
Address	153 Stony Circle, #100, Santa Rosa, 95401							
Agency Website	http://volunteernow.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Yolo								
Lead Agency	Volunteer Center of Sacramento / Yolo County (TBD)							
Primary	916-368-3110 or 916-567-3100							
Local Government Rep.	OES: 916-874-4670							
After hours #								
Address	1111 Howe Avenue, Suite 600 Sacramento, CA 95825							
Agency Website	http://www.volunteersac.org							
Del Norte								
Lead Agency	Volunteer Center of the Redwoods	As Needed						211

Primary	Todd Metcalf 707-442-3711 x217 volunteer@a1aa.org							
Local Government Rep.	Cindy Henderson: 707-465-0430 (cell) 707-954-8775 chenderson@co.del-norte.ca.us							
After hours #	OES: Allen Windogradov 707-464-4191							
Address	550 E. Washington Blvd #200, Crescent City, 95531							
Agency Website	http://www.a1aa.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Humboldt								
Lead Agency	Volunteer Center of the Redwoods	As Needed						211
Primary	Todd Metcalf: 707-442-3711 x217							
Local Government Rep.	MMartel@co.humboldt.ca.us							
After hours #	OES: Dan Larkin 707-268-2500							
Address	434 7th Street, Eureka, 95501							
Agency Website	http://www.a1aa.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Los Angeles								
Lead Agency	Volunteer Center of Los Angeles (TBD)							
Primary	Katharyn Muniz-Bandoni 323-450-5080 kbandoni@vcla.net							
Local Government Rep.	OES: 323-980-2261							
After hours #								
Address	1370 North Saint Andrews Place Los Angeles, CA 90028							
Agency Website	http://www.vcla.net							
City EVCs								

Orange								
Lead Agency	Volunteer Center of Orange County (TBD)							
Primary	714-953-5757							
Local Government Rep.								
After hours #	OES: 714-628-7055							
Address	1901 E. 4th Street #100, Santa Ana 92705							
Agency Website	http://volunteercenter.org							

San Diego								
Lead Agency	Volunteer San Diego	Yes	17	Yes		12-24 hrs		211
Primary	Sue Carter: 858-636-4135/619-252-8926 scarter@volunteersandiego.org							
Secondary	Patricia Davis: 619-453-2853 pdavis@volunteersandiego.org							
Local Government Rep.	Tom Amibile, OES: 858-715-2203 Tom.Amibile@sdcounty.ca.gov							
After hours #	Patricia Davis: 760-740-0767 (cell)							
Address	4545 Murphy Canyon Road, Suite 225 San Diego, CA 92123							
Agency Website	http://www.volunteersandiego.org							
City EVCs								

San Luis Obispo								
Lead Agency	VolunteerSLO							
Primary	805-756-5883							
Seconday								
Local Government Rep.	OES: (805) 781-5011							
After hours #								
Address								
Agency Website	http://www.volunteerslo.org							
City EVCs	Acts as a "clearinghouse" for volunteers-managed by Cal Poly							

Santa Barbara								
Lead Agency	Volunteer Center of Santa Barbara							
Primary	Roger Hand: 805-963-0474							
Secondary	Elsa Arndt: 805-866-9961 earndt@co.santa-barbara.ca.us							
Local Government Rep.	: 805-560-1081 michael.harris@sbcao.org							
After hours #	OES: 805-683-2724							
Address	35 West Victoria Street, Santa Barbara, CA 93101							
Agency Website	http://www.volunteermatch.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Ventura								
Lead Agency	Volunteer Center Ventura							
Primary	415-241-6875 support@volunteermatch.org							
Secondary								
Local Government Rep.	OES: 805-654-2380							
After hours #	OES: 805-947-8210							
Address	800 South Victoria Avenue Ventura CA 93009							
Agency Website	http://www.volunteermatch.org							
City EVCs	Acts as a "clearinghouse" for volunteers							

Non-Wildlife Volunteer Plan

Attachment F3-Regional NGO List

Name	Contact	OWCN Member	Phone	Potential Volunteer Opportunities	Volunteer training provided	Email	Mailing Address	Geographic Area's served	Mission / Area of emphasis	# Trained Vols for Oil Spill
Gulf of the Farallones National Marine Sanctuary Association	Shannon Lyday	YES	(415) 561-6625			slyday@farallones.org	Building 991, The Presidio, San Francisco, CA 94129	Sonoma, Marin, San Francisco, and San Mateo Counties	The Beach Watch program monitors 42 beaches along the outer coast monthly or bi-monthly. Surveyors collect data on live and dead birds and marine mammals, human activities, and oil/tarball deposition. Surveyors are trained in oil spill response for pre-impact surveys, wildlife reconnaissance, and natural resource damage assessment.	125 ADD Irina's comments
Point Reyes National Seashore: Volunteer in parks	Sarah Allen		415-464-5187 (Main): 415-464-5100					Marin	Established to preserve and protect wilderness, natural ecosystems, and cultural resources along the diminishing undeveloped coastline of the United States.	
Save the Bay	Athena Honore		510-452-9261 x110 or 118			Athena@savesfbay.org	350 Frank H. Ogawa Plaza, Suite 900, Oakland, CA 94612	Bay Area	The Bay Area's oldest and largest membership organization working exclusively to protect and restore San Francisco Bay and its watershed. Save The Bay's 10,000 members work with our staff and volunteers to protect the Bay from today's threats - pollution and sprawl.	
Surf Rider Foundation	Barbara Lau		415-518-3306			barbara@sfsurfrider.org		San Francisco	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	
Golden Gate Audubon Society	Michael Martin	YES	510-843-2222			mmartin@goldengateaudubon.org	2530 San Pablo Ave, Suite G, Berkeley, CA 94702	Bay Area	Dedicated to protecting Bay Area birds, other wildlife and their natural habitats. We conserve and restore wildlife habitat, connect people of all ages and backgrounds with the natural world, and educate and engage Bay Area residents in the protection of our shared, local environment.	

Ano Nuevo State Reserve	Amy Neiblum		650-879-2029				New Years Creek Road, Pescadero, CA 94060	San Mateo County		
BayKeeper	Amy Chastain Deb Self (Director)		415-856-0444 510-882-1882			amy@baykeeper.org		Bay Area	Pollution watchdog of the Bay. Every day, the Bay is polluted with toxins that spoil our beaches, hurt wildlife and endanger our health. On the water, in the community and in the courtroom, BayKeeper holds polluters accountable and enforces our clean water laws.	
Half Moon Bay State Beach	Joanne Kerbavaz		650-726-8805			hmbrestore@gmail.com	Dunes Beach, End Of Young Avenue Half Moon Bay, CA 94019	San Mateo County	Oversees four miles of broad, sandy beaches in Half Moon Bay and accompanying campgrounds.	
Zuna Surf	Monica					monica@zunasurf.com			Posts oil spill updates for the San Francisco surf community via their site http://zunasurf.wordpress.com/	
East Bay Regional Parks Vol. Coordinator	Kathleen Fusek		510-544-2515			kfusek@ebparks.org		East Bay	Manages and maintains 1,745 miles along the east side of San Francisco Bay	
The Marine Mammal Center	Kathleen Hannah	YES	415-289-7374				Marin Headlands, 1065 Fort Cronkite, Sausalito, CA 94965	Bay Area	An animal hospital dedicated to the rescue, rehabilitation, and study of distressed marine mammals.	

MOU Template for Coordination of Unaffiliated Volunteers and Emergency Volunteer Centers

MEMORANDUM OF UNDERSTANDING BETWEEN THE CITY/COUNTY/STATE OF _____ AND THE VOLUNTEER CENTER OF _____

This MEMORANDUM OF UNDERSTANDING is hereby made and entered into by and between The Volunteer Center of _____, hereinafter referred to as "VC" and the City/County/State of _____, hereinafter referred to as "City/County".

I. PURPOSE

The purpose of this Memorandum of Understanding ("MOU") is to effectively manage the referral process for volunteers who emerge during declared citywide/countywide emergencies. An Emergency Volunteer Center ("EVC"), set up as an online service, call center, and/or walk-in center, will register and refer unaffiliated volunteers as needed to City/County/State departments and community-based organizations during such emergencies.

II. IT IS MUTUALLY UNDERSTOOD AND AGREED UPON BY AND BETWEEN THE PARTIES THAT:

A. Responsibilities of City/County

1. Upon direction from the City/County/State Emergency Operations Center ("EOC"), request activation of an EVC by VC.
2. Provide support for the successful implementation of the EVC Plan.
3. Schedule pre-trained City/County/State staff to assist in EVC operations, as requested by VC.
4. Assist VC with eligibility determination of incurred EVC costs.
5. Work with VC to identify possible funding sources for reimbursement and assist VC to submit reports and invoices for documentation.

B. Responsibilities of VC

1. Activate and demobilize an EVC upon request from the EOC in collaboration with UC.
2. Assign key EVC positions to VC staff as appropriate.
3. Consult with the EOC Logistics Section regarding assistance with EVC location(s) as needed.
4. Request assistance from the EOC Logistics Section for EVC needs such as equipment, supplies, staffing and technical assistance.
5. Train City/County employees on EVC operations, before, during and after emergencies.
6. Document EVC volunteer referral data and submit regular reports to City/County/State during an activation.
7. Maintain accurate documentation of services provided during an emergency event.
8. Submit an after action report ("AAR") to City/County/State.

9. Prepare an invoice identifying VC emergency-related EVC costs incurred with the assistance of City/County/State.

D. Joint Responsibilities

1. Manage the EVC set-up, operations, and demobilize as directed by EOC and/or UC.
2. Ensure established EVCs are coordinating with the UC JIC operations for any media or public information messaging and outreach.

III. COST RECOVERY

In the event of an EVC activation, the City/County/State shall assist the EVC in the appropriate claims reporting and reimbursement procedures.

IV. MODIFICATIONS

This agreement sets forth the full and entire understanding of the parties regarding the matter herein. This agreement may be modified by mutual consent of the parties. Such modification(s) shall be in writing.

THE PARTIES HERETO have executed this instrument.

_____	_____
_____, Director	Date

City/County/State of _____

_____	_____
_____, Executive Director	Date

Volunteer Center of _____

Suggested NWVP Training Agenda

- | | |
|---------|---|
| 5 m | Welcome |
| 10 m | Introductions |
| 10 m | Review Volunteer Brochure |
| 10 m | Review OPA 90 <ul style="list-style-type: none">▪ USCG Coastal waters authority▪ USEPA Inland waters authority▪ Responsible Party authority & liability |
| 10 m | Review California Lempert-Keene Seastrand Act <ul style="list-style-type: none">▪ CDFW authority▪ OSPR purpose & mission▪ OWCN plan, purpose & authority |
| 15 m | Review Local Government role in oil spill response <ul style="list-style-type: none">▪ EOC operations▪ Operational Area (OA) vs. County/City▪ Local Government authority▪ Liaison, Agency Rep, LGOSC role |
| 15 m | Review NWVP purpose <ul style="list-style-type: none">▪ UC, Local Government, EVC collaboration▪ Volunteer duties in oil spill response▪ UC tasking |
| 10 m | Review Emergency Volunteer Center (EVC) role in oil spill response <ul style="list-style-type: none">▪ Local Government or State activation▪ Volunteer training▪ NGO role |
| 15 m | BREAK |
| 20 m | Review NWVP Sections |
| 30-45 m | Conduct Workshop Discussion <ul style="list-style-type: none">▪ Suggested NWVP Discussion Topics<ul style="list-style-type: none">○ Who & how to contact regarding volunteering in oil spill response○ Approved Volunteer Duties○ Unaffiliated Volunteers in oil spill response○ Affiliated volunteers in oil spill response○ Local Government role/EOC operations○ EVC operations○ OWCN operations |

Comparison of Pollution Incidents

The table below compares (and somewhat simplifies) the different types of pollution incidents.

Type of Pollution Incident	Who Declares	Plan	Funding
Most Spills	N/A	San Francisco Bay Area Contingency Plan (ACP)	OSLTF (oil) Superfund (HAZMAT)
Spill of National Significance (SONS)	EPA Administrator (inland zone spills) USCG Commandant (coastal zone spills)	National Contingency Plan (NCP)	OSLTF (oil) Superfund (HAZMAT)
Incident of National Significance (IONS)	Secretary of Department of Homeland Security (DHS)	Usually ESF #10 of the National Response Framework (NRF)	Stafford Act Disaster Funding
		Occasionally, Oil & HAZMAT Incident Annex of NRF (Basically NCP)	OSLTF (oil) Superfund (HAZMAT)
Stafford Act Disaster/Emergency	President	Almost always ESF #10 of the National Response Framework (NRF)	Stafford Act Disaster Funding

National Contingency Plan (NCP) and the National Response Framework

The [National Oil and Hazardous Substance Contingency Plan \(NCP\)](#) is the basic framework for responding to pollution incidents, both large and small. These regulations, first developed in 1968, have been revised several times, including in response to [CERCLA](#) and to the [Oil Pollution Act](#) of 1990. All funding the NPFC administers for spill response falls under the NCP.

Occasionally, the nation experiences a larger disaster whose response cannot be fully coordinated under the NCP--often because it involves more than just oil or hazardous material pollution. Responses to these **Incidents of National Significance** are described in the new **National Response Framework**, which provides additional funding sources the NPFC may also administer under the **Stafford Act**.

Although the NRF incorporates the NCP by reference under the Emergency Support Function 10, the two governance structures are inherently different and the role of the RP is not explicitly addressed in the NRF.

The conflict between the NRF and the NCP must be reconciled in law, policy, and doctrine to avoid confusion among governments during oil spills and or natural disasters.

[*SAMPLE*] VOLUNTEER USE PLAN

[*INSERT NAME OF OIL SPILL OR DRILL - DATE*]

VOLUNTEER COORDINATOR/UNIT ACTION

Volunteer Coordinator/Unit: [*name/title/agency*]

ACTION(s) [*suggested language*]

- Engage affiliated and/or spontaneous volunteers - [*example – Monterey SPCA, Otter Project, Surf Riders, State Parks, National Park Service and CDFW Resource Volunteers and/or general public*].
- Set up Volunteer Health & Safety Training [*refer to Safety Unit for volunteer requirement(s)*]
- Utilize volunteers only on un-impacted non-oiled shorelines for the following activities:
 - Beach clean up of trash
 - Community Support Specialist [*affiliated and/or spontaneous volunteers will distribute Oil Spill Response Volunteer Brochure - provided by CDFW/OSPR*]
 - Logistical support.
 - [*Other non-wildlife job opportunities as identified in Section 3.1 of the NWVP*]
- Notify 2-1-1 system and government sponsored public information resources through the [*insert county name*] or [*insert web links, 1-800 number(s) and www.CalSpillWatch.dfg.ca.gov*] for volunteer information
- Set up training center(s) at [*insert location/time and contact information*]
- Liaison with affiliated organization(s) [*insert organization name(s) and contact information*]
- Order resources: PPE [*see ICS 204 example - boots, gloves, safety vests, water, waste disposal and boxed lunches*]

AFFILIATED ORGANIZATION(S) Deployed for [*volunteer task(s)*]

ORGANIZATION – [*contact name, title and phone number(s)*]
 [*number of volunteers/location/date/time*]
 [*example - 10 deployed on 9/15 0900 – 1300 at location*]

Affiliated Mission: [*insert Mission*]

- Community Support Specialist: [*example: distribute Oil Spill Response Volunteer Brochure*]
- Pre-Impact Beach Clean-up: [*example: non-oiled trash removal ONLY*]

Additional CONSIDERATIONS

- Affiliated Non-Government Organizations will direct volunteers to the following activated Emergency Volunteer Centers [*list county's emergency volunteer centers*]

- Liability for volunteers will initially be covered under [California Department of Fish and Wildlife's Volunteer Service Agreement or Disaster Service Worker's forms] [*insert agency liability forms*]
- Strike Team Leaders to provide volunteer on-scene oversight will be provided by [*insert government organization(s) name*]
- Continue to work with Affiliated Volunteer Organizations to distribute:
 - Public information messaging
 - CDFW *Oil Spill Response Volunteer Brochure*
- For Counties/Operational Areas in the Region where the WebEOC common operating platform is used, an Oil Spill Response Volunteer Coordination Board may be established to share information regarding actions taken and other volunteer information.

Public Messaging from Volunteer Coordinator/Unit working with the Unified Command - Joint Information Center (or other element of the Joint Information System)

GENERAL MESSAGING

- The safety of the public and incident responders is our number one priority. The public is advised to avoid contact with the oil and to keep pets on leashes away from beaches where oil may have accumulated.
- An aggressive cleanup operation is underway to recover oil, protect environmentally sensitive sites and wildlife that may be impacted by the spill.
- The Oiled Wildlife Care Network, UC Davis, has been [activated/notified]. Pre-trained volunteers and staff are the only ones authorized to rescue and care for oiled wildlife. The public can best assist by reporting oiled wildlife by calling 877-UCD-OWCN.
- Wildlife impacted by oil will beach themselves in order to warm up and rest. If wildlife sees people and pets on the beach, they could perceive them as predators and would likely return to the water where they may be oiled or experience hypothermia.

VOLUNTEER RELATED MESSAGING

- There has been a tremendous outpouring of support and offers to help from the community. We appreciate the public's desire to volunteer and understand their concern.
- Volunteering does not necessarily mean cleaning up oil. Oil is a toxic substance and dangerous if not handled or disposed of properly. Only trained personnel are authorized to conduct oil spill cleanup.
- At this point, volunteers have been authorized to [*insert approved volunteer opportunities*]
- Anyone seeking volunteer information please visit: [*insert website and hotline number(s)*] [*for example: 2-1-1, <https://twitter.com/CalSpillWatch>, www.CalSpillWatch.dfg.ca.gov, <https://www.facebook.com/CalSpillWatch> or [1-800-228-4544](tel:18002284544)*]
- Additional volunteer opportunities may become available over the next few days or as the need arises.

1. BRANCH Planning Section/Volunteer Unit		2. DIVISION/GROUP		ASSIGNMENT LIST					
3. INCIDENT NAME				4. OPERATIONAL PERIOD DATE _____ TIME _____					
5. OPERATIONAL PERSONNEL									
OPERATIONS CHIEF _____				DIVISION/GROUP SUPERVISOR _____					
BRANCH DIRECTOR _____				AIR TACTICAL GROUP SUPERVISOR _____					
6. RESOURCES ASSIGNED THIS PERIOD									
STRIKE TEAM/TASK FORCE. RESOURCE DESIGNATOR	EMT	LEADER	NUMBER PERSONS	TRANS. NEEDED	PICKUP PT./TIME	DROP OFF PT./TIME			
XXXXX	TBD	JOHN DOE	200	PC/Bus	0900	1300			
7. CONTROL OPERATIONS Conduct manual removal of marine debris such as plastic bags at the locations listed on the attached document. Bag and remove debris and place bags above the high-high tide for disposal. All volunteers should be directed to website for future volunteer opportunities. No volunteers should be allowed to work where work crews are deployed. Responding to oil and wildlife sightings requested by Operations. Note: Resources reflect one 12 - hour shift per day.									
8. SPECIAL INSTRUCTIONS +SEE ATTACHMENT A -VOLUNTEER USE PLAN (VOLUNTEER SAFETY PLAN) +Only volunteers registered and trained for this event are permitted to work on volunteer teams. +Review Site Safety Plan prior to work. Wear PPE (if required). Wear PFD within ten feet of water. +Sighting of oiled wildlife 877-UCD-OWCN +Report dead, oiled wildlife do not dispose, call (xxx) xxx-xxxx for pick up. +Report oil sightings, call (xxx) xxx-xxxx. +Strike Team Leaders will be provided. *Report all accidents to the Strike Leader and Incident Safety Officer at (xxx) xxx-xxxx. *All media requests must be referred to (xxx) xxx-xxxx.									
9. DIVISION/GROUP COMMUNICATIONS SUMMARY									
FUNCTION		FREQ.	SYSTEM	CHAN.	FUNCTION		FREQ.	SYSTEM	CHAN.
COMMAND	LOCAL				COMMAND	LOCAL			
	REPEAT					REPEAT			
DIV./GROUP TACTICAL					GROUND TO AIR				
PREPARED BY (RESOURCE UNIT LEADER)				APPROVED BY (PLANNING SECT. CH.)			DATE		TIME



Some volunteer organizations* for your consideration:

- Oiled Wildlife Care Network, U.C. Davis
- California CoastKeeper
- Baykeeper Organizations
- Surfrider Foundation
- Sierra Club
- California Volunteers

*This list of organizations is not inclusive nor does it represent an endorsement.

**Office of Spill
Prevention and Response
Volunteer Hotline**

**1-800-228-4544
www.dfg.ca.gov/ospr/**

Alternate communication methods are available upon request. If reasonable accommodation is needed, contact the Dept. of Fish and Game - Office of Spill Prevention and Response (OSPR) Volunteer Hotline at 1-800-228-4544. The California Relay Service serves the deaf and hearing-impaired residents using TTY/TDD phones, and speech-impaired callers, at (800) 735-2929.

5/2010



Oil Spill Response Volunteer



**What you
should know about
how you can help**