

**Thousand Oaks
Disaster Assistance Response Team
(DART)
Standard Operating Procedures
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MISSION STATEMENT:

DART is a volunteer disaster response and community action team dedicated to training its members and educating the citizens of the community in emergency preparation and response. **DART** is funded by the City of Thousand Oaks (**CTO**), certified by the Ventura County Sheriff's Office of Emergency Services (**VCISOES**) and Ventura County Disaster Council and is administered by the City of Thousand Oaks Police Department (**TOPD**).

DART trains in a variety of emergency techniques. It is prepared to respond to authorized disaster Call Outs or community requirements occurring within its area of operation. **DART** is proficient in Public Safety techniques enabling members to assist with community needs.

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Standard Operating Procedures (SOP) Thousand Oaks Disaster Assistance Response Team (DART)

Supersedes all previous; revised June 26, 2008

SECTION I - DEFINITION OF SOP

The purpose of the Standard Operating Procedures (**SOP**) for the Thousand Oaks Disaster Assistance Response Team (**DART**) is to:

- Define the specific, detailed role of **DART** and its members
- Define Membership conditions and obligations
- Define Call Out procedures
- Define any other procedures for normal operations of the Team

Any policy or other matters not covered by the **SOP** will be referred to discussion by and voted on at a general membership meeting.

DART is a nonsectarian, nonprofit and nonpolitical volunteer organization.

SECTION II - GENERAL PROCEDURES

A. FISCAL YEAR

For all planning, operating and accounting purposes, the period of July 1 through June 30 will be designated as the fiscal year.

B. ELECTIONS

Terms of offices shall be one (1) year and are to coincide with the fiscal year. Elections shall be held at a General Membership meeting in June. Nominations are requested at the May meeting in order to prepare a written slate of nominees to be presented to those members who are eligible to vote at the June General Meeting. Additional nominations may be submitted on Election Day from the floor. Proxy votes will not be accepted but absentee ballots are valid if received prior to the start of the June General meeting. A member must be on active status for six (6) months and meet the minimum standards for active membership per Section III B of the **SOPs** to participate in elections. Term limitations for elected officers are not recognized.

C. PUBLIC RELATIONS

The **DART** Liaison must give prior approval to any correspondence item for print release or for any public interview by any member.

D. AMENDING THE BYLAWS, SOP, and CONDUCT AND ETHICS

The Bylaws and **SOPs** shall be reviewed for revision every two (2) years by a special committee consisting of five (5) members appointed by the Chairperson of **DART**. Suggested revisions shall be presented to the General Membership for discussion and a vote. Any proposed changes to the Bylaws, SOP and Conduct and Ethics may be presented to the special committee for inclusion in their report to the General Membership by any Active Member or by the **DART** Liaison. Said changes must be in writing and submitted no later than thirty (30) days before General Membership is scheduled to consider changes to the Bylaws.

The **Bylaws, SOPs and Conduct and Ethics** may be amended by a majority vote of the active attending membership at a legally scheduled general membership meeting.

The **DART** Secretary will provide a copy of the amended Bylaws and **SOP** to each active member within sixty (60) days of its adoption as well as place a copy in the **DART** permanent files.

E. SAFETY

The safety of members of **DART** and the organization as a whole is to be considered and given priority before attempting to assist others. Before responding to any Call Out, the **DART** member is to ensure the safety and well being of his family and his neighborhood.

F. MINUTES AND REPORTS

The Secretary shall be responsible to ensure preparation and dissemination of all meeting minutes by the next general meeting. All minutes will be signed and dated by the Secretary and the Chairperson and reviewed by the **DART** Liaison. Completed minutes shall be retained in a permanent file at the **DART** office. After completion of all Call Outs and training, an attendance roster will be submitted to the **DART** Liaison. The Secretary will maintain a permanent file of the rosters.

SECTION III - MEMBERSHIP

Membership in **DART** will be open to interested parties eighteen (18) years of age or older. Everyone is eligible to apply for the **DART team**. Every member must be mentally and physically capable of performing their assigned duties unassisted and maintain the criteria in Section B.

A. APPLICATION PROCESS

- Successfully complete approved **CERT** training or BOD approved equivalent within the last 2 years.
- Submit a completed, written application expressing a desire to become a member of **DART**
- Complete current FEMA EMI NIMS Courses IS-100, IS-200, IS-700 and IS-800 program within the past two (2) years and supply valid proof of completion
- Complete all **DART** required Type 2 training or its documented equivalent, as determined by the **BOD**
- Successful completion of required certifications, including, but not limited to First Aid, CPR for the Professional Rescuer or equivalent and AED.
- Receive and maintain the approval of their membership by the **DART Liaison** and the **BOD of DART**
- Complete interview process conducted by **DART Liaison** and BOD of **DART**.
- Complete a Ventura County Sheriff's Department background check (Personal History Statement). A set of fingerprints and a photograph will be required.
- Complete six (6) month probationary period prior to being approved for full Team membership. During probationary period the **BOD** with concurrence of **DART Liaison** can decline prospective membership without cause.

B. MINIMUM STANDARDS FOR MAINTAINING ACTIVE MEMBERSHIP

Note: Members that do not meet the following standards will be placed on inactive status and must return **DART** issued items and personal protection equipment within 7 days of notification by the **BOD**.

- Attendance at any supplemental training or its equivalent as approved by the **DART BOD**.
- Attendance at a minimum of two (2) general meetings in a three (3) month period coinciding with the fiscal year unless excused from this requirement by the **BOD**
- Keep a monthly record of the number of hours they have contributed in participating in all official **DART** activities. This log must be submitted to the **DART Secretary** by the next monthly General Meeting. These hours are used to determine our budget. Account for date, event/activity and total hours.
- Attend at least two (2) **BOD** approved training classes annually other than those offered at the regular monthly meetings.

- Attend a minimum of four (4) different community events per year (e.g. street fair, role playing, and city event). Minimum participation in the CVD community event will be determined on an annual basis.
- Respond to actual Call Outs as determined by the **BOD**
- Maintain all qualifications and certifications for membership as required by the **VCISOES** (First Aid, AED, CPR for the Professional Rescuer or equivalent, EMT, etc.).
- Maintain current telephone numbers and address updated with the Secretary for exclusive use within the **DART** organization.
- Notify the **BOD** immediately of restrictions or Medical Disability and/or Workman's Compensation status and be placed on inactive status until member provides doctor's release to the **BOD**.
- Fulfill all provisions of **DART** Bylaws and **SOPs**.
- Submit an updated Membership Survey form annually based on the fiscal year.
- Fulfill all provisions of City of Thousand Oaks **DART CONDUCT AND ETHICS**.
- Assist with the annual audit of team equipment in member's possession.

C. REVOCATION OF MEMBERSHIP OR SUSPENSION OF MEMBERSHIP

The BOD may suspend a member for cause by a vote of the **BOD**. The **DART** Liaison retains the authority to dismiss or suspend members as necessary. Minimum requirement compliance will be reviewed every month. Any member found in violation of meeting the minimum requirements set forth in Section III **B** will receive a written warning from the **BOD**.

Cause for Revocation:

- Failure to attend at least two (2) General Meetings in a three (3) month period without arrangement with the **BOD** or via the Sector Leader
- Failure to adhere to established procedures as determined by the **BOD**
- Misconduct/Failure to follow City of Thousand Oaks **DART CONDUCT & AND ETHICS**
- Failure to correct non-compliance of meeting minimum requirements within thirty (30) days of written warning.

All team communications will be terminated with the suspended member with no further contact until review and approval by the **DART** Liaison. Notice of suspension will be given by the **DART** Liaison with a list of the **DART** equipment to be returned. The suspended member will have 7 days from the date of formal notice of suspension in which to return all **DART** items and equipment in good working order or will be charged for the missing items/equipment.

The facts surrounding a member's removal from the **DART** team shall be documented and held in confidence by the **DART** Liaison.

D. INACTIVE STATUS

Any current **DART** Member that is unable to meet the requirements of Section III B due to personal or medical reasons may request in writing to the **BOD** to be listed as inactive.

Any member that is inactive is required to return all **DART** equipment within seven (7) days. Equipment will be reissued once status is again active. A doctor's release will be required if the inactivity was due to medical reasons.

The status of a person on Inactive status for greater than 90 days, except for medical reasons, will be reviewed by the **BOD** to determine the intent of the member in regards to **DART** participation.

Any member inactive for 1 year will need to repeat all **DART** classes and a **CERT** refresher.

SECTION IV - CALL OUT PROCEDURES

A. COMMUNICATIONS:

A membership roster/mailling list, sector chart and Telephone Tree shall be established and maintained by the Secretary in a monthly status. No unauthorized use of **DART** member's information or photographs is permitted without prior written authorization from the **BOD**. Group **DART** email is restricted to the Chairperson or the Chairperson's designee only.

B. EMERGENCY COMMUNICATIONS:

- 1) A direct call using the established telephone tree activated by the **DART** Liaison or in his absence the Chief of Police or his designee through the **DART** Chairperson / **BOD**
- 2) A broadcast call out through the Emergency Broadcast System
- 3) Broadcast by Amateur Radio, pager or text messaging
- 4) Callouts may be limited to specific numbers of volunteers as deemed by the **CTO** and/or **TOPD**

Members are expected to report as follows:

- To the assigned location as directed
- To the East County Sheriff's Station, 2101 E. Olsen Road, Thousand Oaks, CA
- To the nearest Fire Station

These priorities are subject to change depending on the prevailing conditions as to condition of roads, neighborhood, availability of communication devices, injuries, etc. In all cases family and neighborhood safety and security should govern priority over responding elsewhere. Any member may decline to participate in a **DART** event but is encouraged and expected to assist in some capacity to the best of his or her ability.

Immediate reply to any call out messages left as to whether or not the **DART** member will be able to respond to the call out is expected in order to assure the contact was received and to aid in resource planning.

C. TERMINATION OF CALL OUT

Call Outs are in effect only for the originally assigned time period. Extended participation must be assigned by the **DART** Liaison or Incident Commander and communicated through **DART** chain of command. **DART's** participation may be different from other participating organizations.

D. TRACKING OF PERSONNEL

DART members are individually responsible to sign-in and sign-out at all **DART** functions. This is a safety, liability and accountability issue.

E. LATE AVAILABILITY FOR CALL OUT

Members unavailable to respond to Call Out immediately may respond as soon as their schedule permits. Prior to responding, the member must contact the **DART** Liaison or appointed person to ascertain if the call out is still in effect, the need for participation and the response location.

F. VCSOES EVENT NOTIFICATION

In order to ensure proper insurance coverage a list of participants must be sent to VCSOES prior to each county event. The intended location, date and time with the "to" and "from" times noted. Per the **DART** Liaison it is not necessary to send to VCSOES attendance sign-in sheets from local city events and callouts, general meetings, and Board of Directors meetings as those sign-in sheets are available in **DART** records if needed. In the event that additional members attend a county event who were not on the original fax, the **DART** team leader at the event shall contact the watch commander and request that the on-duty **OES** staff member be put in contact with the **DART** team leader to convey the information regarding additional members.

The **DART** Liaison shall also be copied on every fax or email sent to agencies and organizations outside of the team.

In the event of a member injury or illness which is work related during a county event, the injury or illness will be reported immediately to the **DART** team leader. **DART** team leader will complete worker's compensation forms and submit the original forms to **OES** within five (5) days of the incident.

SECTION V - UNIFORMS

A. PURPOSE

The purpose of wearing uniforms for **DART** members is to identify you as a **DART** member. Uniforms, when worn, must be worn in their entirety and only worn at authorized **DART** functions.

B. DESCRIPTION

The Class A uniform will consist of:

- Approved Sheriff's style uniform shirt, khaki, either long or short sleeved: a white short sleeved crew neck T-Shirt may be worn under the short or long sleeved Class A shirt; a black turtleneck may be worn only under the long sleeved Class A shirt. The Team will provide a uniform credit to new members. The shirt will have a **DART** approved name tag with the member's last name over the right breast pocket, the letters, D.A.R.T. over the left breast side and **DART** patches on each sleeve one (1) inch below the shoulder seam
- Authorized pants are 5.11 tactical OD green cargo pants.
- Heavy duty 1 ½" black belt.
- Heavy duty utility shoes or boots; black preferred
- Optional red/black jacket or yellow **DART** jacket with the approved **DART** markings
- Optional black baseball type cap, red letters, **DART** with white letters surrounding, Thousand Oaks Disaster Assistance Response Team or Australian bush hat

The Call Out uniform shall be the Class A uniform; or other appropriate attire as designated by the **BOD**.

The Class B uniform will consist of a tan polo shirt with approved **DART** marking on the left chest area with solid 5.11 Tactical OD green cargo pants.

The Class C uniform for the Bike Team will consist of Class B Polo Shirt and 5.11 tactical OD green short pants.

Community Education Uniform shall be the Class B uniform.

SECTION VI - EQUIPMENT

STANDARD ISSUE EQUIPMENT

The standard issued equipment shall consist of:

- **DART** approved helmet
- Helmet light with wand
- FRS radio
- Reflective safety vest
- Medical fanny pack
- Rain jacket, pants, boots/gear bag
- Goggles
- **DART** windshield placard
- HT 1000 – as availability allows
- Uniform patches
- DSW I.D. card

All new members shall be issued standard **DART** equipment immediately upon acceptance to the Team.

Maintenance of the equipment is outlined in the **CONDUCT and ETHICS Section X**.

SECTION VII - CHAIN OF COMMAND

PURPOSE

There will be a chain of command to be followed for Call Outs, communication and reporting findings. This chain of command is:

A. INCIDENT COMMAND SYSTEM

The **Incident Commander (IC)** of the incident could be a member of the fire department, sheriff's department, city official or even a member of **DART**. This person will be the person who will be in control of an incident until a more senior or experienced person arrives. It is the person who would decide where **DART** members are used and where all gathered information is finally received. Within the Team, the senior ranked individual on scene will take command of the responding Team members and will coordinate with the **IC**.

B. THOUSAND OAKS POLICE DEPARTMENT LIAISON

This is the liaison person between **DART** and the **TOPD**. In most cases this would be the person who initiates a Call Out of the Team. In his absence the contact will be the **IC**, **CTO** Chief of Police or designee.

C. DART CHAIRPERSON

The person who would be contacted to initiate the Call Out tree. If unavailable, the following chain of command will initiate the callout: Vice Chairperson, Operations, Secretary and Treasurer. Chairperson will call the Vice Chairperson and Treasurer to initiate the calls to the Sector Leaders.

D. DART SECTOR LEADER

The person who is contacted by the either the Vice Chairperson or Treasurer to coordinate and contact his part of the Telephone Tree. The Sector Leader may coordinate the activities of the members at a designated area during an event. The information that is gathered at this area would be communicated to the Operations Officer.

SECTION VIII - SECTORS

A. PURPOSE

The City of Thousand Oaks will be divided into areas called sectors. Each sector will have an appointed leader.

B. DESCRIPTION

There will be six (6) sectors (depending on the size of membership). They will be numbered 1-6. A map showing the sector boundaries and Team member location within CTO and Conejo Valley will be maintained by the Secretary.

SECTION IX - OFFICES

A. ELECTED

Elected positions will be Chairperson, Vice Chairperson, Operations Officer, Secretary and Treasurer. The Immediate Past Chairperson will be a non-voting advisor to the **BOD**.

To be elected to an office a member must meet the following minimum requirements:

- Be an active member of the Team for one (1) year
- Minimum attendance standards for the year prior to election
- All current requirements for active membership must be satisfied

B. APPOINTED

To be appointed to an office, a member must meet the following requirements:

- Board of Directors approval
- Active membership as defined herein
- All current requirements for active membership must be satisfied
- The length of service for the appointed office shall have the same term as the elected officers unless otherwise stated. An appointed office may be made by **BOD**.

SECTION X - MINIMUM MEDICAL QUALIFICATIONS

- All members shall hold a current certification in First Aid, CPR for the Professional Rescuer and AED with documentation on file with **DART**. All members will receive advance notification of certification classes. Members unable to attend these classes are required to obtain certification on their own.
- Members whose certificates have expired and not renewed or whose documentation is not on file will be placed on restricted duty.
- The responding **DART** member with the highest degree of medical training will assume the duties of “on scene” Medical Officer until relieved by a higher medical authority.
- Members assigned to a triage area will take direction from the Triage Coordinator and will perform such duties as are within the scope of their training.
- Members with EMT certification are required to maintain certificates per protocol.

SECTION XI - COMMITTEES

Ad Hoc Committees will be formed as needed by the **BOD**. Responsibilities will be determined as required by the **BOD**.

SECTION XII - PURCHASING

A. PROCEDURE

The Treasurer serves as the Chief Financial Officer for the Team. As such he is tasked to maintain current, accurate financial records for the **BOD**. This includes a log of all Purchase Orders submitted to the **DART** Liaison for implementation. To facilitate these requirements, the following procedure must be followed by all members of **DART** to insure accurate and timely financial records management:

- All requests for funding must be approved by the **BOD**.
- A written purchase request must be prepared and submitted to the Treasurer for recordation including the date of **BOD** approval.
- The Treasurer will copy and file the request and will forward it to the **DART** Liaison if funding from the City Budget Account. Funding requests to the Team Checking Account are processed only through the **BOD** for approval and payment. This provides the **BOD** knowledge of materials and funds in process.
- The Treasurer will follow up all requisitions and reimbursement requests to ascertain the approval status and report this information to the **BOD** in the monthly Treasurer's Report.
- Once the process is complete and merchandise is received, that information will be reported to the **BOD**.
- Operations and the Equipment Officer should be alerted to enter the merchandise into the inventory.
- Members must provide the Treasurer original receipts to initiate a Reimbursement request
- All Purchase Requisitions and Reimbursement Requests must be signed by the Chairman or Vice Chairman, the Treasurer and **DART** Liaison prior to submittal to the city for payment.

B. CITY BUDGET FUNDS

The **BOD** must review and approve all requests for spending of taxpayer money to insure its expenditure is in keeping with the Health, Safety, Welfare and Mission Statement of **DART**. The Treasurer will request updates from the **DART** Liaison as needed to maintain accuracy.

C. CHECKING ACCOUNT

The **BOD** must authorize expenditure of the **DART** checking account funds for any purpose.

D. PERSONAL EXPENDITURES

Team members are discouraged from using personal funds to purchase **BOD** approved **DART** supplies. Advance planning and notification will allow the Treasurer to submit requisitions for purchasing by the City. In the event there is no alternative but to use personal funds, submit all receipts to the Treasurer for reimbursement as soon as possible.

SECTION XIII - RECORDS MANAGEMENT

PURPOSE

To establish practices, procedures and guidelines for the safeguarding of personal data for **DART** members, past and present.

A. CONFIDENTIAL DATA

Personal data that is considered confidential is identified as, but not limited to, the following items:

- Date of birth
- Place of birth
- Social Security Number
- Mother's maiden name
- Biographical data and personal histories as reflected on:
 - **DART** Application for Membership
 - Personal History Statement
 - Any comments regarding Personal History Statement
 - Any **VCISOES** documents

It is the member's responsibility to keep the secretary updated with their current contact information.

B. PRIMARY CUSTODIAN CONFIDENTIAL INFORMATION

The primary custodian for confidential data is the **DART** Liaison.

C. SECURITY

- Appropriate storage for confidential data is a file cabinet with a built-in key locking system or a three position combination lock. The security of the key or the combination to this storage receptacle is the responsibility of the **DART** Liaison. The **DART** Liaison is responsible for preventing unauthorized access.
- Safeguarding procedures shall apply to all electronic, computer and paper files.
- Adequacy of measures to prevent unauthorized access or disclosure of confidential data and appropriate penalties for violations of those measures will be determined by the Commander, **TOPD**.

D. REVIEWING CONFIDENTIAL FILES

Individual **DART** members are allowed to review their own personal records, as needed, by making arrangements with the **DART** Liaison.

E. TERMINATION

Upon termination of participation in **DART** all information on file shall be returned to member or shredded as authorized by the **DART** Liaison.

- END -