Incident Command SOP

Definition:
Incident Command System (ICS) should be implemented for any situation that affects daily operations and/or threatens OHS’s mission and requires a prolonged organizational response and/or the rapid mobilization of resources.

Process for implementing ICS during an incident:
Anyone who believes the incident warrants implementation of ICS should alert their leadership team. Leadership will initiate contact with COO or CEO and explain the situation.
COO or CEO will evaluate situation to determine if ICS is necessary and assumes the role of Incident Commander.
If COO/CEO is unable to perform the responsibilities of IC, he/she will designate the role to their next in line as detailed in ICS hierarchy.
Incident Commander (IC) will determine if the situation warrants partial or full ICS activation. If partial activation is all that is required, some steps may be omitted.
If ICS is not indicated, the COO/CEO will advise leadership to communicate the situation and plan with their teams.

If ICS is activated:
Incident Commander utilizes communication tree to alert all Command Staff and Section Chiefs that ICS is implemented. Initial contact will also include:

- Brief overview of the situation
- Reporting deadline and method (e.g. email vs. text)
- When initial briefing will take place (e.g. meeting, conference call, email)
- Special instructions (e.g. confidential)

Command Staff and Section Leaders respond to IC with their availability as requested.
IC creates ICS with titles and names from responders.
Assign Liaison Officer based on type of incident.
IC leads initial briefing with ICS Command Staff and Section Chiefs.
Group email is established during the initial briefing.

Initial Briefing:
IC briefs team on current status of incident and reviews ICS structure for the incident.
Tasks are assigned for Command Staff and Section Chiefs.
Communication plan is created for all parties and stakeholders.
Location and timeline is established for next briefing.

Parties affected and stakeholders to consider include: (see pg. 2)
People - internal, external, exposed, and involved.
Animals - internal, external, exposed, and involved.

During Incident:
IC will schedule briefings and goals for subsequent planning period.

Post Incident:
Complete After Action Plan.
ICS Hierarchy: to be updated yearly by Planning Chief

IC - COO, CEO, VP of COPIS
PIO - Public Information Manager, Social Media/Web Project Manager, Digital Marketing Manager
Liaison - as assigned
Safety Officer - VP of HR, Safety and Training Coordinator
Finance Chief - VP of Finance, Sr. Accountant Reporting and Compliance
Logistics Chief - Facilities Director, Retail Buyer/Merchandiser, Facilities Supervisor
Planning Chief - Volunteer Sr. Manager, Associate Director of Marketing and Communication, Behavior Coordinator
Medical Chief - CMO, Lead Vet, Sr. Vet
Operations Chief - Operations Director, Admissions Manager, Animal Care Manager, Admissions Supervisor, Animal Care Supervisor, Second Chance Manager

*Incident Commander may delegate roles, and/or ICS staff may appoint any qualified individuals to fill their roles if next in line is unable to fulfill duties.

Parties affected and stakeholders to consider include:

**Animals**
- Shelter
- Foster
- Hospitalized (S&S etc.)
- Employee pets
- Student pets
- Adopted pets
- Class attendees
- Transfer partners
- Community Pets

**People**
- OHS staff
- OHS volunteers
- OHS Board
- Donors
- Visiting groups – after school program and camp –
- kids and parents
- Adopters
- Class attendees
- Spay & Save clients
- Transfer partners
- Veterinary community
- Vendors/Suppliers
- OHS neighbors
- Media, Social Audiences and Websites
- Community Pet Owners
- Affiliates (PVMA, OVMA, Dept. of Ag, PBEM, OEM, ASPAP, MAC-G, ASPCA, HSUS)