



# Massachusetts Task Force

POLICY HANDBOOK

RE: JANUARY 2019



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## ***Welcome!***

Thank you for joining Massachusetts Task Force 1! We look forward to making a difference in our community with you, and trust that you will find your experience with us rewarding and gratifying.

This Organization prides itself on its outstanding reputation of honor, pride and integrity. Each person in the Organization is treated as a valued team member who takes pride in his/her work. As a member of this team, you will be expected to contribute your talents and energies to further improve the environment and quality of the Organization.

When people gather together to achieve goals, some standards of conduct are needed to help everyone work together efficiently and harmoniously. When mutually entering into a membership with us, you have a responsibility to the Organization and to your fellow members to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow members to follow the rules of conduct, then our Organization will be a better place to work for everyone.

This Policy Handbook will provide answers to most of the questions you may have about the Organization's policies and procedures. You are responsible for reading and understanding this handbook. If anything is unclear, please discuss the matter with your Task Force Leaders and/or your Human Resources representative.

I look forward to this mutually beneficial experience.

Sincerely,

Mark Foster, Program Manager

**About Massachusetts Task Force and this Policy Handbook**

This handbook is intended to serve as a resource regarding Massachusetts Task Force 1 rMA-TF1" or "the Organization") policies and procedures. The policies and procedures in this handbook are not contractual. They do not create contractual rights for you, or for the Organization. These policies may be changed by the Organization at any time, as may all terms and conditions of the service agreement.

The policies in this handbook replace all previous policies concerning the same subject matter(s).

## **MEMBER STATUS AND POLICIES**

### **Nature of Membership**

MEMBERSHIP: It is the policy of MA-TF1 to make all appointments and decisions relating to a person's membership on the basis of merit and fitness, demonstrated by evidence of competence with respect to the duties and responsibilities of the position(s). Membership shall **not** be considered a contract of employment or a contractual right to continued membership. The status of membership is not an employment relationship, nor shall a member have any entitlement or guarantee of continued membership. This membership can be discontinued at any time, for any reason, by choice of the MA-TF1 Organization, the Member, or any participating agencies with no right of appeal or grievance.

### **Member Status Chart Classifications**

VOLUNTEER STATUS: Individuals in the volunteer status are required to abide by all of the policies within this handbook and any municipal employee rules. Time tracking is designated as service hours while in this status. All volunteers are considered to be non-paid volunteers. In the instance that insurance is deemed necessary, volunteers are to refer to MA-TF1's private provider, VFIS. All deployable members are required to maintain 20 service hours and 40 training hours over a 12-month period in order to be considered compliant with this requirement.

PAID CONTRACTOR STATUS: Individuals in the paid status are required to abide by all of the policies within this handbook and any municipal employee rules. Time tracking must be managed by project time. Individuals in this status are paid with FEMA Cooperative Agreement Readiness Funds thru the City of Beverly. In the instance that insurance is deemed necessary, paid members are to refer to MA-TF1's private provider, VFIS.

FEDERAL STATUS 1 (Participating Agency Employee): Individuals in the Federal Status (1) category are required to abide by all of the policies within this handbook and any municipal and/or federal employee rules. Time tracking must be managed by assignment (Mobilization, Operations, Demobilization, Deployed). Individuals in this status are paid by their primary employer and their employer is reimbursed with FEMA Cooperative Agreement Response Funds thru the City of Beverly.

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FEDERAL STATUS 2 (Team Contractor): Individuals in the Federal Status (2) category are required to abide by all of the policies within this handbook and any municipal and/or federal employee rules. Time tracking must be managed by assignment (Mobilization, Operations, Demobilization, Deployed) while in this status. Individuals in this status are paid directly as a vendor with FEMA Cooperative Agreement Response Funds thru the City of Beverly. In the instance that insurance is deemed necessary, Federal Status (2) members are to refer to their own private insurance coverages.

### **Introductory Period**

MEMBERS: Any person(s) who successfully completes the required FEMA and MA-TF1 recruitment training will be accepted as a probationary team member for a period of twelve (12) months. The probationary period starts when that individual attends their first day of official recruitment training, which begins with the Orientation Meeting. Probationary members may be removed from the team at any time during their probationary period. Members who desire to transfer between disciplines within the Organization must complete a minimum period of two (2) years directly following the end of their probationary period in their original discipline prior to being considered for transfer.

During the probationary period members will be issued a minimum amount of Task Force Equipment. This equipment is for the use during Task Force activities only. Upon the completion of the probationary period any additional required equipment will be issued on an availability basis.

## **Organizational Ethics and Conduct**

The successful operation and reputation of this Organization is built upon the principles of fair dealing and ethical conduct of our members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

This Organization will comply with all applicable laws and regulations and expects that all members will conduct business in accordance with the letter, spirit, and intent of all relevant laws and will refrain from any illegal, dishonest, or unethical conduct.

Members shall conduct themselves in a manner that brings both pride and honor to MA-TFI. Members are prohibited from fighting with any other members and/or citizens of the communities. In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor.

Compliance with this policy of business ethics and conduct is the responsibility of every member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to corrective action, up to and including possible inactivation of membership.

## **Massachusetts Equal Pay Act (MEPA)**

In compliance with the Massachusetts Equal Pay Act (MEPA), no employee should be discriminated against in any way on the basis of gender in the payment of wages, or pay any person in its employ a salary or wage rate less than the rates paid to its employees of a different gender for comparable work, that is, a work that requires substantially similar skill, effort, and responsibility, and is performed under similar working conditions. Employee's pay can't be decreased as a result of this law.

Under this law, this organization may not prohibit employees from disclosing or discussing their wages. Any retaliation against an employee who exercises his or her rights under the law is similarly unlawful and will not be tolerated.

## **Pregnant Workers Fairness Act & Accommodation to Express Breast Milk**

This organization is committed to the Pregnant Workers Fairness Act, and we do not discriminate against a member due to pregnancy or a condition related to pregnancy including, but not limited to, lactation or the need to express breast milk for a nursing child.

This organization will provide needed and reasonable accommodation to pregnant workers, as long as the accommodation does not impose an undue hardship. Reasonable accommodations include, but are not limited to:

- More frequent or longer paid or unpaid breaks
- Time off to attend to a pregnancy complication or recover from childbirth with or without pay
- Acquisition or modification of equipment or seating
- Assistance with manual labor or temporary transfer to a less strenuous or less hazardous position
- Job restructuring including light duty or modified work schedule
- Private non-bathroom space for up to year after the birth of the child expressing breast milk (concurrently with rest and meal periods, if possible)

Any retaliation against a member who exercises his or her rights under the law is similarly unlawful and will not be tolerated. Members can contact Program Manager with questions regarding this policy.

## **Confidential Information**

This agreement generally provides that members will not disclose or use any of the Organization's information inappropriately, either during or after membership with this Organization. Your membership with this Organization assumes an obligation to maintain that confidentiality, even after the membership is considered inactive. For the purposes of this policy, the term "confidential information" refers to any and all documentation, including, but not limited to, medical, personal and/or Organizational information, as well as knowledge specific to this Organization and as it pertains to the citizens of the communities. Removal or duplication of any information or data, including records, reports, documents, or software, without prior management approval, is strictly prohibited.

People entrust this Organization with important confidential information. The nature of these relationships also requires maintenance of confidentiality and security. In safeguarding the information that members receive, we earn the respect and further trust of the citizens of the communities. Members who are questioned regarding potentially confidential information by someone outside the Organization or department may refer that person to a MA-TF1 Program Manager or their designee.

## **Privacy Protection and Data Destruction Laws**

This Organization is required to abide by State and Federal law regarding the use, storage, and destruction of all medical information under HIPPA, personal information under Massachusetts Law, and Organization information. At a minimum, any and all information includes last name and first initial combined with any of the following: social security number, driver's license number, bank account information, credit card information, medical information, and/or financial information. There may also be additional information that is considered private and sensitive.

We require that you follow this Organization's policy by minimizing the need to collect this data wherever possible and by keeping all of the data secure. If you have any questions about this policy, please contact your manager.

## **Member Records and Administration**

MA-TF1 maintains files on each member that includes each member's application, resume, training records, performance appraisal documentation, and other membership records. It is a member's responsibility to promptly notify the Organization of any changes in personnel data.

Members who wish to review their own file should contact the MA-TF1 Program Manager. With reasonable advance notice, members may request a copy of their file from the MA-TF1 Program Manager. All personnel files are the property of MA-TF1 and not the individual. Members shall be given the right to place a statement of rebuttal or further explanation in their file if an unfavorable statement or notation is made. No anonymous or anecdotal material of any type shall be included in the member's personnel file.

The Program Manager maintains a list of administrative members who are authorized to view member files. Any unauthorized person(s) viewing another individual's file will be subject to disciplinary action, up to and including immediate removal from MA-TF1.

There is a list of requirements that all MA-TF1 members must keep current to be considered a deployable member. There is an extensive list of paperwork requirements that new members must complete prior to being accepted as a member of the team. After acceptance the list can grow depending on the person's position on the team and changes in FEMA/US&R requirements. Please refer to Appendix A for a detailed list of the required paperwork in order to be considered an active deployable member of MA-TF1.

## **Record Retention Procedure**

Records must be maintained in accordance with FEMA's and Massachusetts Municipal Records Retention



Schedule. Timelines start from the day the grantee submits their final expenditure report, the Federal Financial Report (SF-425) or longer until resolution of any action such as litigation, claim, negotiation, or audit. After the retention period records may be destroyed.

### **Corrective Action & Procedure**

This policy pertains to matters of conduct, as well as to a member's competence. However, a member who does not display satisfactory performance or engages in unacceptable behavior may be disciplined or placed on inactive status, in certain cases, without resorting to the steps set forth in this policy.

MA-TFI will strive to notify members in a timely manner of areas in need of improvement in order to provide them with an appropriate opportunity to meet the Organization's expectations. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the Organization decides to repeat a corrective step.

Unacceptable behavior which does not lead to immediate inactivation may be dealt with in the following manner, but not necessarily in this order: Verbal Warning, Written Warning, Suspension, and/or Inactivation.

## **MEMBER CONDUCT**

### **Dress Code and Personal Appearance**

In the interest of safety and professionalism it is the policy of MA-TFI that members will be in a proper MA-TFI uniform whenever they are participating in the official MA-TFI activities, which includes but is not limited to: representing MA-TFI at other agencies, training at other facilities and/or during activations. MA-TFI members are not permitted to wear their uniforms or represent themselves as FEMA or MA-TFI on personal time without the express permission of the Program Manager or their designee.

### **Uniforms Specifications:**

The proper uniform for MA-TFI drills and or trainings at other facilities are: issued uniform pants with an issued uniform shirt and/or sweatshirt, as well as a MA-TFI ball cap. Black, lace type, boots that meet ANSI Z41 requirements, with steel safety toes and at least eight (8) inches high are required. At no time are short-sleeve shirts appropriate during task force operations. \*In the event of high-temperatures, the Task Force Leader and/or Team Safety Officer may consider that Task Force t-shirts are acceptable.

Battle Dress Uniform (BDU) shirts may have the following insignia(s), patches and/or markings: A United States Flag above the left pocket, a nametag above the right pocket, the National US&R patch on the upper right sleeve, and the MA-TFI patch on the upper left sleeve. **All other insignia(s), patches, markings etc. are not permitted on the MA-TF1 Uniform.**

With prior approval from a MA-TFI leader for the representation of MA-TFI and its members, while at other agencies, during meetings, training at other facilities, and/or during a deployment, individuals must wear an official MA-TFI BDU uniform or a MA-TFI/FEMA polo shirt, with beige 5.11 style pants. If a member does not possess the proper attire, then a tidy MA-TFI t-shirt and similarly fashioned pants may be acceptable.

Furthermore, during deployments and MOBEX's members who are assigned to the shift (those considered "on duty") will refer to Paragraph 2 above (Uniform Specifications) with the addition that all appropriate safety gear will be worn. Any personnel not in proper safety gear will not be permitted to do work around the BoO.

### **Safety Gear Specifications:**

**Safety Glasses and Goggles:** must comply with the ANSI Z87.1-1989 and should be marked with a Z87 marking. Adding a plastic sideshield to a pair of prescription glasses that meet ANSI Z87 is acceptable under MA-TFI and OSHA regulations. Unrated sunglasses are not considered safety glasses and are not acceptable.

**Helmets:** must comply with either ANSI Z89.1, NFPA 1972, or OSHA regulations and have an attached chinstrap. Marking the helmet MA-TFI is required for field ID purposes. The helmet must be white in color; additional labeling is optional. Please contact the Logistics Office for a suggested list of vendors.

**Protective Boots:** must comply with ANSI Z41 "Standard Protective e Footwear" requirements. Boots must be at least eight {8} inches high and lace up to provide adequate ankle support. Boots must be safety, black, GORE-TEX, ASTM/NFPA compliant equivalent. Please contact the Logistics Office for a suggested list of vendors.

\*If your supervisor feels that your attire, grooming and/or safety gear is out of place, you may be asked to leave the workplace until you are properly attired, groomed, and/or equipped with safety gear. For specifications on issued gear at each phase of a membership, please refer to Appendix B.

### **Drug-Free Organization**

MA-TFI has a zero-tolerance policy on and off duty while on deployment, training, exercises and official Task Force events. To that end, and in the spirit of the Drug-Free Workplace Act of 1988, we have adopted the following guidelines:

1. The possession, use, or distribution of illicit drugs, prescription drugs, marijuana and alcohol by members during training, official activities, and/or while wearing a MA-TFI or FEMA uniform is prohibited.
2. Members are required to notify their manager within five {5} days, in writing, if found guilty of a criminal drug statute charge. If a member receives such a conviction, we may take appropriate action against the member.
3. The Organization provides information about drug counseling and treatment.
4. We reserve the right to search and inspect and may invoke this right to maintain a drug-free workplace.

For members to perform their responsibilities with MA-TFI, they must abide by the following:

1. Any member may be subject to alcohol and/or drug testing under the following circumstances:
  - a. A reported accident involving reportable damage to property, bodily injury and/or death of a person. If a member is involved in an accident while driving a team vehicle and the accident involves bodily injury and/or death of a person, the member will be tested for both drugs and alcohol.
  - b. A reported accident involving a ticket. If a member is in a motor vehicle accident and receives a moving violation ticket because of the accident, then the member will be tested for both drugs and alcohol.
  - c. Reasonable suspicion that a Member is under the influence and abilities may be impaired.
2. Refusing to take a post accident alcohol and/or drug test will result in suspension and up to termination from MA-TFI.
3. Post-accident testing must be administered no later than two (2) hours following the accident. A team manager will transport the driver that is to be tested, to the testing site. It is MA-TFI's intention to use Quadrant Health Strategies or another nationally recognized testing facility. A hospital emergency room should be a last resort for drug testing unless the member has been taken to the hospital.
4. If the member fails to take the test within two (2) hours after the accident, the Team Manager will prepare and keep a file stating why the test was not taken.

Quadrant Health Strategies:

Location: 27a Centennial Drive  
Peabody, MA 01960

OR

Location: 500 Cummings Ctr, Ste4350  
Beverly, MA 01915

### **Where to Get Help**

A number of community resources are available to help you, including:

1. Alcoholics Anonymous
2. Gamblers Anonymous
3. Narcotics Anonymous
4. National Council on Alcoholism and Drug Dependence
5. Overeaters Anonymous
6. County Bureau of Alcohol and Drug Services

This document is intended solely as a resource. We do not endorse programs and/or agencies listed on this document and accept no responsibility for treatment provided by these agencies/programs, nor do we guarantee insurance coverage of treatment. This document is not a comprehensive listing of alcohol/chemical dependency treatment programs. Other sources for both in-patient and out-patient alcohol/chemical dependency treatment programs may be located by consulting your family physician, local telephone directory under the heading "Drug Treatment Programs," or by contacting the National Council on Alcoholism and Drug Dependence at 212-206-6770.

### **Smoking**

Smoke only in designated smoking areas. Members are prohibited from smoking in any MA-TF1 building or vehicle, and while working with any MA-TF1 equipment.

During deployment, members are prohibited from smoking with the exception of being on break from their squad and/or assigned task. While on deployment, the Safety Officer will designate the proper smoking area(s) in the BoO or in the field. Be courteous and concerned about the needs of fellow members and others.

### **Sexual Harassment Policy**

The Organization recognizes the right of all members to work in an environment where individual dignity is respected. This policy endeavors to provide members with a work environment free from harassment, including, but not limited to, harassment of a sexual nature.

#### **Introduction**

It is the goal of MA-TF1 to promote a work environment that is free of sexual harassment. Sexual harassment of members occurring in the Organization or in other settings in which members may find themselves in connection with their service is unlawful and will not be tolerated by this Organization. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing an Organization free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by members.

Because the Organization takes allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and, where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including corrective action where appropriate.

Please note that while this policy sets forth our goal of promoting an Organization that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

#### **Definition of Sexual Harassment**

In Massachusetts, the legal definition of sexual harassment is this:

"Sexual harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a. Submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of service or as a basis for service decisions; or
- b. Such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised Organizational benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued membership constitutes sexual harassment. The legal definition of sexual harassment is broad, and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances - whether they involve physical touching or not
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures, or cartoons
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments
- Inquiries into one's sexual experiences
- Discussion of one's sexual activities

All members should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this Organization.

### **Complaint Procedure**

If any of our members believes that he or she has been subjected to sexual harassment, the member has the right to file a complaint with our Organization. This may be done in writing or orally.

If you would like to file a complaint you may do so by contacting:

The Human Resources Representative (currently: Pauline Teixeira)  
Beverly City Hall  
191 Cabot Street,  
Beverly, MA 01915  
Telephone: 978-921-6000 ext: 2365  
E-mail: [pteixeira@beverlyma.gov](mailto:pteixeira@beverlyma.gov)

The Human Resources Representative is available to discuss any concerns you may have, and to provide information to you about our policy on sexual harassment and our complaint process.

### **Sexual Harassment Investigation**

When we receive the complaint, we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where it is appropriate, we will also impose corrective action.

### **Corrective Action**

If it is determined that inappropriate conduct has been committed by one of our members, we will take such action as is appropriate under the circumstances. Such action may range from counseling to deactivation of membership and may include such other forms of corrective action as we deem appropriate under the circumstances.

### **State and Federal Remedies**

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with either or both of the government agencies set forth below. Using our complaint process does not prohibit you from filing a complaint with these agencies. Each of the agencies has a 300-day time period for filing a claim.

#### **1. The United States Equal Employment Opportunity Commission**

One Congress Street, 10th Floor  
Boston, MA 02114  
(617) 565-3200

#### **2. The Massachusetts Commission Against Discrimination**

Boston Office:  
One Ashburton Place, Room 601  
Boston, MA 02108  
(617) 994-6000

Springfield Office:  
436 Dwight Street, Suite 220  
Springfield, MA 01103  
(413) 739-2145

### **Unlawful Harassment Policy (Other Than Sexual Harassment)**

It is the goal of this Organization to promote an Organization which is professional, and which treats all those who serve here with dignity and respect. This policy provides complaint procedures to assist the Organization in its efforts to implement this goal.

Harassment on the basis of race, citizenship status, national origin, gender, gender identity, sexual orientation, age, genetics, religion, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law, ordinance or regulation applicable to the Organization, is a violation of this policy. Furthermore, any retaliation against an individual who complains about unlawful harassment or cooperates with an inquiry of an unlawful harassment complaint is similarly against policy and will also not be tolerated.

Because this Organization takes allegations of unlawful harassment seriously, we will respond promptly to complaints of unlawful harassment and, where it is demonstrated to our satisfaction that such unlawful harassment occurred, we will act promptly and appropriately to eliminate the unlawful harassment.

### **Complaint Procedure**

If you believe that you have been subjected to unlawful harassment, you are encouraged to file an internal complaint, either orally or in writing. Once a complaint has been received, the Organization will conduct an inquiry into the allegation in a fair and expeditious manner. If our inquiry reveals that unlawful harassment has occurred, we will act promptly and appropriately to eliminate the offending conduct.

If the harassment you believe you have been subjected to is sexual in nature, please follow the appropriate reporting processes as outlined in the Sexual Harassment Policy in this Policy Handbook.

### **Conflict Resolution Policy**

Interpersonal conflict is expected as part of the normal working process because problems, misunderstandings and frustration may arise; in such circumstances the chain of command will be followed.

We are each responsible for speaking the truth, listening with care, and working toward a resolution that meets the needs of the entire Organization. Therefore, a member who is confronted with a problem may use the procedure describe below to resolve or clarify his or her concerns.

1. Member should initially address their concern to the person involved in the conflict as soon as the conflict arises. Immediate action will almost always resolve issues quickly and easily.
2. If unable or uncomfortable with directly addressing concerns with those involved, a member should discuss any concerns with his/her immediate supervisor.
3. Conflict resolution can take many forms; some that have been productive in the past include:
  - a) Discussion between individuals is often the first step in identifying the issues underlying a conflict and clearing up any misunderstandings.
  - b) Mediation by a neutral third party can be useful if individuals need help dealing with their conflict or finding a resolution.
  - c) Group process meetings allow the entire community to participate in the discussion and resolution of issues and to support the individuals in conflict.
4. If a member is not satisfied with the initial outcome, a written request for secondary review can be given to a Manager with a copy to the Program Manager. A written response will be provided.

### **Anti-Retaliation Policy**

Retaliation is any negative comments, actions, or biases that happen as a result of the member's complaint. It is the policy of the Organization that all members have the right to raise concerns or question current protocols. In the event that a member has questioned current protocols or a member's behavior, or filed a claim with a regulating body, there will be no retaliation. Investigations may require members to act as witnesses. It is the obligation of all members to give an honest and accurate account of any incident. Witnesses are protected under the anti-retaliation policy. If some form of retaliation arises, contact your Manager immediately.

## **ORGANIZATION POLICIES**

### **Computer Software Copyright Compliance**

This Organization prohibits the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" {Section 106}. The only exception is the user's right to make a backup copy for archival purposes {Section 117}.

### **Use of Communication Systems**

We make every effort to provide the best available technology for our members. This policy is to advise those who use our Organizational equipment on the subject of access to and disclosure of computer-stored information, voice mail, electronic mail, and Internet usage.

MA-TF1 property, including but not limited to computers, cell phones, personal digital assistants (PDA), laptops, video conferencing equipment, network storage drives, external drives, thumb drives, USB drives, disks, backup tapes, digital cameras, digital video cameras, instant messaging, blog posts, one-to-many messenger services

(Twitter), text messages, electronic mail, voice mail, and Internet, including internet cloud-based services, should be used only for conducting Organizational business. All information stored or exchanged on these systems is considered MA-TF1 property and may be accessed at any time by management. Additionally, personal communication system usage must be limited to a member's break time.

Internet and electronic mail may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job related groups. Furthermore, the electronic mail system is not to be used to create any offensive or disruptive messages. Among those considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. In addition, the electronic mail system can't be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials.

Although this Organization provides passwords and codes to restrict access and to protect these systems against external parties or entities obtaining unauthorized access, members should understand that these systems are intended for business use, and all computer information, instant messages, blog posts, video biogs, web videos, voice mail and electronic mail messages will be considered MA-TF1 records. Additionally, any personal websites, including biogs, vlogs (video biogs), twitter accounts, social networking sites, and personal email accounts, including those hosted by ISPs and webmail services, may be monitored as part of the Organization's overall data security plan. All information accessed, posted, or collected from or on MA-TF1 equipment or systems will be considered MA-TF1 property. This may include personal financial and/or medical records.

We also need to be able to respond to proper requests, resulting from legal proceedings that call for electronically stored evidence. Therefore, we must, and do, maintain the right and the ability to enter any of these systems and to inspect and review any and all data. Because we reserve the right to obtain access to all voice mail, electronic mail, and Internet usage left on or transmitted over these systems, members should not assume that such messages or data are private and confidential, or that we or our designated representatives will not have a need to access and review this information. Individuals using the Organization's business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, on computer disks, or in any other manner - will be private.

Management must review any request for access to the contents of another individual's computer, voice mail, electronic mail, or Internet access. No data, files, voice mail, emails, pictures, music (etc.), either personal or professional, are to be deleted, copied, or altered once termination notice is given by either party.

### **Cell Phone Policy**

We recognize the need for occasional personal use of cell phones during the work day. However, members are expected to keep any calls, texting, and/or sms (short message services) messaging, including videos, to a minimum, both in terms of frequency and the actual time spent on the call. In general, excessive personal calls during the workday, regardless of the phone used, interfere with productivity and are very distracting to others. We ask that you limit your personal calls and cell phone use to your break time. Audio and video recording of any kind is prohibited without prior written consent from both management and participants.

Members are asked to make personal calls, texts, and sms messages during breaks and lunch periods, and to notify friends and family members that phone calls to you should be as brief as possible. Cell phones should be placed on **vibrate** when you are actively engaged in MA-TF1 activities (meetings, training, briefings, deployments, etc.) unless otherwise dictated by the activity.

### **Photography and Media Policy**

Due to the confidential and sensitive nature of our services, it is the policy of MA-TF1 that all images and recordings, still and/or movie, collected on film, tape and/or electronically, are considered the property of MA-

TFI. This includes, but is not limited to, any images or recordings taken on a privately-owned camera, cell phone, PDA, tablet computer, tape recorder, or any other device with capability to record images or sounds. In addition, when engaged in any official FEMA activities (deployment, training, meetings, exercises, etc.) these images are also considered the property of FEMA. Refer to FEMA's Media and Social Media Policies for specifics.

Anyone who takes pictures, movies, and/or recordings while participating in a MA-TF1 function shall submit the original (unedited) version of those to MA-TF1. After MA-TF1 images have been collected the TI personnel will issue a CD with those images or recordings to our members when deemed appropriate by MA-TF1 Management. Any images or recordings being held by a MA-TF1 member are still considered property of MA-TF1 and the Federal Government. As such, no member will give out, sell, and/or publically display those items (original or copy format), unless written permission is received from the Task Force Leader and/or Public Information Officer.

A Public Information Officer (PIO) should be appointed during any significant drill or deployment. The U.S. Government considers many of our activities sensitive; therefore, information concerning those activities must be handled properly. The PIO may find a description of the position in the FEMA FOG manual. If the PIO is in need of further guidance in the event of a deployment, they may consult with FEMA US&R.

It is the responsibility of the PIO to control any interactions with civilians and any persons from any media outlets. This includes, but is not limited to, newspapers, radio, television, internet outlets, magazines and/or any other form of public/private media outlets.

Any member, who may be approached by media representatives, may answer personal and/or generic, non-detailed team questions if they wish to. No mission specific information concerning team strength, deployment assignments, team operations, member affiliations, FEMA and/or MA-TF1 policies should be released. In general, members should politely and professionally decline to be interviewed and direct the media personnel to the PIO.

It is strictly prohibited in any case that media representatives take photos and/or filming of any kind in any MA-TF1 building or vehicle without permission from the PIO or Task Force Leader, enforceable under the Homeland Security Act of 2002.

### **Social Networking and Blogging Policy**

Social networking websites, such as Facebook, Twitter, web logs ("blogs"), video postings, including "vlogs," online gaming, and social gaming, are online forum in which you can share your insights, express opinions, post pictures, and otherwise communicate within the context of a website or online conversation that can be distributed globally. As you are aware, the Organization's computer resources are intended to be used for business purposes only. While incidental personal use of the Organization's computer resources is acceptable in accordance with this policy, any personal use that adversely affects your productivity is not acceptable.

You should also be mindful of your online conversations and social network postings during your own time. In general, what you do on your own time is your affair. However, your conduct, even while off duty, can reflect on and affect the Organization. We ask that you exercise personal responsibility whenever you blog or use social networking websites. As such, please be mindful of the following guidelines:

1. Do not disclose any information that would be considered confidential within the meaning of the Organization's Confidentiality policy. The Confidentiality policy still applies, even if you are not on work time;
2. Whether you are posting on a social networking website, publishing your own blog, or participating in someone else's, make it clear that you are expressing your own views and opinions, and that you do not speak on behalf of the Organization. Only those officially designated by the Organization have the authority to speak on behalf of the Organization;



3. Be respectful of your potential readers. Do not use discriminatory comments, personal insults, libel, or slander when commenting about the Organization, your supervisors, other members, or our affiliates and/or competitors;
4. Managers and supervisors enjoy a special position of trust at the Organization. Unless specifically authorized, managers and supervisors should not post any information in any format about the MA-TF1 or the Organizational business;
5. **Following FEMA policy and the policy of MA-TFI, it is strictly prohibited to post mission specific details on Facebook or any other social media networks. While deployed members can refer friends and family members to the MA-TFI webpage.**
6. If you have any questions about the content of your blog, please feel free to seek guidance from your supervisor or from Human Resources.
7. Members are also subject to FEMA's Social Media Policies when engaged in any official FEMA activities (deployment, training, meetings, exercises, etc.).

Failure to follow these guidelines may result in discipline, up to and including termination. MA-TF1 reserves the right to monitor all blogs and sites for the purpose of protecting its interests.

### **Travel Policy**

Members may be asked to travel for official Task Force activities from time to time. When offered travel, members may choose air or ground transportation based upon distance, location and/or cost of such travel. MA-TF1 will reimburse at the rate of the most cost-effective travel method. All travel reimbursement document(s) must be completed and returned to the MA-TF1 Program Office within two (2) weeks of travel completion. Travel requests need to be communicated as soon as possible to allow for best pricing options, ideally a minimum of 3 weeks prior to anticipated travel. Members participating in authorized activities will be reimbursed per diem and all reasonable, allocable and allowable expenses, upon submission of course certificate and completed detailed trip report.

#### 1. Air Travel

- a. Arrangements for air travel (E-Tickets) will be made via the MA-TF1 Program Office and sent via e-mail to the individual traveler.
- b. Airport transportation via standard taxi, airport limousine, or mass transportation services from your home or work will be reimbursed at the rate of the most cost effective and reasonable option.
- c. Mileage to and from the airport will be reimbursed per the current U.S. General Services Administration POV rates. Please refer to the website for more information, [www.gsa.gov](http://www.gsa.gov)
- d. Airport parking fees will be reimbursed to the extent that fees do not exceed the cost of standard round-trip commercial transportation from a member's residence to the airport. Members are expected to use the most cost-effective option (i.e.: parking versus transportation service).
- e. MA-TF1 will **NOT** reimburse more than one bag or overweight/oversized baggage without prior approval by the Task Force Leader or their designee.

#### 2. Ground Travel

- a. Mileage will be reimbursed per the current U.S. General Services Administration POV rates for pre-approved authorized MA-TF1 activities. Please refer to the website for more information, [www.gsa.gov](http://www.gsa.gov). Documentation of mileage must be submitted in the form of MapQuest, Yahoo or similar printout indicating mileage. Optionally, a logbook entry indicating actual mileage may be submitted for reimbursement.

- b. Tolls will be reimbursed provided original receipts or automated toll bills are submitted.
  - c. MA-TF1 members may elect other forms of ground transportation when necessary to include rail, bus, taxi, limo, ferry, etc. The cost of these forms of transportation will be reimbursed (to the level of the most cost-effective means of travel) provided that they have been pre-approved for authorized MA-TF1 activities and standard coach fares are utilized. Original receipts must be submitted for reimbursement.
3. Lodging
- a. Lodging when required will be reserved for you at an appropriate facility for the dates necessary. Arrangements for lodging will be made in accordance with the federal per diem rate schedule. MA-TF1 will make every attempt to cover the lodging upfront, but on occasion it will be the responsibility of the member to cover the cost of lodging at the time of services and submit for reimbursement per MA-TF1 Reimbursement Policy at the conclusion of travel. Any charges in excess of room charges will be the responsibility of the member (i.e. room service, movies, and/or other services).
4. Meals
- a. Meals and other incidental expenses are reimbursed utilizing the federal per diem rate schedule and will be calculated by MA-TF1 Office personnel. Receipts are **NOT** required for meals. Travel days are reimbursed at 75% of the scheduled federal per diem rate, regardless of what time travel occurs. When meals are provided, the cost of such meals will be deducted from the total reimbursement per the current U.S. General Services Administration Meals & Incidental Expenses component breakdown.
5. Rental Vehicle
- a. Costs related to the use of rental vehicles while on authorized MA-TF1 travel are reimbursable only when specifically authorized by the MA-TF1 Program Office. When possible, discount rental agencies will be utilized, and the vehicle rented will be the smallest vehicle meeting the needs for the specific MA-TF1 activity. In most cases, this will be a small to mid-sized car. In cases where some other type of vehicle is necessary, specific pre-authorization is required. The MA-TF1 Program Office will make the appropriate reservations and, in most cases, it will be direct billed to the Task Force. Occasionally costs may be the responsibility of the member to cover at the time of services and submit original receipts for reimbursement.
  - b. If it is deemed necessary, a rental vehicle will be reserved for you at your arrival destination and in most cases, it will be direct billed to the Task Force.
  - c. **DO NOT** accept refueling services offered by rental car companies.
  - d. **DO NOT** accept rental car insurance if utilizing a MA-TF1 credit card(s) or if your credit card covers this for you (please check before traveling as many credit cards cover this).
  - e. Fuel costs will be reimbursed with submission of original receipts and a mileage report.
  - f. The individual renting the vehicle is responsible for any damages or loss to the rental vehicle if it is determined that the damage or loss is due to his/her negligence. Vehicle rental insurance is not authorized under federal funding and should be declined. Members may elect to take out rental insurance on their own, but this expense will not be reimbursed.
6. Equipment Need/Use During Travel
- a. In the event that MA-TF1 related travel activities require a member to be issued equipment, the individual traveling is responsible for contacting the Logistics Manager in a timely fashion (at least two (2) weeks prior to travel start date) to arrange for the necessary equipment to be issued. Issuing equipment will require the individual to inspect and sign out the equipment. Care for it appropriately and return it in its original condition no later than fourteen (14) days after the conclusion of travel. Upon return, the item(s) will be inspected for loss or damage and signed in by a member of the Logistics management staff and returned to its proper location.
7. Cancellations
- a. In the event that a member is unable to attend an event for which travel arrangements have

been made, it is the individual's responsibility to contact the MA-TFI Program Office, Manager, Task Force Leader and/or Program Manager as soon as possible to ensure that cancellations or alternate plans can be arranged.

- b. In the event that any and/or all of your travel arrangements have been cancelled, you should make every effort to contact the MA-TFI Program Office, Manager, Task Force Leader and/or Program Manager as soon as possible for assistance. In the event this is not possible, utilize your best judgment in securing reasonable accommodation(s) and/ or alternate travel arrangements and contact the MA-TFI Program Office as soon as possible for further assistance.
- c. Members may not make any changes to their travel plans that incur additional expenses unless specifically approved by the Program Manager or Assistant Program Manager. **Any unauthorized fees for travel changes will not be reimbursed.**

#### 8. Trip Report

- a. Upon return from any MA-TFI related travel, members are responsible for submitting a **Trip Report** to their Manager **and** the MA-TFI Program Office detailing their travel to include, but not limited to: name, date, destination, mission/assignment, program news/updates, evaluation, problems encountered and any suggestions for improvement. In addition, if a certificate was issued for the course attended, a copy of the certificate must be submitted to the MA-TFI Program Office to be placed in the members personnel file. Receipts must be submitted as well, including items that were billed or charged directly to MA-TFI.
- b. A *Claim for Reimbursement Form* must be signed and submitted with original receipts and/or documentation for any items requested for reimbursement. Per Diem allowances will be applied to the form by the MA-TFI Program Office in accordance with the federal per diem standards. Reimbursements will not be processed until all reporting requirements are satisfied. All reimbursement claims must be submitted to the MA-TFI Program Office within two (2) weeks of travel completion.

### Reimbursement Policies

When a member is selected to go on deployment, that individual is eligible to be reimbursed for their time. Generally, time starts when an individual signs in at the Point of Assembly and ends when they sign out from that point at the end of deployment (Portal to Portal). In accordance with the FEMA US&R and MA-TFI policies, any personnel deployed for a national event through a Memorandum of Understanding with their employer will receive their regular and customary compensation for their normal working hours and overtime for any hours beyond those. While an individual is deployed, his/her employer should provide the individual's regular and customary compensation. This should help avert any major financial problems for the deployed individual. In order to facilitate reimbursement to the deployed individual and their employer, the deployed individual shall supply the team with the contact information of the person(s) that would be responsible for the reimbursement. **No deployed personnel should be paid the overtime for the deployment until all paperwork between MA-TFI and the Employer has been completed.** If anyone accepts compensation and the figures are incorrect it will be the responsibility of the deployed member to make restitution to their employer if necessary.

There are generally two (2) methods that a deployed member may be compensated:

1. As a Participating Agency member via a Memorandum of Understanding with the individual's employer (FEMA preferred method). This is to the benefit of the deployed individual in terms of insurance, death benefits, workers' comp, and taxes.
2. Directly as a contractor for MA-TFI

Deployed members who elect to be deployed as Contractors will be paid an hourly wage portal to portal with no overtime. Those wages are set annually by the Program Manager and are position specific. Personnel who elect to be deployed as contractors are responsible for arranging their own time off from their place of employment for the duration of the deployment. Please be advised that if an individual elects to be deployed as a contractor, they

are likely not covered by their employer's workers' compensation plan while on a deployment. Contractors are considered to be covered under Federal Workers' Compensation, which involves lengthy federal paperwork which may delay the reimbursement process, and the coverage may not be as forgiving as most individual and/or company plans.

Individuals who assist with deployment tasks of Mobilization, Operations, Demobilization and Rehabilitation (as stated under "Deployment Selection Procedures") do not receive backfill pay for this part of the mission. In order to be paid for this assignment, you must sign in and out. Generally, two (2) members are hired for each 12-hour shift to staff the Operations Center and act as the contact liaison whenever Task Force assets are deployed.

**Please be advised that in order to be compensated correctly, you must sign in and out.**

### Employer

The member's employer is eligible for reimbursement when the member is selected for a Federal deployment. For each hour of deployment, the employer will be compensated for any overtime of the deployed member and will either be reimbursed for the individual's salary or the cost to pay personnel to backfill the vacated position, in order to maintain the event as "cost neutral" to the employer. See 44 CFR 208 for specifics on reimbursement to Participating Agencies.

Task Force Office Personnel will work with the deployed member's employer to gather all the necessary information concerning pay rates and schedules of the deployed member and all backfill personnel.

When this information is compiled and processed the members employer will be paid for the reimbursement of any eligible expenses for the backfill personnel, the overtime due the deployed member, and any other reasonable costs that are incurred by the employer as per 44 CFR 208. It is the goal of the FEMA US&R system to make this a cost neutral endeavor for the employer.

If your employer and/or payroll personnel has any questions, please have them contact the Task Force office at (978)-922-5680.

### **Alert Reimbursement**

When MA-TF1 is placed on Alert, personnel will be contacted by the Office Staff or their managers and requested to report to the Cache. Personnel who are current with Service/Training hours' requirements will be eligible for compensation for Alert activities. Personnel who are not current with their Service hours requirement will receive Service hours in lieu of compensation until they attain 20 Service hours. After attaining 20 Service hours, they will be eligible for compensation. MA-TF1 does not provide backfill for Alert activities unless otherwise approved in advance by the Program Manager.

### **Member's Personal Property**

This organization has no stand-alone legal duty to bear the cost of replacing or repairing members' personal property that has been lost, stolen or damaged at work. Members should take necessary precautions to protect their personal effects from theft, loss, or damage while on this organization premises. This organization provides all essential items required to perform one's duties. Any personal property which is brought onto this organization premises is at the member's sole risk.

### **Gifts**

Advance approval from management is required before a member may accept or solicit a gift of any kind from a citizen, supplier, or vendor representative if the value exceeds \$50. Members are not permitted to give unauthorized gifts to citizens or suppliers, except for certain promotional "premiums" (such as t-shirts, coffee mugs, pens, or key chains) imprinted with the Organization logo or sales information.

### **Personal Use of Organization Property**

Generally, the personal use of MA-TF1 property is not permissible; however, on occasion and with prior authorization, members may be allowed to use certain tools or equipment for their personal business while on our premises. In no instance may the tools or equipment be taken off the Organization's premises or used without prior management approval. You understand and agree that we are not liable for personal injury incurred while using the Organization's property for personal projects. The member accepts full responsibility for any and all liabilities for injuries or losses which occur, and/or for the malfunction of equipment. Equipment or tools must be returned in original condition. The member is required to pay for any damages that occur while using the equipment or tools for personal projects.

### **Use of the Organization and/or Personal Vehicle**

If you are authorized to operate any of the Organization's vehicle(s) in the course of your assigned work, or if you operate your own vehicle in performing your service(s), adhere to the following rules:

1. You must be a properly licensed driver for the vehicle to be utilized.
2. You must maintain mileage reports.
3. You are responsible for following all of the manufacturer's recommended maintenance schedules to maintain valid warranties, and for following the manufacturer's recommended oil change schedule.
4. If you are using your own vehicle for MA-TF1/FEMA business, you must maintain adequate insurance.
5. This Organization provides insurance on its vehicles; however, if determined for just cause, you will be considered completely responsible for any accidents, fines, and moving or parking violations incurred.
6. Persons not authorized and/or non-active members of this Organization cannot operate any MA-TF1 vehicle.
7. You and all authorized passengers must wear seatbelts at all times.
8. You are not allowed to do anything while driving that will distract your attention. This includes, but is not limited to texting, surfing the internet, applying make-up, shaving, fatigue, etc.

## **TRAINING REQUIREMENTS & DEPLOYMENT SELECTION POLICIES**

### **Training Requirement Policy**

It is the policy of MA-TF1 that all members must attend **40** hours of Team Training per year to be considered an active deployable member. Hours are calculated from the current date back one (1) year on a running basis, **not** on the basis of a calendar year. Team training is defined as training that is conducted with the team. This excludes training that a member is sent to, that is run either on the national level, or other non-team training. Pre-approved training will be awarded eight (8) hours of *service* hours per day of training. It is the responsibility of each individual to sign in on the official team sign-in sheet for that drill. Most team drills will be credited for eight (8) hours per day. In some cases, there will be classes held during a drill day with their own sign-in sheet. In that case, the individual will receive credit for attending the class, but will not receive any additional hours beyond the eight (8) hours credited for the day.

There are additional training requirements that must be completed for a member to be considered deployable. These include:

- Mobex
- Fly-Away
- FEMA Training

### **MOBEX Training**

All members must attend a Mobilization Exercise once every three (3) years to be considered deployable.

A MOBEX is a multi-day, multi-disciplinary drill. It will include a convoy, a multi-day operational period, and all

after action activities that would be required during an actual deployment.

MA-TF1 will make all efforts and attempts to offer a MOBEX annually.

It is the intention of MA-TF1 to advise the team of the date of the MOBEX three (3) months in advance via e-mails and at drills.

MOBEX attendance will give each member credit for eight (8) hours of training for each day of the MOBEX.

### Fly-Away Training

It is the policy of the FEMA US&R system that all teams develop and maintain a relationship with the military to be able to fly to a national disaster on short notice.

It is the policy of MA-TF1 that all members must attend a Fly-Away Exercise once every three (3) years to be considered deployable.

A Fly-Away is a drill that incorporates the following

- MA-TF1 convoy to a military airfield.
- Training in the proper assembly of military pallets.
- Military aircraft pallet loading procedures and regulations.
- Military flight procedures and protocols (may include a military aircraft flight).

Fly-Away drill activities are predicated on the ability of the military to supply us with pallet training and the military airframes. If an individual attends a Fly-Away and we are unable to actually fly, that person will still receive credit for attending the Fly-Away drill.

MA-TF1 will make all efforts and attempts to offer a Fly-Away drill annually.

Personnel will receive credit for eight (8) hours of training for a Fly-Away drill.

### FEMA Required Trainings

To be an active member of any US&R team, there are mandated skills that all personnel must receive through trainings (i.e. GPS, NIMS, etc.). The team will conduct such trainings when it is deemed necessary by Team Management.

### **Training Request Policy**

Anyone wishing to conduct training or use any facilities at our site must follow the procedures set forth:

1. There is a training requisition form located in the administration office. They must be submitted for approval at least thirty **{30}** days prior to the requested training date; this is necessary due to the fact that all staff is considered part-time, and there are several steps in initiating a successful training event.
2. The form must be completed to the best of the individual's ability. Specifically, course name, description of course, instructors' names, requested date, equipment needed (both from Cache and Classroom types), number of students, discipline type, and OEMS hours (if approved or are to be applied for).
3. Then return the form to Office Staff personnel, for verification from the Staff Training Coordinator(s) and Logistics Manager(s) to ensure that the proper preparations will be made.
4. When all steps are completed, the training can be advertised and sign-ups, if necessary, can begin. It is best for everyone if we can notify individuals well in advance of the training date.
5. Lastly, it is the responsibility of the people conducting the training to be sure that the equipment is returned to its proper readiness status in a timely manner.

## **Service Hour Requirement Policy**

It is the policy of MA-TFI that all members complete **20** hours of service time per year to be considered an active deployable member. These hours are calculated on a running basis, **not** on the basis of a calendar year. Service hours are defined as hours spent working for the benefit of MA-TFI that are not credited or compensated for by any other means.

A member can receive credit for service hours in a number of ways, such as:

1. Doing work at the Cache during a non-training day. Normally, a member must contact a Logistics Manger ahead of time to ensure that there is something for the individual to do and that there will be personnel available to grant them access to the particular facility. At times, e-mails will be sent out looking for help on specific days.
2. Representing the team at meetings with other organizations. These require pre-approval by a Task Force Leader and/or Program Manager.
3. Attending a national US&R meeting, such as a Working Group or a Task Force Leaders meeting. The individual will receive eight (8) hours Service Time credit for each day not including travel days.
4. Attending training at a national US&R or FEMA sponsored class. The individual will receive eight (8) hours Service Time credit for each day not including travel days.
5. Assisting with national US&R level or other training that may be held at our facility.
6. Acting as a Lead or Assistant Instructor for an approved class or exercise conducted by and for the team or portions of the team.
  - a. It is the responsibility of the Lead Instructor to submit a list of instructors in advance.
  - b. All instructors must arrive in time to set up for the class or exercise and be present for the entire period including rehab and clean-up.
  - c. It is the responsibility of the Lead Instructor to submit a final list of instructors and their accrued hours. All course paperwork must also be turned in prior to anyone receiving any instructor credit.
  - d. Instructors will be given training credit hours for their class or exercise instruction time, plus an additional 50% of their time as service hours.

Other opportunities to accrue service hours may occasionally arise. The Team Management must approve these hours prior to the activity.

## **National US&R Course Selection Process**

Members will be selected to attend national training with the best interest of MA-TFI in mind. MA-TFI reserves the right to not send any members to training if team management feels we have sufficient numbers of trained personnel in that position or cannot afford to send anyone.

All personnel who are nominated to or request the opportunity to attend National US&R training must meet the minimum criteria to attend training, including Training, Service and Administrative Requirements. A National US&R training calendar is published and updated several times during the year. Once it is determined that a National US&R course will be held, Task Forces are notified by the program office, usually 4-6 weeks before the course start date.

- a) At that time MA-TFI will notify the appropriate discipline managers so they can determine who in their discipline is in need of the training.
- b) Identified members will then be contacted in order to determine if they are able to attend the training when scheduled.

If no members of the specific discipline require training, or none are able to attend an upcoming course, the course will be opened to Task Force members and managers who require the course as part of their other functions/responsibilities within the Task Force system, including members who have requested cross-training.

Identified members are contacted to determine if they are able to attend. If no members are identified as above, the training will be offered to all Task Force members who express an interest in attending the training and are able to attend the training. A member's training and service time, as well as attendance at previous national certification courses, will be taken into consideration. All things being equal, if more members are identified than there are slots available; a lottery drawing will be conducted.

Members who attend training are expected to fulfill the position for which the training is conducted if/when requested. Members who attend "Train-the-Trainer" training are also expected to provide training to the Task Force when appropriate.

Attending National US&R training is not team training (please refer to "Training Hours"), therefore service time will be awarded for class hours attended. Generally, members will receive eight (8) hours of service time per training day not including travel days.

### **Training Day Operations**

Training will be conducted by MA-TF1 monthly. The Training Coordinator will make every attempt to make the training interesting, challenging, and safe while conforming to FEMA US&R standards. All members are required to sign in on the official sign-in sheet prior to the meeting or training in order to receive credit for the drill. During some drills there may be additional sign-in sheets for the specific training that is taking place during the regular team drill. Every member is required to sign in for him or her self. It is strictly prohibited for anyone to sign in for another member. If this occurs disciplinary action will be taken. All members will wear the official MA-TF1 uniform (as described in the "Dress Code & Personal Appearance" section of this manual) to the drill unless otherwise directed. All members must bring a minimum of their 24-hour pack and all safety equipment. The MA-TF1 Training Coordinator(s) or Office Staff will inform all personnel in advance as to what the subject(s) of the drill will be.

Due to class size limitations, required pre-class/drill sign-ups for certain drills or classes will be on the basis of "first come, first serve." Members who arrive to the event and have not previously signed up will be allowed to attend only at the discretion of the instructor and the Task Force Managers.

### **Deployment Selection Procedures**

When the team is deployed, we are allowed to bring people in to assist in getting the team out the door. Tasks include, loading trucks, doing last minute purchases, setting up the deployment stations and cleaning the cache after the deployed members have left.

In the past, when Task Force assets are deployed, MA-TF1 has been authorized to hire two people per 12-hour shift to operate an operations center 24 hours a day and act as a contact point for families. We feel that both of these are very important, and we intend to fill these positions on any future deployments. Personnel will be chosen to fill these positions by the members left in charge at the cache, taking into consideration skills needed in the office and the training and service hours status of the individual.

Members who are selected to staff the operations center that do not meet the minimum Service and/or Training hours requirement must apply any hours accrued to Service/Training first, prior to being eligible to receive monetary compensation. The people who fill these positions must sign in and out on the forms that are provided. Upon Task Force asset return, we are generally authorized a certain number of hours (as indicated in the demobilization orders) to rehabilitate the cache. Logistics Managers will solicit members to assist with these activities and will determine how many members are required and who may be appropriate for the tasks. If several members are available to fill these roles, individuals who have the minimum required service and training hours will be given the first opportunities.

Minimum requirements have been developed for a member's deployment. This includes, but is not limited to, all paid deployments including 1ST and any training/mission where there is reimbursement for travel.



The MA-TFI Office Staff will advise members on a regular basis as to status of each member. Members are personally responsible for maintaining their deployable status.

Team Managers are responsible for determining a process that they will utilize to deploy members of their respective discipline to an incident, taking into consideration the following:

1. A member's training (40) and service (20) hours for the previous 12 months.
2. Status as fully qualified for their assigned position per FEMA standards.
3. Attendance of the required MOBEX and Fly-Away training within the last three (3) years.
4. Completion of all FEMA US&R required team and position specific training.
5. Up to date status of required certifications, licenses, permits, and/or any other required documentation.
6. Fit-for-Duty status

#### Further Deployment Criteria

1. Previous deployments
2. Technical competence
3. Cross training
4. Type of incident
5. System fairness to ensure all members eventually receive the opportunity to deploy
6. Needs of the Task Force

Deployment requirements are as of the day of the deployment; it is the responsibility of the Managers to contact the office to determine a member's status. Any exceptions to the above will be made only with the Task Force Leader's consent and written explanation of need by the respective discipline manager.

Managers shall explain the selection process on an annual basis to new and existing members. Task Force Management will ensure that all members understand and concur with the deployment procedure(s). MA-TFI reserves the right to review and change these requirements as necessary.

#### **Team In-State Deployment**

It is the policy of MA-TFI to ensure various assets are available to local communities at no cost for an initial situation evaluation. This policy has necessary restrictions due to the fact that our personnel are volunteers and, as such, do this at their own risk.

Should an "Event of Interest" occur within the region, MA-TFI will send a representative of the team to the scene upon request from either local Public Safety and/or MEMA officials to determine whether MA-TFI assets would be of assistance at the incident. In most cases, this member would be a Task Force Manager who would be responding from an area near the event. Any members who respond on an incident while it is in the investigative stage do so on their own time.

There is no back fill for these instances. Members must be aware of the risk of injury. At this stage of an incident, we have a very small official connection and the team member would have very limited coverage for medical costs.

Should the "Event of Interest" be determined as a MA-TFI mission, the Task Force Leader, with concurrence of the local Incident Commander and/or MEMA, may elect to deploy a "Technical Support Team" made of the proper technical experts from the Task Force to provide technical assistance. For planning purposes, the Technical Support Team should be on scene within two (2) hours.

Any deployments of MA-TFI equipment and personnel exceeding those listed above will require negotiations with either the local agency and/or MEMA for cost reimbursement.

If we are able to recover costs from a responsible party or from State or Federal sources, responding members will be compensated for their work to the extent possible from funding available. We will attempt to include the costs of the initial investigative individuals and Technical Support Team members. If funding is not available, Service Hours will be applied.

## **SCHEDULE & TRANSFER POLICIES**

All members are responsible for accurately recording and reporting their time. MA-TFI requests that all time sheets are adjusted to increments of 15 minutes. No member may record service/training hours on another's timecard or timesheet. Tampering with another's time record is cause for corrective action, up to and including deactivation, of both members. In the event of an error in recording your time, report the matter to your supervisor immediately.

### **Organization Schedule**

Due to the nature of MA-TFI being a 24-hour Organization, members may be called into action once the Organization has been placed on "Alert Status;" at that time MA-TFI management will contact members who need to report to the cache. Once at the cache the deployment selection process may begin, and members will then be considered on Alert status.

### **Office Staff Scheduling**

The scheduling coordinator will create a monthly schedule with input from staff members by the middle of the prior month. Once the schedule is complete it will be e-mailed to all staff members. Anyone requesting a change must contact his/her supervisor as well as the scheduling coordinator (currently Ed Seligman) as soon as possible. Personnel in the Logistics Office should contact the Logistics Manager (currently Ed Seligman) and Personnel in the Administration Office should contact the Assistant Program Manager (currently Anita Arnum). The Logistics Manager and Assistant Program Manager will ensure coordination of coverage.

### **Transfer Policy**

Approval of transfers depends largely upon training, experience and work record. Members are encouraged to discuss requests for another position with their current manager. When a person is accepted to be a member of the team, they are required to stay in their assigned discipline for a period of at least two (2) years from the conclusion of their probationary period.

When a member has served the appropriate amount of time in their assigned discipline and they are currently in a "Green" status, they may request a transfer to another discipline if desired. This is done by the completing the following:

1. Filling out the proper Change of Status Form, which is available on the website.
2. Contacting the manager of the discipline you wish to go to and requesting the permission to transfer to that discipline.
3. Contacting your current manager and getting that individual's approval to transfer disciplines.
4. Managers of both disciplines must sign the Change of Status Form.
5. Turn the form in to this Administrative Office for consideration. It will be reviewed by the proper personnel for approval or disapproval.

At times, shortages may arise in certain disciplines. At that time, the team will notify all current members to see if anyone would like to request a transfer. The members most qualified for the transfer will be considered. Prior to accepting new applicants, the team will also notify members of any openings in any disciplines. Members most qualified for the transfer will be considered if requested.

## **Performance Reviews**

This Organization may conduct a formal review once per year for each staff member. In addition, all activated members will receive a performance review (ICS Form 225) following any deployment or MobEx assignments. A review may also be conducted in the event of a change in duties and responsibilities. Performance reviews provide an opportunity for collaborative, two-way communication between members and leaders. This is a good time to discuss professional interests, future service-related goals, and any concerns you might have about your membership. Specific Evaluation Criteria:

- Knowledge of position within MA-TF1
- Knowledge of MA-TF1 equipment
- Professional mannerisms and appearance
- Ability to work as a team member
- Ability and willingness to follow directions

## **SAFETY & SECURITY POLICIES**

### **General Safety**

This Organization is committed to the safety and health of all members and recognizes the need to comply with regulations governing injury and accident prevention and member safety. Maintaining a safe work environment, however, requires the continuous cooperation of all members.

This Organization will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. Any suspected unsafe condition and/or any injury that occurs on the job must be reported immediately. Violation of these safety rules may result in deactivation. It is the responsibility of each member to follow established safety regulations and procedures.

In addition to the General Safety guidelines, members shall not bear firearms during training and/or official activities without specific authorization of the Program Manager.

Members must have their personal Safety Equipment available during all drills and deployments. This safety equipment must be maintained in clean and serviceable condition at all times. The following is a list of the minimum safety equipment that all MA-TF1 members must maintain:

1. One (1) pair of Safety Glasses with side protection and/or safety goggles.
2. One (1) pair of leather work gloves.
3. Two (2) sets of hearing protection.
4. One (1) Helmet with chin strap.
5. One (1) pair of ANSI Z41 compliant Standard Protective Footwear

Please see specifications of safety equipment under the "Dress Code and Personal Appearance" section of this handbook.

### **Visitors in the Workplace**

Only authorized visitors are allowed in the workplace. Any individual visitor is limited to one (1) visit unless otherwise approved. All visitors should enter the workplace through the main entrance. Upon arrival, the member must bring the visitor to a Team Senior/Program Manager for an introduction. ***Members are responsible for the conduct and safety of their visitors at all times.*** If an unauthorized individual is observed on MA-TF1 property, members should immediately notify their supervisor or, if necessary, direct the person to the main entrance. In some instances, it is beneficial to the Organization to invite Politicians, Police/Fire Chiefs, Emergency Management Personnel, Family members, and/or members of the press. Per Federal Security and Privacy

Laws/Policies, all visitors must abide by the MA-TF1 "Workplace Policies" set forth within this handbook.

### **Reporting Injuries and Accidents**

**Any injury, whether or not it requires medical attention, should be reported to MA-TFI.** Reporting will ensure that any existing safety hazards are corrected. Appropriate paperwork must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents that occur in the workplace. The Massachusetts State Workers' Compensation Act also requires that we report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments, as well as health benefits. OSHA also provides for your right to know about any health hazards that might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

In the event that a member is injured or becomes ill during travel and immediate treatment is needed, activate the local 911 services. Notify the MA-TF1 Program Office, Task Force Team Leader and/or Program Manager as soon as possible for assistance. While on official FEMA travel, it is important to submit any illness/injury claims under Federal Workers' Compensation, rather than under your private insurance carrier. If not on official FEMA travel but on MA-TF1 related travel, claims should be submitted under our VFIS policy.

### **Security Inspections**

This Organization wishes to maintain a work environment that is free of illegal drugs, alcohol, explosives, and other improper materials. To this end, this Organization prohibits the possession, transfer, sale, or use of such materials on its premises. This Organization requires the cooperation of all members in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of members but remain the sole property of this Organization. Accordingly, any agent or representative of this Organization can inspect them, as well as any articles found within them, at any time, either with or without prior notice.

### **Restricted Areas**

In the interest of safety and security, certain portions of this Organization's facilities may be restricted to authorized personnel only. Restricted areas are considered to be sections of Building 2, 5 and 7, which are clearly marked.

### **Organization Violence Prevention**

This Organization is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, this Organization has adopted the following guidelines to deal

with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises:

All members, including supervisors, should be treated with courtesy and respect at all times. Members are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another member or member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's race, citizenship status, national origin, gender, gender identity, sexual orientation, age, religion, genetics, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other senior member of MA-TF1. This includes threats by members, as well as threats by vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

This Organization will promptly and thoroughly investigate all reports of threats of (or actual) violence, and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

In order to maintain workplace safety and the integrity of its investigation, this Organization may suspend members, either with or without pay, pending an investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt corrective action, up to and including deactivation of membership. This Organization encourages members to bring their disputes or differences with another member to the attention of a senior member of the MA-TF1 before the situation escalates into potential violence. This Organization is eager to assist in the resolution of member disputes and will not discipline members for raising such concerns.

### **Emergency Evacuation**

If you are advised to evacuate the building, you should:

- Stop all work immediately.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly, but do not run. Do not stop for personal belongings.
- Proceed in an orderly fashion to a parking lot near the building.
- Be present and accounted for during roll call.

Do not re-enter the building until instructed to do so by the authority having jurisdiction.

### **In Case of Fire**

If you are aware of a fire, you should:

- Immediately exit the building, pull the fire alarm, and dial 911, or the local emergency or fire department.
- If possible, contact your supervisor and inform other members to evacuate the area.
- If the fire is small and contained, locate the nearest fire extinguisher; this should only be attempted by members who are trained and knowledgeable in the proper use of fire extinguishers.
- If the fire is out of control, leave the area immediately; no attempt should be made to fight the fire.

### Fire Drill Location:

In case of a fire or fire drill, all members should assemble in front of building 8.

When the fire department arrives; direct the crew to the fire. Do not re-enter the building until directed to do so by the authority having jurisdiction.

## **Separation from MA-TF1**

### **Return of Property**

Members must return all the Organization's property, including uniforms and photo ID cards, immediately upon request or upon deactivation of membership. Where permitted by applicable laws, the Organization may bill for the cost of any items that are not returned when required. The Organization may take all action deemed appropriate to recover or protect its property. Please refer to Appendix B for a detailed list of MA-TF1 uniform and/or equipment that may be returned upon departure from the Task Force.

## Appendix A - List of Requirements

### **Administrative**

- Task Force Application
- Federal Application for Employment OF612
- Information on Citizenship, Place of Birth
- Resume
- Signed MOU
- SF-61 Appointment Affidavit
- FEMA Code of Conduct
- Data Transmittal Sheet
- Responder Information Sheet
- Activation Reimbursement Election Form (including employer Tax ID#)
- MA-TF1 Commitment Declaration Form
- Beneficiary Designation for Accident & Sickness Policy Form
- Signed acknowledgment of Policy and Procedures review
- Personnel Service Agreement
- MA-TF1 USAR Candidate Medical History Form\*
- OSHA Medical Evaluation Questionnaire
- Emergency Contact Information
- W-9 Forms for self and for employer
- CORI Request Form
- FEMA Student ID

### **Licenses**

- Copy of Current Driver's License
- Copy of DOT Card (if applicable: Commercial Driver or Hoisting License)
- Copy of Health Care Provider License/Certification- M.D., D.O., R.N., D.E.A., EMT, etc.
- Copy of pertinent certifications- CPR, ACLS, PALS, ATLS, BTLs, AHLS, etc.
- Copy of Specialty Licensure- Hydraulics, Engineer, etc.

### **Medical**

- Initial Medical Evaluation by personal physician
- Documentation of Immunizations
  - o Tetanus (Td), current within ten (10) years
  - o **MMR**
  - o Hepatitis-A
  - o Hepatitis-B
  - o Polio
- FEMA Physical Exam and Fit-For-Duty Status- every three (3) years or as prescribed by FEMA/MA-TF1 policy

### **Training Requirements**

- FEMA US&R Orientation Program
- Basic Water Rescue Awareness
- Confined Space Rescue Awareness
- Structural Collapse Awareness
- GPS Awareness
- Critical Incident Stress Awareness

- AWR 160 WMD/Terrorism Awareness for Emergency Responders Course (Every 5 years)
- US&R Enhanced Operations in a Contaminated Environment on-line (Every 5 years)
- EOCE 4-hour hands on skills session at task force level (Every 5 years)
- Certificate of Completion of ICS Training S-100, 200,700,800 AND IS-33 Ethics
- CPR
- Annual Fit-Testing
- Annual 1910.134 Respiratory Refresher Training
- Annual Hazmat Refresher Awareness/Operations
- Annual Bloodborne Refresher
- Copies of pertinent Training certifications
- Other training as needed

#### **Additional Requirements**

- Copy of current Passport (requested, not currently required)

#### **General Requirements for all Task Force Personnel**

- At least 21 years of age
- Physically fit per sponsoring Organization's standards

#### **Positions Requiring EMT**

- Rescue Specialist
- Rescue Squad Officer
- Medical Specialist (EMT-P minimum)

#### **Position Specific Requirements**

- Medical Team Manager: Licensed Physician
- Structures Specialist: Certified Professional Engineer
- Hazardous Materials Specialist: Certified Hazardous Materials Technician
- Medical Specialist: Certified Paramedic/CCT/Nurse (ACLS, PALS)
- Logistics Specialist: 49CFR HM Handler/Packer/Labeler; 29 CFR Forklift



## Appendix B-List of Issued Equipment/Gear

### Purpose:

The intent of the MA-TF1 uniform/gear plan is to provide the proper PPE to its membership in an efficient and accountable manner based on the current FEMA Cache list. Members need to understand that this purchase of equipment is a significant amount of money and represents a significant commitment to the team member by the task force. Members must also realize that some items on the list must be purchased by themselves as team members.

The plan is incremental and phased, based upon participation, position, and deploy ability.

The Logistics Team Manager shall maintain the inventory and requisition items as directed.

### Definitions:

For the purposes of this policy, "Fully Deployable" shall be defined as a member who meets the requirements listed below as reported from the monthly "green sheet" produced by Task Force administration:

- A minimum of 40 hours of annual training time
- A minimum of 20 hours of annual service time
- A Fly-Away within 3 years
- A MobEx within 3 years
- Member's Name in green
- Member's primary discipline in green
- Have no outstanding items that are in red print

### Scope:

This SOP is applicable to all MA-TF1 personnel.

### Procedures:

Uniforms and gear will be issued in a phased manner, based upon member's training, position, and deploy ability. All phases of equipment issuing are under the restriction that all Task Force requirements are met for the specific phase.

Gear bag inspections will be performed annually, starting on April 1st of each year and concluding on June 1st of each year. Discipline managers shall be responsible for ensuring that their members maintain the required equipment. It is imperative, for operational readiness, budgeting, and purchasing, that this is completed. Members not completing or in compliance will not be considered deployable until compliance is met.

It is the understanding of each member that the Task Force will provide a limited amount of equipment and that the remainder of the required items are the responsibility of the member to provide in order to be deployable.

Note: The Task Force inspection form is derived from the FEMA "Personal Items" section of the most current Cache list. See the current approved FEMA Cache List (appropriate sections) for the complete list of required equipment to be deployable.

### Phase I - Orientation

As a member completes the application process and is accepted into the orientation process, the member shall receive:

- 1 pair of cotton BOU pants
- 1 long sleeve t-shirt

**Members at Phase I will be required to provide their own steel toe safety boots.**

**Phase II - Probation**

As a member completes the orientation and starts the probationary process, and with the approval of the appropriate team manager, the member shall receive:

- 1 red safety helmet
- 1 red FSS 72-hour bag or 1 yellow FSS 24-hour bag
- 1 half face mask
- 1 pair of work gloves
- 1 pair of safety glasses
- 1 set of ear protection
- 1 t-shirt
- 1 set of cotton BOU's w/ patches

The red safety helmet and two FSS bags will be turned in when the member achieves deployable status and receives Phase III equipment.

**Members at Phase II will be required to provide their own steel toe safety boots.**

**Phase III -New Full Member**

When a member completes the probationary process and becomes a full member, we will issue the following:

- Exchange red helmet for a white team helmet
- 1 t-shirt
- 1 set of cotton BOU's w/ patches

**Phase IV- Green Member but not fully deployable**

As a member works toward being fully deployable, but may be missing a Fly-A Way or Mob Ex, as well as FEMA position specific requirements, the member shall receive:

- 1 cotton BOU blouse with patches
- 2 pairs of cotton BOU pants
- 2 long sleeve t-shirts
- 1 black 24-hour pack
- 1 black 72-hour bag
- 1 pair of safety boots
- 1 cold weather jacket/pant set
- 1 TF ball cap or boonie hat

**Phase V- Fully deployable**

When a member becomes fully deployable, they will be issued the equipment listed below. The discipline Manager can waive the FEMA position specific requirements, if they choose. Written notification to the LTM will be required.

- 1 sweatshirt
- 1 MA-TFI polo shirt
- 1 pair of khaki tactical dress pants

\* If a TF Member has not completed the required FEMA position specific training, additional gear can only be issued with TFL permission.

**Upon Separation:**

All property issued to Task Force Members remains the property of the Task Force. Members whose affiliation with the Task Force is terminated shall return these items to the Logistics Team Manager.