



Policies & Guidelines For Volunteer Operations

MINUTEMAN DISASTER RESPONSE
MCKINNEY, TX

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SIGNATURE PAGE

Minuteman Disaster Response

Executive Director and Director of Operations

Signature Page

Signature: 

Matt Payne, Executive Director

Minuteman Disaster Response

Date: 7/27/2020

Signature: 

Eric Burkes, Director of Operations

Minuteman Disaster Response

Date: 7/27/2020

Section A: Overview

A1.0 Mission Statement

The mission of Minuteman Disaster Response (MDR) is to save lives and provide assistance in immediate aftermath of a disaster.

A2.0 Purpose

The Policies & Guidelines For Volunteer Operations are designed to ensure safety and well-being for all involved in MDR operations. Compliance with these policies and guidelines will minimize the risks to MDR Personnel and optimize the response to assist in a disaster.

The policies and guidelines are designed with the main priority being safety. This document is designed to be reviewed annually for updates and changes within our organization.

The policies and guidelines are not to be altered in any manner, unless authorized to do so by the MDR Executive Director.

A3.0 Organizational Structure

MDR serves the four-state area including Texas, Oklahoma, Louisiana and Arkansas. MDR is structured with two major branches - Rapid Response Team (RRT) and Relief Team (RT). Each team is led by a Director who reports to the MDR Director of Operations, who in turn reports to the MDR Executive Director. Each team may also have specialized sub teams with a designated leader who reports to the Director.

The RRT is designed as a forward/rapid response unit encompassing Severe Weather Surveillance, Flood and Swiftwater Rescue, Ground Search and Rescue, Small Unmanned Aerial Systems (sUAS), and ICS Support.

The RT includes trained sawyer and heavy equipment operators that assist with cleanup efforts for jurisdictions and citizens affected by disasters to which MDR has responded.

Each team has a command structure that is designed to give leadership and guidance to subordinate team members.

Section B: Membership

B1.0 Application, Annual Dues & Background Check

Application: Application for membership is available online and must be completed by all potential volunteers. Applicants must have annual dues paid in full and be current on all mandatory training/certifications to be considered for deployment on MDR operations.

Annual Dues: Membership dues are set to help offset training costs and are due annually on the anniversary date of application.

Relief Team: \$35/yr

Response Team: \$100/yr

Background Check: Prior to becoming a team member, a criminal background check will be performed and as appropriate a driving record history may also be obtained.

B2.0 Training

MDR is committed to ensuring members are adequately trained and prepared to manage situations that may be encountered while volunteering. The personal safety of members and the appropriate utilization and management of assets (e.g., vehicles, equipment, etc.) is paramount to fulfill the mission of the organization.

The level of training completed determines the tasks/roles in which members will be allowed to participate. Online training programs are offered to create a more efficient and expedited option in which new applicants can obtain deployable status. Hands-on training opportunities are conducted throughout the year for basic and advanced programs that specifically relate to the mission of our organization. All instructors are fully qualified and certified in their areas of instruction. These programs include but are not limited to the following:

Search and Rescue - RRT	Wide Area Search - RRT
Small Unmanned Aerial System (sUAS) - RRT	Heavy Equipment - RRT/RT
Operations Center - RRT/RT	Sawyer - RRT/RT
Flood And Swiftwater Technician (FAST) - RRT	

Additional courses that are required within the ICS structure can be completed by going to <https://training.fema.gov/is/crslist.aspx>

B3.0 Personal Injury Incident Reporting

We are committed to enforcing health and safety guidelines to avoid personal injury incidents and expects members to comply. The safety of our members is paramount. Any personal injury, regardless of severity, must be immediately reported to a team leader, who will inform the Director of Operations. An Incident

Report Form (located in the member portal) must be completed within 24 hours providing details and listing all persons involved or who may have witnessed an incident.

B4.0 Expectations of Behavior

MDR is proud of those who choose to serve and is honored to have members who are willing to give of themselves and their talents as part of the organization. Likewise, MDR desires its team members to be equally proud of the positions of trust they hold.

The reputation of our organization is directly influenced by the actions of its leadership and members and the quality of work provided in the aftermath of a disaster. Members are expected to act with integrity and honesty and has established guidance for conduct while representing the organization. These expectations must be a commitment that is shared by all team members.

Members are expected to always act in a mature and responsible way. The following list of actions are deemed unacceptable and can result in disciplinary action, up to and including having membership terminated:

1. Conviction or deferred adjudication of a Felony, Class A or Class B Misdemeanor
2. Violation of any rule; any action that is detrimental to Minuteman Disaster Response's efforts to operate effectively.
3. Violation of security or safety rules or failure to observe safety rules or safety practices; failure to wear required safety equipment; tampering with equipment or safety equipment.
4. Negligence or any careless action which endangers the life or safety of another person.
5. Being intoxicated or under the influence of an illegal substance while engaged in MDR activities; use, possession, or sale of an illegal substance in any quantity while on MDR premises.
6. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on MDR premises or when representing MDR; fighting, or provoking a fight on MDR property, or negligent damage of property.
7. Insubordination or refusing to obey instructions properly issued by your directors and/or team leaders pertaining to your assignment; refusal to help out on a special assignment.
8. Threatening, intimidating, or coercing fellow team members on or off the premises at any time, for any purpose. [Refer to section B5.0 Anti-Harassment](#)
9. Engaging in an act of sabotage; negligently causing the destruction or damage of MDR property, or the property of fellow team members in any manner.
10. Unauthorized possession of MDR property or the property of fellow members; unauthorized possession or removal of any MDR property, including documents, from the premises without prior permission from leadership; unauthorized use of MDR equipment or property for personal reasons; using MDR equipment for profit.
11. Dishonesty; falsification or misrepresentation on the application for membership or other records; alteration of MDR records or other documents.
12. Violating the non-disclosure agreement; giving confidential or proprietary information to other organizations or to unauthorized team members; breach of confidentiality of personnel information.
13. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another volunteer on the job; restricting work output or encouraging others to do the same.
14. Immoral conduct or indecency on MDR property, or while representing MDR.
15. Conducting a lottery or gambling on MDR premises.

16. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial, or ethnic slurs. [Refer to section B5.0 Anti-Harassment](#)
17. Smoking, vaping or use of smokeless tobacco in restricted areas. [Refer to section B6.0 Smoking/Alcohol](#)
18. Creating or contributing to unsanitary conditions.
19. Posting, removing or altering notices on any bulletin board on company property without the permission of leadership.
20. Purchasing from the Member Store for the purpose of resale.
21. Obscene or abusive language; indifference or rudeness; disorderly/antagonistic conduct towards anyone.
22. Speeding or careless driving of MDR vehicles, owned or operated. Refer to section [D1.0 Owned Vehicles & Trailer](#)
23. Failure to immediately report damage to, or an accident involving, MDR equipment or vehicles, owned or operated. Refer to section [\(B3.0 Personal Injury and Incident Reporting\)](#) & [\(D4.0 Accident / Damage Incident Reporting\)](#)
24. Soliciting; selling merchandise or collecting funds of any kind for charities or others without authorization from leadership.

B5.0 Anti-Harassment

MDR intends to provide an environment that is pleasant, professional, and free from intimidation, hostility, or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not be tolerated, particularly against those in protected classes. These classes include, but are not necessarily limited to, race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

Harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, texting, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against a volunteer for discussing or making a harassment complaint.

All members, and particularly leadership, have a responsibility for keeping our work environment free of harassment. Anyone who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their directors and/or team leaders with whom they feel comfortable. When leadership becomes aware of the existence of harassment, it is obligated to take prompt and appropriate action, whether or not the victim wants the organization to do so.

While we encourage an accuser to communicate directly with the alleged harasser and make it clear that the harasser's behavior is unacceptable, offensive, or inappropriate, it is not a requirement. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Anyone found to have harassed another individual will be subject to severe disciplinary action up to and including termination of membership.

MDR will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse action will be taken against anyone making a good faith report of alleged harassment.

MDR accepts no liability for harassment of one volunteer by another volunteer. The individual who makes unwelcome advances, threatens or in any way harasses another individual is personally liable for such actions and their consequences. Minuteman Disaster Response may or may not provide legal, financial, or any other assistance to an individual accused of harassment if a legal complaint is filed.

B6.0 Smoking/Alcohol

MDR shall be entirely smoke free, vape free, and smokeless tobacco free to protect and enhance air quality and contribute to the health and well-being of all members. Smoking and vaping and chewing or dipping, are prohibited in and on all MDR owned or operated facilities, vehicles, and property without exception.

Additionally, this includes non-owned locations such as a base camp during deployment or training exercises. This also includes common work areas, conference and meeting rooms, private offices, elevators, hallways, stairs, restrooms, training facilities, enclosed trailers, and the equipment yard. While on official MDR assignment, smoking / vaping and/or chewing and dipping is not permitted within 100 feet of any MDR basecamp, work site, or vehicle.

Definitions: Smoking refers to the use of traditional tobacco products. Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices. These are commonly called e-cigarettes, e-pipes, e-hookahs, and e-cigars. Smokeless tobacco refers to any type of tobacco that is not smoked or burned. It may be used as chewing tobacco or moist snuff or inhaled through the nose as dry snuff.

Alcohol consumption or possession of alcohol of any kind is not permitted in or on any MDR owned or operated facilities, vehicles, or property. Alcohol consumption is also prohibited while on official business at non-owned locations. Some examples are conferences, deployments, or any location where you may be considered a representative of MDR. Members are not permitted to operate any MDR vehicle or mechanical equipment within a 24hr period of having consumed alcohol. Additionally, operation of non-MDR vehicles for the purpose of participating in or travelling to an MDR field operation or training is not permitted within a 24hr period of having consumed alcohol.

Members found in violation will be dismissed from their assignment until further notice.

B7.0 Firearms and Weapons

Members are not allowed to bring a firearm, knife with a blade length greater than 5 ½ inches, or other weapon of any kind at any time into any facility or vehicle in use by MDR, including personally-owned vehicles used for official business, or while involved in any activities for MDR, regardless of whether they are licensed to carry the weapon or not.

Members found in violation will be dismissed from their assignment until further notice.

Section C: Brand Consistency

C1.0 Logo Usage

Minuteman branding, graphics and logos should not be replicated in any way for personal use. Creating patches, t-shirts, apparel, hats or any other item for personal use or sale is prohibited. The MDR logo and symbols are used as official markings and identifiers of our organization. This unique graphic should not be duplicated or altered in any way without the written approval of the Executive Director. Uniform items and select non-uniform items are available for sale through the MDR store on our website. Suggestions for addition of other MDR items to the member store should be forwarded to the Member Gear Coordinator for proper consideration and approval.

C2.0 Uniform

To ensure that team members engaged in deployments and other activities are clearly identified as representing the organization, the following policy has been instituted.

All team members will be provided with a detailed description of the required uniform and will be required to purchase the uniform prior to deployment eligibility. The maintenance and care of the uniform, including parts replacement, is the responsibility of the member.

No items should be removed from the uniform. Additional items, such as, flags, patches, labels, pins or insignia are prohibited.

In the event that a team member is no longer able or willing to serve within the MDR organization, they are to cease wearing their uniform. Only active members are allowed to wear the official uniform.

The uniform details are as follows:

CLASS	TEAM(S)	UNIFORM
CLASS A	Relief Team & Rapid Response Team	<ul style="list-style-type: none">• Shirt: 5.11 Taclite Pro S/S #71175 (Navy)<ul style="list-style-type: none">○ <i>Per Class A Uniform Shirt Spec Sheet</i>• Undershirt: Field Shirt (Safety Yellow or Royal Blue)• Pant: 5.11 Taclite EMS #74363 (Navy)• Belt: Black• Boot: 6" or greater ankle (Black)• Hat (optional): MDR Ball Cap
CLASS B	Relief Team	<ul style="list-style-type: none">• Shirt: Field Shirt (Royal Blue)• Pant: Long pant, cargo is recommended• Boot: Work boot, safety toe & shank is recommended• Hat (optional): MDR Ball Cap, Boonie Cap, or Winter Beanie
	Rapid Response Team	<ul style="list-style-type: none">• Shirt: Field Shirt (Safety Yellow)• Pant: 5.11 Taclite EMS #74363 (Navy)

		<ul style="list-style-type: none"> • Belt: Black • Boot: 6" or greater ankle (Black) • Hat (optional): MDR Ball Cap, Boonie Cap, or Winter Beanie
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Appearance

- a. Team members on assignment must adhere to the above listed uniform description and not deviate from it unless instructed otherwise by leadership.
- b. Professional appearance at all times is a must. It is expected that team members will take proper care of their uniforms and replace items as they become worn out or excessively faded.
- c. RRT members choosing to serve in a RT capacity on a deployment may wear the RT Class B uniform.
- d. Those serving as Command Staff while deployed must wear the Class A uniform
- e. Pants are to be worn over the boot, not tucked in.
- f. Boots must be laced, tied and securely attached.
- g. Shirt must be tucked in at all times.

Section D: Vehicles & Trailers

D1.0 Vehicles & Trailers

Vehicles are both owned and rented for rapid response, everyday operations, and pulling trailers. These vehicles are only to be utilized for official business. Any use for personal business is prohibited. All volunteers must maintain a valid drivers license and be recorded on the vehicle liability insurance to drive the vehicles at anytime. Authorized personnel utilizing vehicles and/or trailers for official business will adhere to all local, state, and federal laws pertaining to vehicle operations.

Additional training is required for pulling trailers.

D2.0 Fuel Cards

MDR uses corporate-issued cards to purchase fuel for vehicles and equipment, owned or rented, for rapid response, deployment and everyday operations. These cards are to be utilized for MDR business only, personal use is prohibited.

Fuel cards are stored in the vehicles owned by MDR. Fuel for rented vehicles or equipment should be purchased using one of these cards. If prompted, mileage of the vehicle must be entered at the gas pump each time the fuel card is utilized. The following information must be clearly noted on the receipt:

- Name of individual purchasing fuel
- Vehicle or Equipment for which the fuel is purchased
- Mileage of vehicle

External Fuel Tank: When using an external tank for the purpose of transferring fuel to other equipment (e.g., onboard generators) the following information must be clearly noted on the receipt:

- Name of individual purchasing fuel
- Equipment for which the fuel is purchased (when known)

All receipts should be placed in the designated zipper bag in the vehicle from which the fuel card was used.

Farm / Off-road / Red Dye Diesel is not to be used in MDR equipment or vehicles.

D3.0 Vehicle Emergency Lights

Vehicles equipped with front and rear emergency lighting (amber and blue) are only to be used during these times:

- when the vehicle is stopped on the side of the road during emergencies
- when operating inside of a disaster zone
- during times authorized to direct traffic in a disaster zone
- when involved in a convoy enroute to a disaster scene
- during an authorized parade
- authorized by a law enforcement official.

MDR vehicles are not considered “emergency vehicles” and will not be used in a manner that would leave a person to believe the vehicle is being driven as an “emergency vehicle”. Click on the link below for further information about Texas State Law regarding emergency vehicles and emergency lights on vehicles.

https://www.dps.texas.gov/rsd/psb/News/blue_lights.htm

D4.0 Accident / Damage Incident Reporting

Each authorized driver is responsible for the care and custody of the MDR vehicle and/or trailer to which they are assigned. Any damage or malfunction of an MDR asset must be immediately reported to a team leader, who will inform the Director of Operations. An Incident Report Form must be completed within 24 hours providing details and listing all persons involved or who were witness. This form can be found in one of three locations:

- Online member portal
- Glove Box/Console of MDR vehicles
- Rental vehicle supply box

Section E: First Aid / Lifesaving Measures

E1.0 First Aid/Lifesaving Intervention

MDR has and will continue to respond to a variety of incidents and disasters where rendering first aid and lifesaving intervention could be warranted. For this reason, RRT members are required to be CPR certified and to complete First Aid, and AED training.

Members who find themselves in a situation where medical attention needs to be rendered should focus efforts on maintaining the physical and mental wellbeing of the subject until he/she can be transferred to a safe environment. The level of care may range from the use of basic first aid to leveraging advanced life support measures. Regardless of medical training, members need to be able to assess a subject's status and determine when to request additional medical resources.

E2.0 First Aid/Lifesaving Equipment

Every MDR-owned vehicle is equipped with a comprehensive first aid kit and Automated External Defibrillator (AED) for use in the event of a medical emergency.

Section F: Equipment and Resources

F1.0 Heavy Equipment

All personnel operating Heavy Equipment must complete the appropriate Heavy Equipment training course(s).

F2.0 Chainsaw and Pole Saws

All personnel operating chainsaw or pole saws must complete the appropriate Sawyer training course(s).

F3.0 Small Unmanned Aerial Systems (sUAS)

MDR follows the US Federal Aviation Administration guidelines on the use and operation of sUAS within US Airspace. All personnel operating sUAS must complete the appropriate sUAS training course(s).

F4.0 Amateur Radios

MDR maintains several mobile based and handheld radios that operate on amateur frequencies. All personnel operating amateur radio equipment must have an Amateur Radio License issued by the Federal Communications Commission (FCC).

F5.0 Water Rescue Equipment

To assist communities during large scale flood events, MDR maintains a nationally certified water rescue program known as Flood And Swiftwater Technician (FAST).

All personnel operating on / in the water or in a boat must be FAST certified and have completed the Boat Operators course to be considered deployment ready.

APPENDIXES

Acronyms

ACRONYM	DEFINITION
AOR	Area of Operations
AED	Automated External Defibrillator
BC	Base Camp
CS	Communications Specialist
ETA	Estimated Time of Arrival
FAST	Flood And Swiftwater Technician
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
HAZMAT	Hazardous Materials
MOU	Memorandum of Understanding
MSU	Mobile Sleeping Unit
NASAR	National Association of Search and Rescue
OPSCEN	Operations Center
PPE	Personal Protection Equipment
RT	Relief Team
RRT	Rapid Response Team
RRU	Rapid Response Unit
SAR	Search and Rescue
SOP&G	Standard Operating Procedures & Guidelines