

# Alaska Interagency Coordination Center

A map of Alaska is shown in a dark red color. Overlaid on the map is the text "IARR" in large white letters, followed by "Interagency Resource Representative" in smaller white letters below it.

IARR  
Interagency  
Resource  
Representative



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### **A.1: Interagency Resource Representative (IARR) Role**

Interagency Resource Representatives will be provided by one of the suppression agencies when dispatching multiple EFF crews outside of Alaska. Agency regular crews do not fall under this crew management guide, they follow their agency guidelines.

The Interagency Resource Representative (IARR) position utilizes a variety of skills and abilities providing liaison services for Alaska personnel assigned to incidents both in and out of the geographic area. The IARR acts as a liaison for Alaska resources and is responsible to the Alaska Interagency Coordination Center and the member agencies. The IARR coordinates through Incident Management Teams (IMT), Geographic Area Coordination Centers (GACC), host Agency Administrators, Fire Management Organizations, Multi-Agency Coordinating Groups (MAC), Federal Emergency Management Agency (FEMA) and others to ensure the well-being of all assigned Alaska resources. (*Alaska Emergency Firefighter Type 2 Crew Management Guide - pages 19-20*)

Safety is the highest priority and is the first consideration in any assignment. Length of assignment, work/rest, days off and Incident Operations Driving policies will be adhered to by all IARR's and AICC resources.

### **A.2: The Need for an IARR**

The Interagency Resource Representative (IARR) may be assigned to an incident, a complex, or may also be requested by another geographic area to serve as a representative for crews, overhead, and equipment assigned to an area. The IARRs represent the Alaska Interagency Coordination Center and the Alaska Wildfire Coordinating Group (AWFCG) regarding the health and welfare of area resources assigned to incidents.

The IARR has the responsibility to communicate by providing daily reports to the AICC Intelligence Coordinator or individual designated to be the IARR GACC Point of Contact (POC). When on assignment, the IARR works for the AICC Center Manager or Acting. Normally, an IARR will be mobilized for every "Jet Load" of crews committed to lower 48 assignments. The IARR position will be ordered on a ROSS overhead order initiated by AICC.

As an IARR you are in a leadership role. You are representing the Geographic Area and will conduct yourself in a professional manner. **An IARR should be able to handle most issues and resolve them with the crew and the incident without having to impact the dispatch/coordination system.**

**A.3: Lead IARR** – During high periods of activity when several Alaska type 2 crews and IARRs are committed, the AICC Manager will assign a Lead IARR. The Lead IARR is an agency resource with several years of IARR experience within and outside of the geographic area. The Lead IARR will assist the AICC Center Manager and Intelligence Coordinator with management and oversight of IARR resources on assignment. Duties may involve scheduling, tracking, assessing incident needs as well as the needs of the IARRs. The Lead IARR will have frequent contact with the IARRs in the field to provide guidance and support, besides daily communication with the AICC Manager and the Intelligence Coordinator.

## **B: Prerequisite Experience**

See current PMS 310-1

## **C: IARRs should possess strong knowledge and skills in:**

- National and Geographic Area standards and policies on firefighter safety
- Interagency Incident Business Management
- Agency qualification standards
- Accident investigation and reporting
- Incident travel
- Medical care procedures
- Mobilization and demobilization procedures
- Crew timekeeping
- Personnel management
- Alaska Type 2 EFF/AD Crew Program (*See the AK Interagency Type 2 Crew Management Guide*)

IARR's should have in-depth knowledge of Alaska interagency/agency policies and procedures, fire operations, agreements, the Incident Command System (ICS) and the dispatch/coordination system. (See AIMG, Chapters 20)

AICC encourages the utilization of trainees with qualified IARRs. Trainees work for the IARR and should be considered for certification after being evaluated by a qualified IARR and the AICC Center Manager. An IARR should not be considered for certification without having had satisfactory performance ratings on multiple training assignments. In addition, the IARR needs to be self-sufficient, self-reliant and self-policing. This position works independently and must exhibit strong interpersonal communication skills and leadership abilities.

## **D: Alaska IARR Duties and Responsibilities**

- Secures and maintains current manifests, resource orders, and other pertinent information for resources committed to their assigned incidents from Alaska
- Establishes contact with the incident management team (IMT), Mobilization Center Managers and the AICC Intelligence Coordinator and Center Manager as soon as possible to provide information and assistance during resource check in and initial assignment.
- Upon arrival at the incident, checks in with the host Geographic Area Coordination Center (GACC), Expanded Dispatch Coordinator/Supervisory Dispatcher and the Crew Desk.
- Establishes a working location and advises IMT, Mobilization Center Managers and AICC regarding assigned resources.

- Whenever feasible, maintains daily contact with a representative of each appropriate resource.
- Provides assistance to resources regarding timekeeping, travel, injuries, accidents, personnel problems or emergencies and other administrative needs.
- Maintains daily contact with AICC Intelligence Coordinator or IARR GACC POC to exchange information as to the status of resources. Reports are expected at least once daily, depending on the level of activity.
- As requested by the IMTs and AICC, assists in resolving disciplinary matters. It is important to document all information pertinent to the situation and notify the AICC Manager or Acting as well as the corresponding zone or area FMO/AFMO as soon as possible.
- Provide input as to the utilization of assigned resources.
- Assists the IMT in providing for the well-being and safety of assigned resources.
- Assists IMT in determining the need for any special reports or documents and the preparation of these documents.
- Assists the IMT in investigating accidents involving Alaska assigned personnel.
- Ensures contact with assigned personnel, who have been hospitalized or otherwise separated from their assignment or unit.
- Assists IMT in assuring that all required forms, reports, and documentation are complete prior to assigned resource departing the incident.
- Provides assistance to the IMT and dispatch channels as needed for demobilization.
- Provides AICC with the required paperwork, evaluations and IARR closeout report.
- Helps to negotiate extensions or emergency demobilizations for resources.
- Relies on assigned CARRs and other IARRs for advice, help and support to work together as a team.
- Ensure Crew Boss(s) complete IARR Evaluation Form

**E: Incidents and Issues the IARR may be involved with:**

- Hospitalizations
- Interagency Fire Business Management Issues
- Fatality/Injury
- Performance Issues
- Arrests
- Safety Issues

- Drugs/Alcohol
- Pay issues
- Abandonment
- Cultural Conflicts
- Fights/Stabbings/Rape
- Death of Family Member
- Robbery
- Heat/Hydration
- Assault Threats
- Physical Fitness
- Sexual Harassment
- Questionable Requests for Demobilization

## **F: Equipment, Kit and Advance Planning**

- **Agency Issued Purchase Card (recommended):** IARRs may have the need to procure meals, lodging and other miscellaneous support due to extenuating circumstances (crew members being left behind due to performance issues, breakdowns in the system when meals/lodging were supposed to be arranged and were not, etc.)
- **Agency Issued Travel credit card and/or Personal Credit Card (required):** IARRs must be self-sufficient. They should be able to take care of their own needs regarding meals, lodging, and a rental car. You will be reimbursed for all approved travel related expenses.
- **Agency Uniform (recommended):** IARRs should wear an agency uniform, when possible. This is important for identification as well as gaining access to fire camps, staging areas, etc. Retirees should not wear agency uniforms.
- **Business Cards (recommended):** There is an electronic copy of the IARR business card template in MS WORD format. This template can be emailed to you. You can then update it with your contact information and print on card stock.
- **Name Tags (recommended):** Bring agency name tag or make one.
- **Atlas/Maps (recommended):** It is also important to carry an atlas and obtain state road maps for areas the IARR is working in or traveling to.
- **Current Red Card (required)**
- **Reference Materials (required):** stored on a flash drive or see AICC web page
- **Cell phone (required):** If you do not have an agency issued cell phone, you need to request one through your home unit (zone or area) or through the AFS Duty Office.
- **Contact Information for:** (*cell numbers, fax numbers, office numbers*)
  - Crew Bosses, Crew Reps and CARRs
  - Incident Human Resource Specialist
  - Home Units, zones and areas, dispatch centers and duty officers

- After hours numbers for AICC and Host GACC(s)
- Ordering GACC, Mobilization Center and Host Dispatch Center
- **Miscellaneous Forms (required)**
  - Unit Log (ICS-214)
  - General Message Forms (ICS-213)
  - Emergency Firefighter Time Sheets (OF-288)
- **General Office Supplies (recommended)**
  - Stapler, tablet, pens, pencils, log book, etc.
- **Resource Ordering and Status System (ROSS) access (suggested)**
  - It is helpful to have access to ROSS so that the IARR can view resources in ROSS, while on assignment. AICC may also make a request to the Geographic Area you are traveling to and request you be given Read Only permissions to their ROSS in order to view their orders.
  - The IARR would need to request a ROSS account, obtain a user name and password and learn the how to use ROSS before GACCs can grant access. Ask your home dispatch center for hands on ROSS training prior to the start of the season. ROSS account information is available at the ROSS website at <http://ross.nwccg.gov>.
- **Rental Vehicle IARR sign (recommended)** - use white shoe polish for vehicle identification to write on car window.
- **Copies of Resource Orders and crew manifests (recommended)**
  - AICC will provide to IARR prior to mobilization. (emailed, faxed or printed)
  - Resource Orders for yourself (IARR), CARR(s), CREP(s) and Crews.

## **G: Timekeeping**

IARR's are responsible for keeping their personal time. For agency personnel, OF- 288 Firefighter Time Reports should be signed by AICC Center Manager or Acting prior to the end of a pay period. For AD personnel, OF-288 Firefighter Time Reports should be signed by AICC Manager or Acting upon demobilization. The Center Manager or Acting will sign and fax back to IARR or forward copy to the home unit's timekeeper.

### **Time Recording – Emergency Firefighter Time Report (OF-288)**

Shifts of 12 to 14 hours a day are recommended.

- Adhere to Work/Rest Guidelines, 2:1
- Adhere to Driving Guidelines located in the Interagency Incident Business Management Handbook (Chapter 10) Limit driving at night only for emergencies.
- Special authorization by Center Manager or Acting is required to work longer than a 16 hour shift. **This is the exception and mitigation measures need to be taken to reduce fatigue when this happens.**

- **Compensable Meal Breaks:** For information regarding compensable meal breaks during travel and fireline work please refer to the Interagency Incident Business Management Handbook, Chapter 10 pages 15-16.
- Fax or e-mail a copy of OF-288 to the AICC Manager or Acting for approval while on assignment. Federal agencies submit prior to end of pay period. State and AD resources submit at end of your assignment.

## **H: IARR Roles in an All Hazard Environment**

All Hazard and other types of assignments outside of wildland fire may include:

- Hurricanes/Floods
- National Disasters
- Foreign Assignments
- Epidemic Disease
- Earthquakes

It is important to obtain an adequate briefing and awareness of the situation.

Important information to know includes protocols for standing down or turning down an assignment. This may be based on lack of adequate training or preparation, crew or resource comfort level with the situation or other factors. The IARR should become familiar with available support networks.

Understanding crew dynamics in this environment is essential.

Other unique considerations include:

- Support to Personnel
- Discipline
- Communications
- High Risk Awareness
- Liaison / Ambassador / Counselor / etc.
- Health Concerns
- Health & Safety
- Human Emotions
- Training & Education
- Mental Preparedness
- Cultural Sensitivity
- Primitive Conditions

## **I: IARR Mobilization**

### **1. Ordering Process**

AICC will order an IARR in ROSS through the normal dispatch channels. Individuals that are available for IARR assignments need to ensure their status in ROSS is set to “Available GACC”. IARRs will set their own availability status through their local dispatch office. AICC will generate the IARR Resource Order\*, utilizing the current year’s AICC Support incident. IARRs must have a copy of their Resource order while on assignment. Upon receipt of their order, IARRs should contact the AICC Intelligence Officer/Center Manager and begin communicating. Whenever possible, AICC will assign a trainee to work with a fully qualified IARR.

*\*It is important that authorization for an agency cell phone, agency laptop, and rental vehicle 4x4 be included in “Special Needs” on the resource order.*

### **2. Mobilization/Transportation**

Travel arrangements are made by AICC Overhead Desk. IARRs and CARRs will be mobilized and travel on the same airplane with the crews (“NICC Jet”). AICC or the AFS Duty Office will provide flight/mobilization information to the IARRs home unit.

IARRs and CARRs are responsible securing their own rental vehicles. It is recommended that these rental vehicles be dealt with prior to arriving at the destination airport or mobilization center. During periods of multiple fire activity, rental vehicle availability can be an issue, especially in smaller communities.

This may require the IARR and CARRs to secure rental vehicles at a different location. Work with the Host GACC / Mobilization Center to get transportation to the location of the rental vehicles. The larger airports generally have a variety of suitable rental vehicles located at or near the airport, which are likely to have extended hours (24/7) to accommodate pick-ups and returns.

If you do not have a agency-issued charge card, check your agency’s policy regarding renting vehicles and dealing with lodging during emergency fire travel.

Safety is the highest priority and is the first consideration in any assignment. Length of assignment, work/rest, days off and Incident Operations Driving policies will be adhered to by all IARRs and AICC resources.

### **3. AICC Briefing for IARRs**

Before departing for your assignment, AICC will provide you with information regarding the names and locations of resources (Crews, CRWBs, CREPs and CARRs). This is usually done by providing copies of resource orders and crew manifests as well as additional documents provided by the AFS Duty Office.

#### **4. Communicating with the Alaska Interagency Coordination Center**

AICC expects the IARRs to report once or twice a day but may require more frequent calls depending upon the situation; such as upon arrival at the incident(s), during demobilization of crews / resources or when medical emergency / disciplinary situations arise.

Intelligence Coordinator or individual designated to be the IARR GACC (POC) will be the point of contact for all IARR Crew Report communications including disciplinary issues.

The Intelligence Coordinator or otherwise designated AICC Dispatcher/Coordinator will be the point of contact for all medical emergencies, accidents, fatalities, medical treatment, and other related information. The AICC will keep a log of all calls and copies of reports and items faxed in from the IARRs.

Incident location and cell phone coverage may be a factor in how often an IARR is able to check in. It is important to establish and maintain some form of communication as quickly as possible.

- Review IARR expectations document.
- Ensure all information is accurate and timely.
- Have a back-up notification number in case you are out of cell phone coverage and there is an emergency (i.e. Plans, hotel, or camp).

#### **IARR Crew Reports: (Daily) (See form in the Appendix)**

- Establish check-in schedule and procedures with the IARR GACC POC for the daily IARR Crew Report call ins.
- IARR Crew Field Reports can also be faxed, emailed or sent by text message by noon daily. Follow up with a call.
- Use the provided IARR Crew Field Report as a guide when calling in.
- Report on crew and other resource assignments, condition, attitude, location and weather.)

#### **Disciplinary:**

- For all disciplinary issues contact the IARR GACC POC.

#### **Medical Incidents or fatalities:**

- AICC must be notified immediately major injuries or fatalities. 907-356-5680
- Report accidents, fatalities, medical treatment, or other pertinent information/issues on the appropriate forms provided.
- After hours contact is the duty officer listed on the main AICC phone line.

#### **5. AICC Reporting Timeframes**

- Daily IARR Crew Reports by 1200 (your current time zone) to the IARR GACC POC.
- Emergency Reports as they occur to the The Intelligence Coordinator, Center Manager or Acting Call ASAP!
- AICC fax machine number: **907-356-5678**

## **J: Working with Incident Management Teams**

After arriving at the incident, obtain a copy of the Incident Action Plan (IAP), including maps. The IAP lists the Incident Management Team, its structure and the names of the team members. The IAP will list the crews assigned, their location and shift hours. The IAP will also list the incident objectives, operational assignments, contact information, safety plan, communications plan, medical plan, phone numbers and more. The IAP does not list individuals from Alaska assigned as IARRs, CARRs or CREPs.

IARRs will need to establish contact with Incident Management Team(s). The first impression is a lasting impression. Be professional and patient with people. Generally, it's best to contact the Planning Section upon arrival to incidents, however there will be interaction with other Command and General Staff members as well (Liaison Officer and Operations Section Chief). It is recommend to make contact with Human Resource Specialist (HRSP) if there is one assigned to the incident. Keep the IMT informed of any issues and provide an out-briefing, if necessary.

A formal check-in process is not required for IARRs since the IARR is not requested by the IMT and not officially assigned to the incident fire organization. IARRs are assigned to the Alaska Interagency Coordination Center and act as a liaison for Alaska resources. Due to the sometimes scattered locations of assigned resources, it is highly likely that an IARR may provide the liaison role to several incidents and work with several IMTs on one assignment.

IARRs should inform the **Status/Check-In Recorder** of your incident contact information and the names of assigned crews and resources you are responsible for. It is normal for the Check-In function to arrange demobilization for your resources. IARRs will need to develop a working relationship with the Status/Check-In Recorder and Demob Unit Leader.

- **Planning Section.** Leave your contact information and verify resources on incident, review assignment dates, demobilization protocol, briefing schedule and Incident Action Plan (IAP). Ensure you are included on the Incident Organization Chart. IARRs should have their name and phone number added to the IAP in any of the following locations: Planning section, Liaison Officer, Operations or Check-In.
- **Medical Unit.** Review the medical plan, transport arrangements and identify medical facilities at base camp and local communities. IARRs need to maintain contact with Alaska resources to ensure that the medical needs are being met. The Medical Unit will communicate medical concerns at the pre-shift briefings usually in the morning. It is important for IARRs to attend these briefings as well as others given by the IMT. The IAP will list medical concerns and suggested preventative measures. The IAP will also list local medical facilities and regional burn centers.
- **Finance Section.** It is important to resolve any time issues for Alaska resources. The Finance Section is involved in listing the demob dates in the IAP. Verify travel information and assignment dates. Review crew manifest. Finance Section issues are usually posted on a sign board near the Finance Section.

- **Operations/Safety.** Discuss safety issues, performance, resource assignments, etc. The IAP contains the daily information for the crew assignments along with the Division Supervisors and all resources working together in a division. Safety considerations are also listed in the IAP and discussed at the shift briefing. Concerns can be addressed by the incident safety officers who are listed in the IAP.
- **Logistics Section.** Assess sleeping areas, food arrangements and overall camp conditions. Maps of the camp are usually available at the logistics section, as well as other incident locations such as the medical tent, bedding areas and food and shower facilities.
- **Incident Commander.** Establish contact information, schedule, work location. IARRs need to introduce themselves to the Incident Commander and Deputy and maintain contact as appropriate throughout the detail. It is highly likely that the IARR will transition through at least one incident team change over. During this transition, there is a need to be vigilant as problems can often arise during this transition phase.
- **Human Resource Specialist.** Discuss the issues and concerns. The Human Resources Specialist can be helpful in dealing with issues with Alaska resources.
- **Incident Training Specialist.** Discuss trainee assignment opportunities for assigned resources.

#### **Core Duties and Responsibilities:**

1. Assist the IMT in meeting the needs of all Alaska resources that are assigned. Attend briefings and strategy sessions and become familiar with what the incident objectives are. Keep track of resources and know what their assignments are. Follow the IAP and track any duty changes and spike camp location changes.
2. Maintain regular contact with Crew Representatives, Crew Bosses, Strike Team / Task Force Leaders, other IARRs, and single resources to ensure that work is being performed safely, effectively and that they are fully informed on conditions affecting the crews.
3. Provide assistance to appropriate personnel on time keeping, travel, accidents, injuries, personnel problems or emergencies, and other administrative needs.
4. Maintain flexibility. You may be assigned to multiple incidents when necessary, with lengthy travel between incidents. Consider your own safety. In situations like this, it is imperative that the IARR check in with each incident on a regular basis to stay current on pertinent activities. It is important for IARRs to locate where they have phone service to receive calls from AICC, the IMT and Alaska resources.
5. In cases of death or serious injury, the IARR will coordinate with Agency Representatives to assure that all necessary actions, reports, contacts, etc. are

completed. Forests, Regions, Areas and agencies have specific plans to deal with these situations. The local agencies need to be the lead and the IARR needs to follow that lead and keep AICC informed and involved.

6. The Crew Boss is responsible for dealing with crew member performance issues. The IARR may assist the Crew Boss with the crew member's performance issues and relay the information to AICC. Performance problems will not be tolerated and will be dealt with immediately. The IARR can help the Crew Boss investigate and assist the IMT with disciplinary and unsatisfactory performance cases. Unsatisfactory performance will be discussed with the person(s) involved. The Crew Boss and AICC are the direct contacts to the home unit to relay the situation. IARR, Crew Boss and AICC are responsible for proper documentation.
7. **CREW PERFORMANCE:** If a crew is not able to perform to established standards, the Incident Commander is responsible for dealing with the situation. The IARR will assist the Crew Boss and / or Incident Commander in dealing with the issue(s). The IARR is responsible for keeping AICC informed and involved. When addressing performance problems, AICC will work closely with the home unit. It is important for the IARR to gather information and provide documentation to the AICC Manager. In many cases the crew involved may be sent home.
8. **DISCIPLINE:** Neither the IARR or AICC have the authority or responsibility to deal with disciplinary issues, but both may assist all the parties involved. There is an "EFF Resource Violation of Conduct" form located in the Appendix. IARRs should provide the CRWBs and CREPs with this form for documentation purposes regarding any single crew member or whole crew conduct issues. Instruction are on the form. IMTs and ICs may have their own methods and forms of documenting conduct issues.
9. The IARR will assist the IMT or responsible units / agencies, as needed, in the scheduling of Rest and Recuperation for personnel. The IARR needs to be informed on safety considerations and adhere to these requirements.
10. IARRs will maintain a Unit Log (ICS-214). Make copies available to the team or AICC upon their request. At the end of your assignment, send a compilation of these logs with your close-out report and any special documentation to the AICC Manager.
11. IARRs will assist the IMT(s) with accident investigations involving Alaska resources for which they are responsible. Provide for follow-up contacts at medical facilities. Make daily hospital visits if practical. Ensure documentation is complete and accurate. Assistance from the IMT may include the Human Resource Specialist.
12. Assist the IMT(s) with all required forms, reports, and documentation prior to the demobilization of assigned resources from the incident. Keep AICC informed of all departing resources. Fill out the necessary forms for emergency demobilizations.

## **L: Working with Incident Support**

- Make contact with the host Geographic Area Coordination Center (GACC). A courtesy call to the incident GACC is important to make them aware of your assignment so they can prepare a short briefing or arrange for any office space you may need prior to your arrival. Provide the host GACC Manager and the GACC Crew Desk with your assignment and contact information.
- Establish contact with the local Expanded Dispatch office. Verify crew manifests and resources assigned to the incident(s) with the Coordinator / Supervisory Dispatcher and the Crew Desk. Verify travel and assignment dates of resources.
- Do not overlook Alaska personnel that are assigned to Expanded Dispatch, Airtanker Bases, Helibases and other support functional areas. AICC can provide you with ROSS reports for additional information.

## **M: Working with Host Unit**

- Establish contact with local leadership and ensure that they know you may be able to support them.
- It is important for you to close out with them prior to your departure.

## **N: Working with the Home Units**

- The IARR is expected to communicate with AICC, in coordination with the IMT(s), about the well-being and performance of all resources.
- Provide the home units with paperwork and evaluations relating to the resources for which you are responsible.

## **O: Working with Law Enforcement**

- **Search and Seizure:** It is important to coordinate with Law Enforcement and understand the difference between each level of Security Specialist (SEC1, SEC2, SECG and SECM). Each has different authorities. Both Fourth Amendment Rights (Probable Cause) and obtaining a warrant must be considered when conducting searches. This includes fire packs, tents, government provided quarters, etc. Almost all of this will be handled by, or in conjunction with, the local law enforcement agency that has jurisdiction in criminal cases.
- **Limitations and Security Activities at Camps:** Performance problems involving fire camp personnel should not be the responsibility of security team members. This may be considered beyond their authority. If a law has not been broken, the act is considered a personnel issue and not a Law Enforcement issue.
- **Examples of Situations Beyond the Scope of Camp Security Personnel**
  - Removing camp personnel without their consent from commercial establishments (i.e. bars).

- Restricting camp personnel to the camp during off-duty hours (closed camp).
  - Searching vehicles in the camp without consent or probable cause.
  - Detaining camp personnel in an area where they are not under arrest.
  - Seizing alcoholic beverages or enforcing alcoholic beverage restrictions not authorized by valid closure order or by law.
  - Searching fire packs or other personal property without (a) consent or (b) probable cause and a warrant.
- **Personnel Issues vs. Law Enforcement:** Regulations regarding closed camps, forbidding alcohol in camp, etc. are permitted. However, if individuals do not comply with established policies, it is a personnel issue and not a law enforcement issue.

## **P: Accidents and Fatalities**

In the event of a serious accident or fatality, the IARR is a valuable asset for the host unit as well as the home unit. The IARR is the facilitator between the local jurisdiction and the home unit. It is important to understand your authorities and not overstep boundaries. Follow appropriate protocols and do not communicate outside of established channels.

The Interagency Standard for Fire and Aviation Operations, (Red Book) (NFES 2784) Item 07-25, refers to the Agency Administrator's Guide to Critical Incident Management (PMS 926, NFES 1356) as a checklist to be reviewed in detail before a critical incident occurs, during management of the incident and after the incident has taken place. AICC will provide IARRs with guidance on this kind of situation. Incident Human Resource Specialists are trained to provide Critical Incident Stress Management support and may be helpful to support this effort.

In the event of a serious injury or death in the family at the home unit of an Alaska resource, notification needs to be given to the individual(s) involved at the incident. It is not unusual for this notification to come from the home unit, then to AICC, then to the IARR. Many individuals and crew members carry cell phones and smart phones. These phones may work in the incident area and the individual(s) may already be notified. In other cases, the IARR will need to make contact and provide communication back home. The IARR needs to be supportive to the individual and the family. If demobilization and transport is necessary, the IARR will help facilitate this with the IMT and AICC.

In the event of a serious injury or fatality at the incident, the IARRs will need to defer to the policies and procedures of the host agency. Most agencies, including forest, region, and state agencies, have local emergency plans to deal with this situation and have a notification procedure (calling tree). The Red Book, Chapter 07, page 07-25, provides direction concerning Accident / Injury Reporting and Critical Incident Management. It is important to keep AICC informed on the situation. Documentation is critical when handling this type of situation. AICC will provide information and direction to the IARR and the home agency.

1. **Contacts:** Make contact with the Incident Commander, Deputy Incident Commander, Agency Administrator or Fire Management Officer depending on nature of assignment. It is important to make contact with the host GACC Coordinator on

Duty. Establish agreed upon notification procedures. Arrange for additional assistance if needed.

2. **Hospital Visits:** When a medevac or transport to a medical facility is required, it is also important to have an IARR at the location of the hospital to meet the patient when they arrive or at least be present and available. It is important to remain in daily contact with personnel who have been hospitalized or otherwise separated from their crew / counterparts. The IARR should make daily visits when possible or make a phone call. It may be necessary to arrange for an agency liaison to be present at the hospital as a contact for family and other agency personnel.
3. **Family Support:** It is important for families to be kept informed. In many cases, family members will travel to the hospital to be with their loved one. Agency policies vary but in some cases an agency may cover transportation costs (commercial airline tickets, chartered flight etc.) for immediate family members. The Red Cross, local fire departments and the Wildland Firefighter Foundation may also be able to provide financial support and arrange for lodging and transportation between the hotel and hospital. More information can be found through local agency policies.
4. The **Wildland Firefighter Foundation's** (WFF) main focus is to help families of firefighters killed in the line of duty and to assist injured firefighters and their families. The WFF contact information is: 2049 Airport Way, Boise, Idaho 83705, phone number: 208-336-2996, fax: 208-336-2995, <http://www.wffoundation.org>.
5. Depending on the situation, an agency employee may be assigned as a family liaison to share information and coordinate between the agency(s) involved and the family. This usually occurs when there is a death or serious injury requiring a hospital stay of a few days or more.
6. **Burn Protocol:** The IAP has medical facilities information including regional burn centers. For more information, refer to the Interagency Standards for Fire and Aviation Operations (Red Book) Chapter 07, page 07-17.

### **Q: Follow Up and Close Out**

Follow up and close-out with IMT's, host units, etc. is important. Issues cannot be addressed or resolved if the IMT's or host units are not aware of them. Each incident provides valuable lessons learned that need to be shared. If you are being replaced by another IARR, a transition briefing is very important. AICC will help facilitate this.

### **R: Other Helpful Information**

1. **Lost / Stolen Identification:** Personnel may be required to fly on commercial airlines when demobilizing and do not have proper identification. If an individual does not have a state issued or federally issued form of identification, most airlines / TSA will accept two forms of ID such as a tribal ID issued from a federally recognized tribe, birth certificate, social security card, etc. and conduct a second screening at airport security. If this type of identification is not available, the airlines may accept a copy of the travel itinerary and boarding pass. A second screening will also be required. It is recommended that a uniformed agency representative accompany these individuals to the airport. For additional help contact AICC and the host GACC

## **S: IARR Demobilization**

### **1. Travel Information**

In most cases your demobilization travel will be the same as and with the crews, CREPs and CARRs that you were mobilized with. Travel arrangements for you and your connected resources will be planned and coordinated between AICC, the Host GACC and the National Interagency Coordination Center (NICC).

After all travel arrangements have been finalized and received by you inform the incident and your home unit of your demobilization plans. Make contact with AICC regarding travel arrangements too. There may be additional details regarding crew transport back to their home villages that needs to be conveyed to them.

If there are any plans to RON crews at AFS or in Fairbanks overnight during demob, notify all crews of such plans as soon as you know.

### **2. Transition with Replacement IARR**

When possible, be sure to transition with incoming (replacement) IARR, if one has been assigned, to ensure for continuity of service to assigned resources and IMT. AICC will help facilitate a replacement IARR with proper hand off.

### **3. Close-Out Report**

Provide a close-out report to the AICC Manager documenting issues, recommendations or other information regarding your IARR assignment. An electronic version of the report is generally preferred. The close-out report should be submitted to AICC within 3 weeks or prior to your next assignment.

Items to include in the close-out report include:

- a. Name, Dates / Location of Assignment
- b. Daily Unit Logs
- c. Summary of Activities
- d. Significant Observations or Details
- e. Problems or Disciplinary Actions Taken
- f. Suggestions / recommendations for areas of improvement of AK IARR Program

### **4. IARR Evaluation**

Your performance evaluation (ICS-224) will be provided by the AICC Manager and Intelligence Coordinator within two weeks of returning home. The evaluation will be mailed via hardcopy or e-mailed with a copy to your Supervisor or Training Officer.

## **T: The IARR “Toolbox”**

- **Adaptive Leadership:** Each assignment is always different from the other. Adapt to the challenges, unique situations and apply leadership based on each assignment.
- **Physical Condition:** Expect long hours associated with the assignment as well a long travel distances.

- **Emotional:** Situations can be stressful and require focus. It is important to understand and positively manage the emotions of others in both face-to-face and virtual environments; empathize with others; be sensitive to the needs of others and to the forces that shape the way that others feel and behave. Also remember to take care of your own emotional needs.
- **Cultural Awareness:** The IARR will encounter many individuals with diverse backgrounds, levels of experience and political and social values. These various considerations apply to the resources the IARR is serving as well as the host GACC.
- **Effective Communication:** Communicating is the primary role of the IARR. Listening is one of the most important communication skills.
- **Support Networks:** Utilize a support network to assist you in resolving issues and getting things done. Examples include AICC, other IARRs, incident personnel, human resources, Incident Business Management Specialists, local agency personnel, etc.
- **Ability to Multi-Task:** The IARR has many tasks and contacts that need to be made. Good planning and the ability to establish priorities are essential. Utilize the “IARR Network”.
- **Develop a Routine, Always be prepared!** Establish good reporting, documentation and organizational skills. Know what IARR tools you will need to successfully perform your job.
- **Learn From Experience:** The role of an IARR is rewarding. It allows for a sense of self accomplishment. It is an opportunity to observe the skills of crew members and other fire personnel and learn from them. It provides a chance to meet new people with diverse backgrounds and develop new friendships. The IARR is an excellent mentor and a position for continuous learning experiences.

## **U: Summary of Comp for Injury Processing**

### **AFS Sponsored ADs**

Please refer to the Interagency Incident Management Handbook Chapter 10, p. 10-87 through 116, Compensation for Injury / Illness for responsibilities and for specific direction on the roles of the Employee, the Supervisor, and various IMT members in authorizing and documenting medical treatment.

**Issuance of the CA-16, Authorization for Examination and/or Medical Treatment:** The issuance of a CA-16 is appropriate for traumatic injury cases filed on a CA-1, if no more than 7 calendar days have passed since the date of injury.

A CA-16 is not issued when a CA-2 is filed.

If a CA-16 needs to be issued after hours and an incident team is not in place, seek medical treatment for the employee and contact AFS Injury/Comp within 48 business hours.

For all AFS regular and AD employees, the address in block 13 of the CA-16 is:

**BLM – Alaska Fire Service  
P.O. Box 35005**

### **Fort Wainwright, AK 99703**

For all other Federal employees, block 13 should be the address of the Agency responsible for processing their claims.

The CA-16 shall be filled out completely. In block 6, box B, [1] shall be checked if there is no doubt that the injury is work related. If there is concern the injury may not be work related, check box B, [2], to authorize diagnostic treatment only. Block #7 shall not be completed without direction from AFS Workers' Compensation.

### **Claims Processing**

A CA-1 / CA-2, as appropriate, shall be completed for all injuries or illnesses. CA-1 / CA-2s must be entered into SMIS; approved by a supervisor either at the incident or home unit and faxed to AFS Workers' Compensation at (907) 356-5789. Include copies of the CA-16 and any other supporting documentation within 48 business hours of the employee's report of the injury. CA-1s and CA-2s for AFS AD employees, must include the employee's Social Security Number (SSN) and be accompanied by the OF-288, Fire Time Report, Single Resource Hire Form or Crew Manifest (if a crew member), Resource Order, as well as any available medical documentation.

Include the employee's name and SSN on the upper right-hand corner of the second page of the CA-1 / CA-2 and all supporting documentation. Original documents are to be given to the employee.

The injured employee is to be given the original CA-1 / CA-2 along with copies of any other documentation related to the injury / illness and advised to retain the information for their personal records. The AFS Workers' Compensation Section contact information shall be provided to injured employees, in the event that future treatment is needed. The phone number to provide them is AFS Injury/Comp. Due to the guidance for protecting Personally Identifying Information (PII), CA-1s and CA- 2s or other documentation is not to be sent to the injured employee's home unit. AD Home unit supervisor (FMO/AFMO) are responsible for fulfilling the mandatory requirement to enter the claim in the SMIS database at the incident; a COMP/CLAIMS Unit Leader may be available to facilitate this process.

The CA-1 is completed to report a traumatic injury. A traumatic injury is defined as an injury or exposure that occurs on, or can be attributed to, one work shift. The CA-1 must be completed and approved in SMIS by the zone FMO or AFMO, and the incident supervisor. the employee signs in block 15, the supervisor in block 38 and any witnesses in block 16. If the employee is unavailable for signature, the supervisor or other responsible party may sign on behalf of the employee. The supervisor should include a current phone number for immediate contact by AFS Workers' Compensation, should the need arise.

Social Security Numbers are required on the CA-1 to establish a claim with the Department of Labor (DOL). The Privacy Act is addressed in the form instructions. Employees must include their home address and a current phone number in block 7. This address will be used when sending the claim number to the employee and for correspondence from DOL. Employees are encouraged to select box a, Continuation of Pay (COP) in block 15. Supervisors must complete the CA-1 in SMIS. Failure to enter the CA-1 in SMIS will result

in the claim remaining unprocessed by AFS OWCP, and the employee being billed for treatment.

The CA-2 is completed to report an occupational disease or illness that develops over more than one work shift. The Forest Service has not been delegated authority to authorize (via the CA-16) any medical treatment for Occupational Disease Claims. The CA-2 must be completed. The home unit supervisor shall approve it. As soon as the CA-2 has been approved in SMIS, the employee needs to sign in block 18 and the supervisor signs in block 35. If the employee is unavailable for signature, the supervisor or other responsible party may sign on behalf of the employee.

Social Security Numbers are required on the CA-2 to establish a claim with the DOL. The Privacy Act is addressed in the form instructions. Employees must include their home address in block 7 and a current phone number in block 5. This address will be used when sending the claim number to the employee and for correspondence from the DOL. Supervisors must complete the CA-2 in SMIS. Failure to enter the CA-2 in SMIS will result in the claim remaining unprocessed.

The employee is responsible for the cost of treatment until such time that OWCP adjudicates the claim. If OWCP determines the injury is work related the employee may file a claim for reimbursement. It is the responsibility of the employee to provide any medical documentation requested by OWCP.

#### **Use of Agency Provided Medical Care (APMC)**

As of February 2008, the use of APMC is appropriate for injury / illness cases involving only 1 APMC visit which occurs on the day of the injury / illness. One follow-up visit is permissible if it occurs during non-duty hours and the employee is agreeable to this. APMC can only be used while the employee remains at the site of the incident. Injury/illness cases treated under APMC cannot have lost time charged to sick leave, annual leave, or COP (IIBMH, Ch. 10, page 10-96).

**Traumatic Injuries:** APMC is not appropriate for care received at medical facilities requiring therapy, stitches, x-rays or other non-first aid treatment.

**Occupational Disease and Illness Claims:** Authorization of APMC is at the discretion of the host agency and should be minimal, only to relieve suffering for first aid treatment of illness such as respiratory infections, colds, sore throats and similar conditions associated with exposure to smoke, dust, and weather conditions, etc. APMC is appropriate as an interim measure until the employee can arrange for private medical attention, at the individual's expense. The employee may also choose to file a CA-2.

If the illness is tied specifically to smoke inhalation and can be attributed to one work shift, it is recommended a CA-16 be issued and a CA-1 be completed. Since poison oak / ivy / sumac cases often result in follow-up care after the employee leaves the incident, it is recommended a CA-1 be completed and a CA-16 issued to authorize medical treatment if the illness can be attributed to one work shift.

#### **Prescriptions**

If an employee is treated for a work-related injury and needs to have a prescription filled, a pharmacy should be used which accepts the DOL fee schedule and will bill them directly. These are major chain pharmacies such as Wal-Mart, Walgreen's, Longs, CVS, Rite Aid, etc. If the pharmacy uses the billing contractors Outsource Billing or Third Party Solutions, they will bill directly. If there are no pharmacies in the area willing to bill directly, a government purchase card can be used. The employee should not be billed for these purchases.

### **Closing out Paperwork at the End of the Incident**

**Medical Logs:** Medical logs contain only the Medical Resource Request Number (M-number), nature of injury / illness, forms completed and any follow-up action needed. Medical logs contain no personally identifiable information (PII).

At the end of the incident a copy of all medical logs, including the CREP logs as well as those of the IARR and CARR, need to be sent to the corresponding agency Compensation / Claims Representative. Contact the agency's HR department for further information.

### **State Sponsored Employees**

State employees experiencing injury or illness on the incident should complete state specific forms and notify their home unit of workers' compensation claims per agency requirements. If state forms are not available, the employee may use a CA-1 or CA-2 to initially record the necessary information. Federal references should be crossed out and the state name written at the top of the form. The state employee is responsible to contact the home unit to obtain the proper reporting forms. The Compensation/Claims Unit Leader (COMP) maintains injury compensation records and transmits documents to the home unit per state agency policy. Do not issue CA-16 for medical treatment. See Section 15, pages 10-96 to 10-99 for APMC coverage. Please see the link below for the state of Alaska form (fillable)

<http://labor.state.ak.us/wc/forms/wc6106.pdf>

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IARR Crew Field Report			
<b>DATE:</b>			
<b>INCIDENT:</b>		<b>LOCATION:</b>	
<b>IARR:</b>		<b>INCIDENT #:</b>	
<b>CREW:</b>		<b>Demob Date:</b>	
<u>Weather conditions:</u>			
<u>General Fire Behavior:</u>			
<u>Location of crew work: (Division, other)</u>			
<u>Operational tasks/duties:</u>			
<u>General health &amp; well being:</u>			

### **EFF RESOURCE VIOLATION OF CONDUCT FORM**

Whenever there is a violation of the ‘Conditions of Hire’ by any EFF crew, crew member or individual single resource overhead this form is to be completed by the field or line supervisor of that crew member or individual.

The form should be filled out completely and the crew member or individual involved should have an opportunity to respond. Their response should be documented in the appropriate place on this form. If there are more than one individuals involved there should be a separate form completed for each individual.

The individual’s Crew Boss, CREP, CARR and/or IARR should be notified as soon as possible. Additionally, the home unit FMOs and/or AFMOs need to be notified as soon as possible by the incident and copies of this form need to be sent to the home unit FMO/AFMO.

Please include as many details as possible regarding the incident(s) including dates, times, other individuals involved, places and other pertinent and related circumstances. The information provided on this form and other supporting documentation will be used to determine what disciplinary action will be taken at the home unit.

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Employee Name:		Position:	
Crew Name:		C#, O# or A#:	
Incident Name:		Incident Number:	

Field Supervisor's Name:		Office Phone:	
Field Supervisor's Home Unit:			
Field Supervisor's email:			

<b>DATE OR TIME PERIOD IN WHICH THE VIOLATION(S) OCCURRED:</b>
<b>COMPLETE DESCRIPTION OF THE INCIDENT(S): [VIOLATION, MISBEHAVIOR OR POOR CONDUCT]</b> (BE SURE TO INCLUDE NAMES OF ALL INDIVIDUALS INVOLVED, THE NATURE OF THE INCIDENT, WHERE THE INCIDENT(S) OCCURRED, DATES AND TIMES OF THE INCIDENT(S).)

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WHAT DISCIPLINARY ACTION HAS BEEN TAKEN THUS FAR:

RESPONSE FROM THE INDIVIDUAL(S) INVOLVED:

<b>EFF/AD EMPLOYEE SIGNATURE</b>	<b>FIELD SUPERVISOR SIGNATURE</b>
<b><i>Date:</i></b>	<b><i>Date:</i></b>

