

Kansas Incident Support Program Policy Manual

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Contents

Preface	2
Introduction	2
1.2 Goal	2
Administration	3
2.2 Member Qualifications.....	3
2.3 Deployments	3
2.4 Team Positions	3
2.5 Team Application	4
2.6 Team Activation.....	4
2.7 Code of Conduct.....	4
2.8 Credentialing and Qualifications	5
Training	5
3.1 Training Requirements.....	5
Incident Support Program Operations.....	5
4.1 Team Preparedness and Planning.....	5
4.2 Team Activation – Mobilization and Response.....	6
4.3 Team Demobilization	6
4.4 Reimbursement.....	6

Preface

The Kansas Incident Support Program (ISP) is designed to provide assistance to incident commanders in the field via an incident support team and/or emergency managers in the emergency operations center. Kansas ISP membership is comprised of public safety professionals from political subdivisions across the state. Members of the Kansas ISP represents expertise in their career fields and has completed position-specific training for the respective position(s) that they fill on the Incident Support Team (IST) and/or Emergency Operations Center Support (EOC) Team.

The Kansas ISP concept enhances a political subdivision's capabilities for disaster response and recovery by augmenting certain command and general staff positions to support the incident commander or emergency operations center manager/director, but at the same time allowing jurisdictions to maintain command and control of their own disaster by retaining key command and general staff positions within their jurisdiction.

If a jurisdiction requires assistance filling a command or general staff position that is not a part of the Kansas ISP, such as an incident commander, deputy incident commander, and operations section chief for an incident support team; or emergency operations center manager/director for an emergency operations center support team, Kansas Division of Emergency Management (KDEM) and the State Emergency Operations Center (SEOC) will facilitate a mutual aid request on behalf of a jurisdiction to facilitate the deployment of individuals for those positions requested utilizing the Kansas Mutual Aid System Compact or jurisdiction to jurisdiction mutual aid.

Introduction

1.1 Purpose

The purpose of this manual is to develop a Kansas ISP that consists of incident support teams providing support to incident command in the field and emergency operations center support teams to support emergency response.

Standard operating guidelines are used to operate a team that is assisting an incident commander with incident support or a county emergency manager with emergency operations center support during response and recovery of an emergency or disaster, and/or mitigate against any potential threat to the health, safety, or welfare of the impacted citizens.

1.2 Goal

Provide guidance to the Kansas Incident Support Team (IST) tasked with support/management assistance. This guidance unifies the efforts of public and private organizations for a comprehensive and effective approach to:

- Provide organizational structure, guidance, and standardization guidelines for IST support/management.
- Establish the most efficient and cost effective methods of IST support/coordination of the incident/event.
- Implement and coordinate the field component of the IST.

- Implement and coordinate the EOC Support Team.
- Coordinate partnering relationships through communications and pre-planning with local partner agencies which have incident management and EOC support/management responsibilities.

Administration

2.1 Team Administration

An IST or EOC Support Team may be requested by the county emergency manager in an impacted county via the KDEM Staff Duty Officer or the State Emergency Operations Center (SEOC) if activated. The team will be administered and deployed by KDEM, through the Response and Recovery Bureau at the direction of the Response and Recovery Bureau Director, Response Section Chief, or SEOC Manager.

2.2 Member Qualifications

It is understood and agreed upon that all individuals serving on the Kansas ISP do so as volunteers, with costs associated for members to attend training being the responsibility of the team members' home jurisdiction.

2.3 Deployments

Deployments will be mission assigned through the SEOC and reimbursement for salaries and fringe benefits will be made to the jurisdiction. Travel related expenses will be paid/reimbursed by KDEM. It is also understood that no individual or group will self-deploy to any incident, although members are in no way precluded from mutual aid deployments if requested by a jurisdiction directly through the Kansas Mutual Aid System Compact or other existing mutual aid agreement outside of the compact.

Below are the minimum requirements needed to be a potential member of the Kansas ISP:

- 2.2.1 Must be 18 years of age or older.
- 2.2.2 Experience with incident management and/or EOC operations.
- 2.2.3 Pass a favorable background check.
- 2.2.4 Knowledge of the incident command system (ICS).
- 2.2.5 Jurisdictional affiliation and approval by chief elected official for position(s) sought on the team.
- 2.2.6 Favorable Certificate of Tax Clearance from Kansas Department of Revenue.

2.4 Team Positions

The following are some of the positions on a team during an activation. Team members may need to fulfill multiple roles due to the size of event and lack of volunteers.

- **Emergency Management Support – EOC Support Team**
 - Deputy EOC Manager (and subordinate positions)
 - Planning Section Chief (and subordinate positions)
 - Logistics Section Chief (and subordinate positions)
 - Finance and Administration Section Chief (and subordinate positions)

- Liaison Officer (and subordinate positions)
- Public Information Officer (and subordinate positions)
- ***Incident Command Support – IST***
 - Deputy Operations Section Chief
 - Planning Section Chief (and subordinate positions)
 - Logistics Section Chief (and subordinate positions)
 - Finance and Administration Section Chief (and subordinate positions)
 - Liaison Officer
 - Public Information Officer
 - Safety Officer

2.5 Team Application

Applications for the Incident Support Program will be available on the KDEM website at <https://www.kansastag.gov/kdem>

2.6 Team Activation

The KDEM Deputy Director, Response and Recovery Bureau Director, Response Section Chief, or their designees, may activate and IST or EOC Support Team. The initial team member activation and notification will vary upon the needs and request from requesting agency. Team members will utilize their own transportation or home jurisdiction transportation, when applicable, to deploy. Team members will notify KDEM of method of transportation.

When requesting an IST or EOC Support Team, the county emergency manager should provide the following information to KDEM:

- Point of contact;
- Type of incident, along with a current situation update;
- Location of EOC or incident command post;
- Designated staging area; and
- Any other pertinent information

2.7 Code of Conduct

The IST has a code of conduct while deployed for training, exercises, and disasters. The following is the Code of Conduct policy:

- 2.7.1 Drive vehicles in a safe and lawful manner to and from your incident assignment, to/from lodging, and to/from obtaining necessary supplies.
- 2.7.2 You are an emergency resource. You must be well rested and in an alert condition so that you can perform safely and effectively at all times. Never drive any vehicle under the influence of alcohol or other mind-altering substances, or allow unauthorized personnel to operate them.
- 2.7.3 Treat everyone with respect as you are representing the requesting jurisdiction as well as your own.
- 2.7.4 Don't engage in behavior or language which could be interpreted as racial or sexual harassment.
- 2.7.5 No alcohol or illegal drug use during deployment or trainings.

- 2.7.6 Work and act as a team player while deployed during team deployments.
- 2.7.7 Pictures, videos, excerpts, etc. shall not be posted to an individual's personal social media account or home jurisdiction's social media account without approval from the Adjutant General's Department Public Affairs Office.
- 2.7.8 Media may request interviews with you. Media inquiries for interviews need to be processed and approved through the Adjutant General's Department Public Affairs Office.
- 2.7.9 Complete all required documents and work assignments during team deployments.
- 2.7.10 If you have questions regarding your deployment, as your team leader or contact the KDEM Response Section Chief.

2.8 Credentialing and Qualifications

- 2.8.1 Team members will utilize the National Qualification System (NQS) to validate and maintain qualifications.
- 2.8.2 All team members will be issued a photo ID upon becoming a successful member of the team. Team members will display their ID at all times during deployments of team and team trainings and exercises.

Training

3.1 Training Requirements

The following training and exercises are required for team members:

- Complete KDEM EOC Support Team training
 - IS-100 Introduction to Incident Command System
 - IS-200 ICS for Single Resources
 - G-300 Intermediate ICS for Expanding Incidents
 - IS-700 Introduction to the National Incident Management System
 - IS-800 Introduction to the National Response Framework
 - G-191 ICS/EOC Interface
 - IS-2200 Introduction to Basic EOC functions
 - G-2300 EOC Management and Operations
 - Position specific training as applicable
 - G0305 or state determined equivalent
- Attend and participate in exercises and quarterly trainings at least annually

Incident Support Program Operations

4.1 Team Preparedness and Planning

This section describes activities that are performed during normal operations and includes activities that involve research, exercises, and planning for emergency operations as well. Developing procedures and protocols, providing personnel qualification and certification standards, and acquiring equipment are all preparedness planning activities.

A quick reference list:

- Distribution of policy manual to team members for review; revisions developed as necessary.
- Deploy training as appropriate annually
- Review/revision of local exercise after action reports
- Ensure equipment is working properly

- 1. Deploy training as appropriate:** Training is available to team members both as a group and as an individual. A training schedule will be posted by the end of January for each calendar year and emailed to each team member.
- 2. Review/revision of policy manual and exercise:** Each team member will participate in an annual exercise as coordinated by KDEM Prevention and Preparedness Bureau exercise officer and response section chief. This exercise will involve alert and notification, set up of an EOC and field teams, and other objectives and gaps identified.

4.2 Team Activation – Mobilization and Response

This section is when and IST or EOC Support Team is deployed. This is the activation and implementation stage.

- 4.2.1 Alert/Notification:** Upon request for the IST, the KDEM will activate the team, and provide the team with information to include:
 - a. A brief synopsis of the emergency situation;
 - b. Location of the incident command post;
 - c. Location of EOC facility;
 - d. Location of staging area;
 - e. Requested date/time of assembly;
 - f. Required equipment and “go-bag;”
 - g. Transportation;
 - h. Your contact information; and
 - i. Expected duration of deployment and/or shift.

4.3 Team Demobilization

Demobilization is the process of releasing mutual aid assets following the completion of their assigned mission and returning them safely to their home jurisdiction. Within 30 days after a deployment ends, the KDEM Response Section Chief will schedule an after-action conference with team members that deployed to receive input on areas for sustainment and areas for improvement. Input from team members will be collected into a draft after action report and improvement planning matrix.

4.4 Reimbursement

Jurisdictions that deploy personnel and/or equipment as a part of an incident support team or emergency operations center support team under a SEOC mission assignment will be reimbursed in accordance to *KDEM Directive #4021: State Emergency Operations Center Mission Assignment Reimbursement Policy*.