

Washington State National Veterinary Stockpile Plan

JANUARY 2018



Executive Summary

An outbreak of an animal disease like highly pathogenic avian influenza or foot-and-mouth disease could devastate American animal agriculture, harm the economy, and, for zoonotic diseases, threaten the public's health. Having enough veterinary resources and being able to distribute them quickly are crucial in mounting an effective response.

States and industry hold inventories of response items, but a catastrophic outbreak may quickly deplete these reserves. Manufacturers and distributors hold inventory, but only enough to satisfy routine demand. Unaffected States might help, provided they retain a means of responding in case the threat enters their borders.

The National Veterinary Stockpile (NVS) program, within the U.S. Department of Agriculture's Animal and Plant Health Inspection Service Veterinary Services, Surveillance, Preparedness and Response Services Logistics Center, holds or has access to veterinary supplies, equipment, animal vaccines, and human antiviral medications ready to deploy within 24 hours. The program also maintains contracts with all-hazards response companies, which can quickly provide large numbers of trained personnel with equipment to help a State when it does not have enough of its own personnel and equipment to depopulate, dispose, and decontaminate. The NVS Program provides States the countermeasures they need to respond to a damaging animal disease outbreak.

In addition to the NVS program, Federal and State agencies, industry, other States, and the private sector also provide resources. States must have a resource management plan to ensure responders get what they need. To ensure responders get help quickly, the NVS program works with States before an outbreak to help them plan a logistics response to acquire, receive, store, stage, and distribute the resources needed for a large outbreak response after they have exhausted local supplies.

References

This plan acknowledges the following resources:

- *NVS Planning Guide for Federal, State, Tribe, and Territory Officials*
- *National Veterinary Stockpile Logistics Catalog*
- NVS website, <http://www.aphis.usda.gov/nvs>
- Foreign Animal Disease Preparedness and Response Plan (FAD PReP)
- Washington State Foreign Animal Disease Management Plan

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Section 1. Introduction

A. Purpose

This plan defines the organizational responsibilities and logistical processes for supporting responders with countermeasures from the U.S. Department of Agriculture (USDA) Animal and Plant Health Inspection Service Veterinary Services (APHIS VS) National Veterinary Stockpile (NVS) program and other resources. The plan describes how the primary State agency, APHIS, other government agencies, non-governmental organizations (NGOs), and private-sector organizations prepare resource support before an event, provide it during an event, and recover resources after an event. Actions before an event include creating this plan, and training and exercising all stakeholders to ensure a quick, effective logistics response to animal disease outbreaks. Actions during an event include requesting, receiving, processing, and distributing physical resources, as well as requesting and using NVS response support services when local resources fall short. Actions after an event include recovering specific items the NVS program and others want returned for future use.

The NVS is the nation's repository of critical veterinary countermeasures for supporting the response to damaging animal disease outbreaks. Operational in 2006, the NVS program holds or has access to veterinary supplies, equipment, animal vaccines, and human antiviral medications that it must be able to deploy within 24 hours of an outbreak, in compliance with Homeland Security Presidential Directive 9. It also has commercial support contracts with depopulation, disposal, and decontamination (3D) response support services personnel that can quickly deploy trained personnel and equipment to help the operational response. For more information about the NVS program, visit its website <http://www.aphis.usda.gov/nvs>.

B. Scope

This plan is part of and subordinate to the following State plans:

1. Multi-Agency Response to a Highly Pathogenic Avian Influenza Animal Emergency
2. Washington State Foreign Animal Disease Management Plan
3. Washington State Comprehensive Emergency Management Plan: Emergency Support Function (ESF) 11 Appendix 2: State Animal Response Plan
4. Washington State Response Containment Plan

Section 2. Authority

A. State Authority

Primary and support State agencies provide responders resources under the authority of the laws or regulations that authorize the primary and other State agencies to act. These authorities are as follows:

1. RCW: 16.36 Animal Health
2. RCW: 38.52 Emergency Management

B. APHIS Authority

The Federal Animal Health Protection Act of 2002 gives the Secretary of Agriculture broad authority to respond to animal disease and pest emergencies. The act authorizes senior APHIS management to acquire and deploy resources, including NVS countermeasures, for emergency response to damaging animal diseases. The NVS program deploys when the State animal health official (SAHO) and the Federal APHIS VS Surveillance, Preparedness and Response Services (SPRS) assistant director (AD) request NVS countermeasures, the APHIS VS SPRS district director (DD) concurs, the APHIS VS SPRS Logistics Center (LC) Director receives the request, and a senior APHIS VS official approves the deployment.

Section 3. Responsibilities

A. Responsibilities of Primary Agencies

References: [Appendix A](#). Federal Emergency Management Agency (FEMA) Criteria for Incident Complexity

Primary agencies are responsible for managing the provision of resources during damaging animal disease outbreaks. The following agencies have primary responsibilities for implementing this plan:

1. Washington State Department of Agriculture (WSDA)
 - a. State Veterinarian's office
2. APHIS VS district office

The SAHO and Federal AD manage the response to a damaging animal disease outbreak within their jurisdictions. This multijurisdictional approach enables the primary agencies with different legal and functional authorities and responsibilities to make joint decisions, establish a single set of incident objectives, and jointly manage resources.

Responsibilities of the agencies include planning resource support before an event and managing resource support during an event. This support includes resources from all available sources, including the NVS program, State and Federal agencies, the private sector, and industry.

1. Primary State Agency

The primary State agency does the following to logistically respond to a damaging animal disease event:

1. Before an event
 - a. Reaches out to Washington State Department of Enterprise Services (DES) to identify, approve, and prepare specific facilities around the State to receive, store, stage, and distribute inventory to responders. WA State has a list of potential sites, but where facilities are not able to be found pre-event, DES will lease space on a just-in-time basis.
 - b. Collaborates with the APHIS VS district office to plan the Incident Command System (ICS) logistics organization.
 - c. Maintains an inventory of supplies, equipment, and other resources available within the State for emergency response.
 - d. Provides logistics training and exercises that support deployment of the NVS countermeasures and other resources.
 - e. Utilizes the WSDA Inventory and Resource Management System (IRMS).

- f. Reaches out to Washington State Department of Health to assist in collaboration with State pharmaceutical agencies and medical responders to define processes for receiving, storing, prescribing, and dispensing antiviral medication for agricultural responders.
 - g. Collaborates with agencies, NGOs, and private-sector organizations that support logistics functions in the plan. Establishes memorandums of agreement or other pre-event contracts to ensure availability of necessary resources.
2. During an event
- a. Establishes a unified command with the AD and delegates authority to an incident commander for logistics response.
 - b. Determines the
 - i. complexity of an incident in conjunction with the APHIS VS district office ([Appendix A](#)),
 - ii. resources the incident response requires and those readily available within the State, and
 - iii. necessity for and timing of the request for NVS countermeasures.
 - c. Coordinates with the AD and the APHIS VS district office to quickly request and receive NVS countermeasures before the depletion of resources within the State's borders.
 - d. Confirms the availability, or works with (DES) to find a suitable warehouse or other suitable facility to meet the needs of the specific incident, or quickly identifies and prepares a more suitable facility.
 - e. Activates the selected warehouses or other facilities before the arrival of NVS countermeasures and other shipments.
 - f. Alerts and mobilizes logistics responders to prepare and initiate operations. Conducts a pre-deployment briefing.
 - g. Alerts agencies, NGOs, and private-sector organizations that support the plan.
 - i. USDA shall reach out to all federally recognized tribes that may be affected by any quarantines, hold orders, or close proximity infected premises. This government to government relationship will continue unless otherwise discussed by all primary parties.
 - h. Provides resources such as equipment, supplies, and personnel to support the logistics response.
 - i. Coordinates with law enforcement to secure inventory, personnel, equipment, and management.
 - j. Reports the status of operations to the primary State agency administrators, State emergency operations center (EOC), multi-agency coordination center, stakeholders, and others as appropriate. Requests that the ESF 11 desk officer post the ICS 213s into WebEOC.
 - k. Distributes this plan to all support agencies.

2. Primary Federal Agency (APHIS VS District 6 Washington Office)

The State expects the APHIS VS district office to do the following before and during an event:

1. Before an event
 - a. Inform State officials how to request NVS countermeasures and 3D response support services, how to complete and submit the Incident Command System Resource Request Message for the National Veterinary Stockpile (ICS 213 RR NVS) and the Statement of Work (SOW) Form to Request National Veterinary Stockpile 3D Response Support Services, and how to supervise 3D contractors, if deployed.
 - b. Collaborate with the primary State agency to plan the potential ICS logistics organization.
 - c. Maintain an inventory of supplies, equipment, and other resources available within the APHIS VS district office for emergency response.
 - d. Help provide logistics training and support exercises that support deployment of the NVS countermeasures and other resources.
 - e. Collaborate with the primary State agency to define processes for requesting and managing vaccines after APHIS VS approval of the State's vaccination plan during an event.
2. During an event
 - a. Establish a unified command with the SAHO and delegate authority to an incident commander for logistics response.
 - b. Determine the
 - i. complexity of an incident in conjunction with the primary State agency ([Appendix A](#)),
 - ii. resources the incident response requires and those readily available within the State, and
 - iii. necessity for and timing of the request for NVS countermeasures.
 - c. Coordinate with the SAHO and the APHIS VS district office to quickly request and receive NVS countermeasures before the depletion of resources within the State's borders.
 - d. Alert and mobilize logistics responders to prepare and initiate operations.
 - e. Provide available Federal resources such as equipment, supplies, and personnel to support the logistics response.
 - f. Liaise with and report the status of operations to the APHIS VS district office.

B. Responsibilities of Support Government Agencies

State agencies that support the primary agencies' provision of resources during an event include the following. Each agency should maintain records of all pertinent contacts, actions, and functions to determine the number of labor hours, utilization of resources, and expansion of resources as needed for the documentation unit.

1. Washington State Department of Enterprise Services
 - a. Identify warehouse location to lease within 24 hours of notification.
 - b. Set up and manage the warehouse for first 24 hours.
 - c. Work with real estate services to broker the lease of a long-term facility.
 - d. Assist with transition into a long-term facility.
 - e. Manage State leasing contracts.
 - f. Provide trucks for ground distribution.
 - g. Request use of possible Federal General Services Administration warehouse/storage facilities.
2. Washington State Department of Corrections
 - a. Provide personnel for warehouse custodial services.
 - b. Provide personnel for warehouse team members.
3. Washington State Emergency Management Division
 - a. Activate the State EOC, if required, and coordinate with the primary and support agencies.
 - b. Help identify and activate a warehouse or other suitable facility that can receive and manage NVS countermeasures.
 - c. Coordinate with other State, county, and local government emergency management agencies.
 - d. Assist with resource management, including assessing available resources within the State and submitting orders through State contracts.
 - e. Help establish and maintain an inventory management system for the NVS countermeasures and other resources.
 - f. Help establish procedures to document financial data, actions, and functions to determine the number of labor hours, utilization of resources, and expansion of resources for the logistics response.
4. Washington Office of Financial Management
 - a. Provide the ICS with sources and available State contracts to order resources using procurement cards.
 - b. Provide the ICS with State emergency procurement procedures.
5. Washington Department of Fish and Wildlife

- a. Assist the department of public safety with law enforcement activities.
 - b. Augment the transport, security, and inventory management as needed to maintain the warehouse.
- 6. Washington State Patrol and local law enforcement agencies
 - a. Provide personnel to escort shipments through traffic.
 - b. Provide security for the warehouse staff, facilities, equipment, inventory, and operations.
 - c. Assist with quarantine and hold orders for infected premises.
- 7. National Guard
 - a. Provide technical assistance or other resources for the NVS activation, deployment, and wrap-up. Resources that may be requested include the following:
 - i. Administrative personnel
 - ii. Communications experts and equipment.
 - iii. Decontamination equipment and personnel
 - iv. Heavy equipment and equipment operators
 - v. Military police
 - vi. Trucks and truck drivers
 - b. Provide facilities, e.g. armories, as warehouses/storage facilities for small incidents.
- 8. Washington Department of Health
 - a. Provide RSS personnel, facilities, inventory management systems, and technical assistance from the State strategic national stockpile program.
 - b. Assist with the receipt, storage, prescribing, and dispensing of antiviral medications for the agriculture responders.
- 9. Washington Department of Labor and Industries
 - a. Assist with the safe transport and security of NVS countermeasures, including preventing unauthorized personnel from entering the State NVS warehouse or other storage facility.
 - b. Perform public safety functions and security at the State NVS warehouse or other storage facility as requested.
- 10. Washington Department of Transportation
 - a. Receive notification of the appropriate route for NVS deployment and transport to the State NVS warehouse or other storage facility.

C. Responsibilities of Non-Governmental Organizations, Private-Sector, Local, and Tribal Organizations

Organizations that support the primary agencies' provision of resources during an event include the following:

1. Washington Federally recognized Tribal Organizations (29 in total)
2. Washington State University and Washington State University College of Veterinary Medicine
3. Washington Dairy Products Commission
4. Washington Beef Commission
5. Cattle Producers of Washington
6. Washington Cattleman's Association
7. Washington Cattle Producers Association
8. Washington State Veterinary Medical Association
9. Northwest Food Processors Association
10. Washington Feather Fanciers
11. Washington State Fairs Association
12. Washington State Upland Bird Farms
13. Washington State Veterinary Reserve Corps
14. State Volunteer Organizations Active in Disasters.
15. Local Emergency Management Agencies
16. Local Law Enforcement

Section 4. Situation and Assumptions

A. Logistics during Non-Emergency Conditions

The primary agencies maintain detailed contact lists of all primary and support agencies with available personnel, equipment, and other resources, as well as a list of private-sector contacts for additional or similar resources. The Washington State Department of Agriculture (WSDA) and Washington State Emergency Management Division (EMD) maintain a list of readily available inventory within the State. The Washington State Office of Financial Management (OFM) outlines State purchasing guidelines.

B. Logistics during Emergency Conditions

During a damaging animal disease outbreak, the readily available resources within the State may be rapidly depleted. If sufficient resources cannot be quickly acquired from the private sector or other sources to support the emergency response, the State requests NVS countermeasures.

During an emergency situation, WSDA may request assistance through EMD to obtain additional resources or access to facilities. Emergency purchasing procedures are also activated through OFM.

C. Assumptions

References: [Appendix B](#). Process to Request NVS Countermeasures

The following planning assumptions apply:

1. The State may experience a damaging animal disease outbreak that requires supplemental assistance from the NVS program.
2. The State will be unable to acquire enough resources locally to support a prolonged response to Type 1, 2, or 3 incidents.
3. This plan is designed to support a large scale, complex, multi-county outbreak (Type 1, 2) of a damaging animal disease. The plan can be simplified and down-scaled to meet the support needs of smaller emergency incidents (Type 3).
4. APHIS VS will quickly approve the request for NVS countermeasures to respond to a damaging animal disease following the SAHO and AD request for NVS countermeasures, APHIS VS DD concurrence, a call to the SPRS emergency hotline, **1-800-940-6524** (Appendix B), and the SPRS LC Director's receipt of the request.
5. If the initial request for NVS countermeasures is approved to support animal disease response in one State, officials in subsequently infected States are not required to implement the five-step process for the initial request of NVS physical countermeasures for the same emergency. Incident Command in States affected by the same incident for which an NVS deployment has already been approved simply needs to submit the ICS 213 RR NVS to request physical countermeasures and the SOW Form to Request

National Veterinary Stockpile 3D Response Support Services to the NVS mailbox at nvs@aphis.usda.gov.

6. Following APHIS VS's approval of the State request, the NVS program will deploy countermeasures to the State within 24 hours.
7. Incident Command may request additional NVS countermeasures.
8. If APHIS VS approves the use of animal vaccines, the deployment management team (DMT) will coordinate vaccine delivery with Incident Command.
9. The incident commander will assign a logistics section chief (LSC) to manage resources, including the receipt, processing, and distribution of NVS countermeasures and other resources.
10. 3D response support service personnel will be assigned to the incident command's operations section.
11. A damaging animal disease outbreak will require State, Federal, Tribal, local, non-governmental, and private-sector officials to coordinate their efforts for the logistics response to the outbreak.
12. Multiple agencies and jurisdictions included in this plan will support the logistical response and delivery of NVS countermeasures and other necessary resources to responders.
13. The facilities the State uses to receive, process, and distribute resources will have sufficient access, infrastructure, capacity, security, and management to adequately support the resource needs of responders.
14. The response to a damaging animal disease outbreak may span a long period and may require changes in incident management and support facilities to meet incident objectives.
15. Other events may trigger NVS deployment, including an outbreak of a disease not considered a damaging animal disease.

Section 5. Supply Unit Concept of Operations

A. Command and Control

References: [Appendix A](#). FEMA Criteria for Incident Complexity
[Appendix C](#). ICS Organization and Key Roles

For a large-scale event, the SAHO and AD form a unified command that has the legal and functional authority to make joint decisions, establish a single set of incident objectives, and jointly manage resources. The SAHO and AD issue a delegation of authority to an incident commander, who manages the logistics response. WSDA Emergency Management staff shall contact the SEOC as soon as the incident has gotten large enough to form a unified command with USDA. This enables the state to be prepared for any logistics support that may be needed from the agencies.

For complex incidents ([Appendix A](#)), the incident commander assigns an LSC to manage logistics support during the response. If the scope of the incident is complex and requires branch directors and unit leaders, the LSC may appoint a supply unit leader (SPUL) to manage the supply unit. The supply unit orders equipment and supplies, receives and stores all supplies for the incident, maintains an inventory of supplies, and services nonexpendable supplies and equipment. Specifically, for an NVS deployment, support during the event includes requesting, receiving, processing, and distributing NVS countermeasures and other resources. Support after the event includes returning specific accountable items to the NVS program. State agencies, NGOs, and private-sector organizations support these activities. The LSC organizes the logistics section ([Appendix C](#)).

B. Acquiring Resources

References: [Appendix B](#). Process to Request NVS Countermeasures

1. Initial Response Resources

The primary State and Federal agencies maintain an accurate inventory of personal protective equipment (PPE), response equipment, supplies, personnel, and other resources available within the State for an immediate response to animal health incidents. WSDA maintains an inventory list, and the Animal Services Division will make it available upon request.

Emergency purchasing power and protocol for the State are defined in RCW 39.26.130 which states that when an emergency purchase is made, the agency head shall submit written notification of the purchase within three business days of the purchase to the director. The notification must contain a description of the purchase, a description of the emergency and the circumstances leading up to the emergency, and an explanation of why the circumstances required an emergency purchase. Emergency contracts must be submitted to the department and made available for public inspection within three working days following the commencement of work or execution of the contract, whichever occurs first. As used in this section, “emergency” means a set of

unforeseen circumstances beyond the control of the agency that either: present a real, immediate, and extreme threat to the proper performance of essential functions; or may reasonably be expected to result in material loss or damage to property, bodily injury, or loss of life if immediate action is not taken.

WSDA emergency management and animal services division staff have WSDA Emergency Purchasing cards which follow Policy Number POL-FS-412: Use of Agency Purchasing Cards to be used for small, flexible, and convenient purchases where purchase orders are not a viable option. WSDA also has a ‘WSDA Emergency Purchasing Procedure’ to be used when programs need to make an emergency purchase of goods and services and arrange for travel resources necessary for an Agency response to a likely or imminent Governor Declared Emergency.

2. Secondary Response Resources

State Resources

The primary State agency may request logistical support and resources from several State support agencies. If necessary, the governor may release additional State resources through emergency declarations. The primary State agency may request resources from other States and from APHIS VS. WSDA shall appoint one person to share the 213 forms with the SEOC logisticians and upload them into WebEOC for resource requests as well as situational awareness.

USDA APHIS VS SPRS District Office Resources

The USDA APHIS VS SPRS district office provides logistical support during a damaging animal disease outbreak. Support resources may include personnel, equipment, supplies, and logistical and inventory management expertise. To help with the logistical response, the AD may request an APHIS VS national incident management team, including an LSC and additional personnel, through the district office.

Federal Emergency Management Agency Resources

If a presidential emergency declaration is signed, the FEMA may make Federal assistance and funding available to meet specific emergency needs. The State may request FEMA assistance through the State EOC with an action request form submitted to the FEMA regional office for review and approval.

Private-Sector and Non-Governmental Resources

The primary State agency may request assistance from local, State, or national NGOs, as well as from private-sector organizations. Organizations are required to work within the National Incident Management System. Only representatives from associations that are requested are recognized and credentialed as emergency responders.

3. Federal Resource Request for National Veterinary Stockpile

Physical Countermeasures

The request for NVS countermeasures activates this plan ([Appendix B](#)). Typically, the first NVS shipment is PPE and decontamination supplies. The PPE protection level depends on the nature of the animal disease. The 24-hour push packs are preconfigured in modules and staged in SPRS logistics centers ready for immediate deployment. Incident Command may also request NVS deployment of additional countermeasures, such as equipment, animal vaccines, vaccination ancillary supplies, and human antiviral medications. The *NVS Logistics Catalog*—which lists and illustrates the countermeasures—is available to NVS planners from the restricted portion of the NVS website <http://www.aphis.usda.gov/nvs>.

3D Response Support Services

The NVS program maintains partnerships with all-hazards response companies, which can arrive quickly and provide response personnel with equipment to help the Incident Command operations section when it lacks the personnel for 3D operations.

If Incident Command concludes that it does not have enough people for 3D, it considers other sources of additional personnel, including NVS 3D response support services. To request a 3D response support service, Incident Command completes the ICS 213 RR NVS message and SOW form and submits both to the DMT at APHIS VS headquarters at nvs@aphis.usda.gov for consideration. Incident Command and the DMT communicate and coordinate the request. (See [Appendix B](#).) The 3D contractors will be placed under the Operations Section and depending on the scale of the incident, and will report directly to the Operations Planning Section Chief. The Operations Section should then collaborate with USDA and DES to develop an SOP for how to manage oversight of response support service personnel.

C. Technical Assistance

A mobile logistics team (MLT) ([Appendix J](#)) may deploy as the NVS program deploys physical countermeasures, if the NVS program has sufficient personnel. The MLT includes a logistics expert to serve as a technical specialist and subject matter expert. Following check-in with the planning section for accountability, the MLT typically is located in the supply unit or in the operations section with 3D response support service personnel.

D. Warehouse Activities

References: [Appendix C](#). ICS Organization and Key Roles
[Appendix D](#). State NVS Warehouse / Facility Information
[Appendix E](#). Incident Command and General Staff Responsibilities
[Appendix F](#). Supply Unit Leader (SPUL) Responsibilities
[Appendix G](#). Ordering Manager (ORDM) Responsibilities
[Appendix H](#). Receiving and Distribution Manager (RCDM) Responsibilities
[Appendix I](#). Warehouse Team Responsibilities
[Appendix J](#). NVS Mobile Logistics Team (MLT) Responsibilities

[Appendix K](#). Receiving and Storing Process
[Appendix L](#). Picking and Staging Process
[Appendix M](#). Distribution Process
[Appendix N](#). Recovering and Returning NVS Countermeasures Process

If APHIS VS approves NVS deployment, the SAHO and AD immediately alert the incident commander to anticipate NVS shipments. The supply unit in the logistics section coordinates and directs warehouse or other storage facility activities ([Appendix C](#)).

1. Identification and Activation

The incident commander notifies the LSC of a possible request for NVS assistance so that facility arrangements can be anticipated. Incident Command uses [Appendix D](#) to determine which facilities to activate from those the State has prearranged. The LSC designates a supply unit leader to oversee operations and inventory management. The LSC and SPUL mobilize the staff and prepare the facility for full activation. The SPUL delegates responsibility for managing the facility to an RCDM and inventory management to an ORDM for large incidents. (See [Appendixes F–I](#).)

Activation includes setup of the inventory management system. The inventory system that will be used to conduct warehouse operations will be WSDA IRMS. A large majority of the WSDA Animal Services Division and WSDA Risk Management inventory will already be set up in the IRMS database with knowledgeable administrators to assist with inputting NVS inventory into the database. A backup plan, using the NVS State Inventory Management File (IMF) will also be available.

2. Receiving and Storing Resources

The receipt process involves receiving items from the NVS, other vendors, or the field response sites. The DOH Emergency Health and Medical Logistics: Receipt, Stage, and Store Task Force Procedures may be utilized and referenced as part of this. The plan will be held electronically and placed for reference in the main NVS plan binder held by the WSDA NVS planner.

The RCDM oversees the receipt and storage of resources. Upon truck arrival, this process entails verifying the quantity and condition of the shipment containers, possibly applying barcodes, moving the containers to the receiving area, verifying cold-chain management for temperature-sensitive items, inventorying the individual items inside containers, moving containers and temperature-sensitive items to a designated storage location, completing the packing slip paperwork, and providing the completed packing slip paperwork to the ORDM. Although a one hundred percent inventory is not required, verifying the inventory of all NVS returnable items is highly recommended.

For items being returned from the field response sites, the RCDM will instruct a warehouse team to inventory the shipment and provide a list of the items, quantity, and condition. The RCDM will provide the list to the ORDM who enters the items into the IRMS and provides the RCDM with a storage location for each item. (See [Appendixes H, I, and K](#).) If a chain of custody is desired, an example form is located in [Appendix H](#). The operations

3. Picking Resources and Preparing for Distribution

The RCDM oversees the picking and staging of inventory. This process begins when the SPUL or RCDM receives a resource order, after which the ORDM creates pick sheets and packing slips and the warehouse team picks, packages, performs a quality control (QC) check, and stages the items for distribution. (See [Appendixes F–K](#) and [N](#).)

4. Managing and Ordering Resources

The ORDM manages inventory and orders replenishment resources. The ORDM records incoming resources, creates pick sheets for pulling resources to fill orders, and adjusts on-hand balances on the basis of physical counts of inventory in the warehouse. The ORDM accounts for incoming and outgoing resources using an inventory management system. (See [Appendixes G and L](#).)

The ORDM ([Appendix G](#)) maintains a list of sources from which equipment, supplies, and personnel can be ordered. The ORDM coordinates with the SPUL to process orders for replenishment and new items in sufficient time to equip field responders with what they need. The ORDM coordinates with the finance and administration section for tracking procurements and costs. The ORDM coordinates with the planning section for tracking all resources assigned to the incident and their status.

5. Distributing Resources

The RCDM manages distribution operations, although the medically qualified person manages the dispensing of human antiviral medications. The method used to distribute supplies and equipment to field response sites can vary between delivery and responder pickup. The distribution process begins with coordinating the delivery or pickup of the shipments. The RCDM coordinates with the ground support for shipment deliveries and with the operations section for responder pickup at the warehouse. For deliveries, the truck driver and RCDM verify the contents to be delivered, the warehouse team loads the shipment onto the delivery truck (and locks or seals the load, if directed), and the driver and RCDM or designee sign the Distribution Log acknowledging shipment pickup. If needed, Incident Bases co-located with the Incident Command Post or down-range Staging Areas may be established to support distribution. (See [Appendixes H, I, and M](#).)

6. Recovering and Returning Resources

Recovering and returning NVS countermeasures and other resources is an important function. Operations section personnel ensure that unopened and returnable NVS countermeasures are appropriately decontaminated. Cleaning and Disinfection (C&D) procedures will be given to personnel using USDA C&D procedures. It will be the responsibility of the Operations section personnel to ensure outbreak sites comply with the procedures when returning supplies and equipment to a State warehouse or NVS facility. The SPUL coordinates pickup of the NVS countermeasures at response sites with the operations section. At the end of the event, warehouse personnel package returned countermeasures for shipment to a SPRS logistics center. The SPUL coordinates with the MLT (if one is on site) or the DMT at APHIS VS Headquarters for return of

all NVS countermeasures to a SPRS logistics center. The NVS program arranges and pays for pickup and return of countermeasures to the NVS inventory. (See [Appendixes F, I, J, and N](#).)

7. Deactivation and Demobilization

Warehouses cease operations at the end of an event when the incident commander directs the demobilization of the ICS staff and activities. The SPUL ensures the completion of the demobilization activities, including shutting down and returning the warehouse to normal business, dismissing staff members, and completing administrative actions. Returnable NVS countermeasures are returned and validated before deactivation is complete. (See [Appendixes E–J](#).)

E. Communications

References: [Appendix D](#). State NVS Warehouse / Facility Information
[Appendix O](#). Warehouse Communications

Prompt, accurate, and comprehensive communication among logistics responders is critical for the rapid and effective delivery of resources. All communications that support resource management are in accordance with the following State plans governing communications during all emergencies:

1. WA State Foreign Animal Disease Management Plan
2. [WA State ESF 2 Communications Plan Appendix 1](#)

The communications unit of the logistics section ensures that appropriate and interoperable communications are available to support warehouse operations and responders. (See [Appendixes D](#) and [O](#).)

F. Safety and Security

References: [Appendix P](#). Warehouse Safety and Security Plan and Checklist

The primary State agency coordinates before an event with State and local law enforcement and other support agencies to assess the safety and security needs for resource management activities. During an event, safety and security personnel plug into the ICS organization and ensure the safety and security of warehouse inventories, facilities, equipment, personnel, and activities ([Appendix P](#)). Additional safety and security considerations may need to be addressed if the warehouse is located within a secure facility or a secure installation; e.g., a National Guard facility.

Section 6. Exercising and Evaluating the State NVS Plan

The primary agencies train and exercise to improve the management of NVS countermeasures and other resources. They evaluate training and exercises and, on the basis of lessons learned, improve the plan and readiness to respond.

Washington's NVS exercise program fully complies with the Homeland Security Exercise and Evaluation Program (HSEEP) of the U.S. Department of Homeland Security. The State maintains details of its NVS exercise and evaluation strategy on the FEMA HSEEP website.

Section 7. Administration

A. Developing and Maintaining the State NVS Plan

WSDA maintains this plan and regularly reviews State policies and authorities to ensure the plan continues to comply. Support agencies, NGOs, and private-sector organizations have discussed the plan with WSDA and are aware of their responsibilities and are committed to support the plan. Other agencies and organizations that the plan affects are invited to participate during exercises and reviews of the plan.

B. Resource Management

The WSDA and Incident Command ensure the effective use and management of all resources in this plan. They collaborate before an event with NVS representatives to set expectations for requesting, managing, and using NVS assistance.

WSDA and EMD maintain the following records to support resource management:

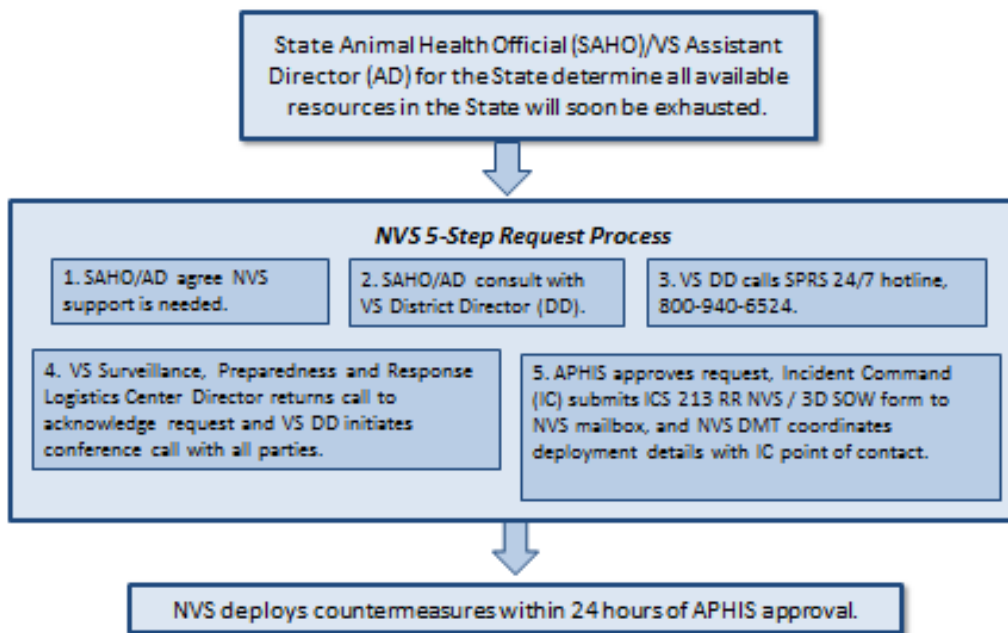
1. Financial
2. Inventory
3. Personnel
4. Procurement (PROC)
5. Reporting requirements
6. Resource tracking
7. Others, as needed

Appendix A. FEMA Criteria for Incident Complexity

The table below lists the FEMA criteria for determining the complexity of an incident to help estimate resource requirements and define the structure of the ICS. For incident complexity types 1, 2, and 3, the incident commander assigns an LSC to manage logistics support during the response. The APHIS VS Foreign Animal Disease Preparedness and Response Plan may include different complexity criteria for specific diseases, such as foot-and-mouth disease.

Complexity	FEMA Criteria
Type 3	• When capabilities exceed initial attack, the appropriate ICS positions should be added to match the complexity of the incident. • Some or all of the Command and General Staff positions may be activated, as well as Division/Group Supervisor and/or Unit Leader level positions. • A Type 3 Incident Management Team or Incident Command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or 2 team. • The incident may extend into multiple operational periods.
Type 2	• This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing. • Most or all of the Command and General Staff positions are filled. • Many of the functional units are needed and staffed. • Operations personnel normally do not exceed 200 per operational period and total incident personnel do not exceed 500 (guidelines only). • The agency administrator is responsible for the incident complexity analysis, agency administrator briefings, and the written delegation of authority.
Type 1	• This type of incident is the most complex, requiring national resources to safely and effectively manage and operate. • All Command and General Staff positions are filled. • Operations personnel often exceed 500 per operational period and total personnel will usually exceed 1,000. • Branches need to be established. • The agency administrator will have briefings, and ensure that the complexity analysis and delegation of authority are updated. • Use of resource advisors at the incident base is recommended. • There is a high impact on the local jurisdiction, requiring additional staff for office administrative and support functions.

Appendix B. Process to Request NVS Countermeasures



Five-Step Process for Initial Request of NVS Physical Countermeasures:

1. The State animal health official (SAHO) and USDA APHIS VS Assistant Director (AD) conclude that National Veterinary Stockpile (NVS) countermeasures are needed.
2. The SAHO and AD consult with the USDA APHIS VS District office.
3. The District office calls the Surveillance, Preparedness, and Response Services (SPRS) 24/7 emergency hotline (**800-940-6524**) and leaves a name and telephone number with the operator.
4. The SPRS Logistics Center Director returns the call immediately to acknowledge the request. The USDA APHIS VS District Director (DD) sets up a conference call with the NVS director and other necessary officials to discuss:
 - a. Damaging animal disease;
 - b. Affected species and estimated number of affected animal populations;
 - c. Number of responders fielded immediately;
 - d. Number of affected premises; and
 - e. Incident Command point of contact information.
5. SPRS Logistics Center staff consults with SPRS leadership and notifies the DD if

NVS deployment is approved or disapproved. If approved, Incident Command completes the necessary forms and submits to NVS mailbox at nvs@aphis.usda.gov. The NVS Deployment Management Team (DMT) coordinates deployment details with the Incident Command point of contact.

A. Before Requesting NVS Assistance

The request for National Veterinary Stockpile (NVS) assistance is a joint State and USDA APHIS VS decision based on the type and scale of damaging animal disease outbreak and resources available in the State. The request for NVS countermeasures is made before available resources are exhausted.

B. Initial Request for NVS Physical Countermeasures

The SAHO and AD, or their designees, identify the available resources in the State, including local, Tribal, Federal, and private-sector resources, and those it needs to respond to a damaging animal disease. The governor may issue an emergency declaration that releases additional State resources. They justify their request for NVS countermeasures on the basis of their conclusion that available resources will not be enough to support the response to the outbreak.

The SAHO and AD consult with their USDA APHIS VS district office. The DD or designee calls the 24/7 SPRS hotline (**800-940-6524**) and requests NVS assistance from the operator. The SPRS Logistics Center Director or designee returns the call immediately to acknowledge receipt of the request. The DD initiates a conference call and sends an invitation to the SPRS Logistics Center Director to participate. The DD requests that the appropriate State and Federal officials who can justify the need for NVS assistance (such as the SAHO, AD, other VS District office representatives, and other personnel) are on the conference call.

During the conference call, participants discuss the situation and details about (1) the damaging animal disease, (2) affected species and estimated number of animal populations, (3) number of responders fielded immediately, (4) number of affected premises, and (5) name and contact information for a point of contact in Incident Command with whom the NVS deployment can be coordinated if approved by USDA APHIS VS.

Following the conference call, the SPRS Logistics Center Director consults with SPRS leadership and notifies the DD of approval or disapproval for the NVS deployment. If approved, the SPRS Logistics Center Director notifies the DD to complete the following forms as required and email them to the NVS mailbox at nvs@aphis.usda.gov - the Incident Command System Resource Request Message for the USDA APHIS Veterinary Services National Veterinary Stockpile (ICS 213 RR NVS) and the Statement of Work (SOW) Form to Request National Veterinary Stockpile Depopulation, Disposal, and Decontamination (3D) Response Support Services.

The NVS DMT at USDA APHIS VS headquarters contacts the Incident Command point of contact to coordinate deployment details. They discuss and clarify the submitted forms and confirm other details of a deployment. The Incident Command point of contact resubmits the corrected or updated forms to the NVS mailbox at nvs@aphis.usda.gov. The NVS DMT then processes the forms for deployment.

**RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
(ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov**

1. Incident Name:				2. Date/Time/Time Zone		3. Resource Request Number:	
Requestor	4. Order (Use a separate resource request form when ordering supplies/equipment from a source other than NVS):						
	Qty.	Nomenclature	Stock Number	Detailed Item Description: (See specifications in National Veterinary Stockpile Logistics Catalog on password-protected website for planners http://www.aphis.usda.gov/nvs .)	Arrival Date and Time		Cost
					Requested	Estimated	
5. Requested Delivery Location: Shipment address of State/Tribe/Territory warehouse: Mark shipment attention to: Send status on shipments to email address: Limitations that could impair movement or offloading at delivery site: Address, phone, cell phone, or email at incident command post if different from above: Special instructions:							

RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
 (ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov

1. Incident Name:	2. Date/Time/Time Zone	3. Resource Request Number:
--------------------------	-------------------------------	------------------------------------

	5. Continued. Incident Command Points of Contact:		
	Primary	First shift hours of operation	Second shift hours of operation
	Name		
	Phone		
	Cell		
	Email		
	Secondary		
	Name		
	Phone		
	Cell		
	Email		
	6. Suitable Substitutes:		
	7. Requested by Name/Position: <u>VS District Office</u> Name: Title: Office phone: Cell phone: Email address: <u>State, Tribe, Territory or local VS Office</u> Name: Title: Office phone: Cell phone: Email address:	8. Priority: ☐ Urgent ☐ Routine ☐ Low <u>Emergency Description</u> City/State nearest the outbreak/other emergency: Damaging animal disease/other emergency: Affected animal species: Estimate of affected animal populations: Number of responders fielded immediately: Other:	9. Section Chief Approval:

Logistics	10. Logistics Order Number: 12. Name of Supplier/POC: National Veterinary Stockpile, Deployment Management Team Email the ICS 213 RR NVS to nvs@aphis.usda.gov	11. Supplier Phone/Email: 24/7 Emergency Hotline: 800-940-6524 Email: nvs@aphis.usda.gov
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**RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
(ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov**

1. Incident Name:	2. Date/Time/Time Zone	3. Resource Request Number:
13. Notes: If human antiviral medication is requested, provide the following for the medically qualified person responsible for receipt, storage, prescribing, and dispensing: Name: Cell phone: Email: If State, Tribe, or Territory has a National Veterinary Stockpile plan, email to nvs@aphis.usda.gov. 15. Date/Time/Time Zone:		
14. Approval of Logistics Section Chief: Print Name: Signature:		
16. Order placed by (Name and email address of person submitting to NVS):		
Finance	17. Reply/Comments from Finance:	
	18. Finance Section Signature:	19. Date/Time/Time Zone:

Additional Comments/Instructions:

For National Veterinary Stockpile Staff Use	
Deployment ☐ approved, ☐ disapproved, or ☐ approved with the following changes:	
By name:	Signature:
Date:	Time/Time Zone:

**INSTRUCTIONS TO COMPLETE RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
(ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov**

Use the following instructions to complete the Resource Request Message for the USDA APHIS VS National Veterinary Stockpile (ICS 213 RR NVS). When complete, e-mail the form to the NVS staff at nvs@aphis.usda.gov.

REQUESTOR: THE REQUESTOR COMPLETES BLOCKS 1 THROUGH 9.

Block 1. Incident Name. Provide the name of the incident. It should be the same as stated on the ICS 201 Form and/or the Incident Action Plan (IAP).

Block 2. Date/Time/Time Zone. Enter the current date, time of day, and time zone.

Block 3. Resource Request Number. This is to be assigned by the person submitting the request.

Block 4. Order. Complete the blocks. Use a separate resource request form when ordering supplies/equipment from a source other than NVS. Must include the quantity, nomenclature, stock number, and a detailed description of the item. See specifications in the National Veterinary Stockpile Logistics Catalog posted on the password-protected website for planners <http://www.aphis.usda.gov/nvs>. Be specific as possible.

Note: If this is a preliminary request, the information provided will help the NVS Deployment Management Team (DMT) determine what countermeasures may be approved for immediate delivery. Providing this information in no way guarantees approval of assistance or delivery of the requested countermeasures.

24 Hour Push Pack. One pack supports 10 responders for 10 days changing suits six times per day. The number of packs should be rounded up to the nearest multiple of 10 responders. For example, nine packs should be requested if there are 83 responders in the field. Specify the quantity of standard protection and high protection packs requested.

Animal handling equipment. Specify the stock number of animal handling equipment that is requested, such as panels, gates, and/or mobile chutes for cattle or for swine. The swine equipment is also suitable for handling small ruminants. Mobile corrals for cattle are also available.

Animal Vaccine. Specify the stock number of vaccine and the number of doses requested for a specific damaging animal disease. Note that the USDA APHIS VS Chief Veterinary Officer must first approve the use of vaccine prior to vaccine being delivered.

Vaccination ancillary supplies. If vaccine will be used, specify if vaccination ancillary supplies are also needed. These supplies include items such as needles, syringes, portable biomedical waste disposal containers, foot-and-mouth disease ear tags, and tag applicators.

Human antiviral medications. If the disease of concern is notifiable avian influenza (H5, H7), specify the stock number of human antiviral medication and the number of boxes requested for responders checked into the incident. For more information, see the NVS Logistics Catalog. Also list the contact information for the medically qualified person responsible for receiving the antiviral medication in Block 13.

**INSTRUCTIONS TO COMPLETE RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
(ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov**

Response support services. If response support services are requested for depopulation, disposal, or decontamination (3D), or other services, provide the requirements by attaching the SOW form to request NVS 3D response support services. This form provides details on the type and scope of assistance requested. Refer to Section D. Request for 3D Response Support Services in Appendix B of the NVS State Plan Template for the process to request 3D response support services, including instructions on how to complete the SOW form.

Other. Specify any additional countermeasures being requested that are not listed above.

Requested Arrival Date and Time. Complete the requested date and time for arrival of countermeasures.

Cost. To be completed later by the Finance/Administration Section.

Block 5. Requested Delivery Location. Shipment address. Provide the physical shipping address that will receive the shipment of deployed countermeasures.

Mark shipment attention to. Specify the name of the person who will receive the shipment.

Send status on shipments to e-mail address. Provide the specific email address to which the NVS DMT may send updates of the shipment status.

Limitations that could impair movement or offloading at delivery site. Describe any limitations or restrictions that could negatively impact the transportation or offloading of countermeasures at the delivery site. Examples include security, parking, or dock limitations.

Address, phone, cell phone number, or e-mail at incident command post if different from above. Provide the information for the Incident Command post if countermeasures are shipped to a location other than a co-located Incident Base.

Special instructions. Specify any special instructions that may not be listed above. For example, specify the shipping address for vaccine if it is to be shipped to a different location than other countermeasures.

Incident Command Points of Contact: List the contact information for the primary and secondary contacts within the logistics section that will coordinate with the NVS DMT. List the hours of operation of each shift and multiple individuals for multiple shifts, as applicable.

Block 6. Suitable Substitutes. List any suitable substitutes for items that may not be available. For example, would the mobile corral be a suitable substitute if cattle panels are not available.

Block 7. Requested by Name/Position. Provide contact information for the point of contact in the APHIS VS District office that corresponds to the location of the State, Tribe, or Territory requesting assistance. Also provide the State, Tribe, Territory, or local VS office animal health official that is requesting assistance. This individual will serve as the primary point of contact for that jurisdiction.

**INSTRUCTIONS TO COMPLETE RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
(ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov**

Block 8. Priority. Mark the appropriate box indicating if the request is an urgent, routine, or low priority.

Emergency Description. Provide information that describes the type of emergency and helps justify the request for NVS assistance, including the city and State that is closest to the emergency site, the type of damaging animal disease suspected or diagnosed or other type of all hazard emergency event, the animal species that are primarily affected and the estimated animal populations, the number of responders fielded immediately that may require supplies, or other pertinent information.

Block 9. Section Chief Approval. Indicate approval of the Incident Command section chief, if applicable. If not the initial request for NVS countermeasure and a full complement of Incident Command is established, submit request to Resources Unit Leader (RESL) to review and approve since RESL tracks all tactical resources.

REQUEST GOES TO RESOURCES UNIT, IF APPLICABLE (MAY NOT BE REQUIRED BY INCIDENT COMMAND FOR NVS REQUESTS).

The Incident Command Resource Unit may review the request, if required, and send to Logistics.

LOGISTICS SECTION: LOGISTICS PERSONNEL COMPLETE BLOCKS 10 THROUGH 16.

Block 10. Logistics Order Number. Assigned by Supply Unit.

Block 11. Supplier Phone/Email. Information prepopulated for NVS as the supplier.

Block 12. Name of Supplier/POC. Information prepopulated for NVS as the supplier.

Block 13. Notes. If human antiviral medication is requested, enter the information for a medically qualified person that will be responsible for receipt, storage, prescribing, and dispensing. If the State, Tribe, or Territory has a National Veterinary Stockpile plan, email it to nvs@aphis.usda.gov. Enter other notes, as applicable.

Block 14. Approval of Logistics Section Chief. If a full complement of ICS is not yet established, the incident commander or State, Tribe, or Territory animal health official approves the request. Otherwise, the request is approved by the Logistics Section Chief or Deputy.

Block 15. Date/Time/Time Zone. Indicate date, time, and time zone of the approval.

Block 16. Order placed by (Name and email address of person emailing request form to NVS). Enter the name and email address of the person who emails the request form to the NVS.

**INSTRUCTIONS TO COMPLETE RESOURCE REQUEST MESSAGE
FOR THE USDA APHIS VETERINARY SERVICES NATIONAL VETERINARY STOCKPILE
(ICS 213 RR NVS) E-mail to nvs@aphis.usda.gov**

FINANCE SECTION: FINANCE PERSONNEL COMPLETE BLOCKS 17 through 18.

Block 17. Reply/Comments from Finance. The Incident Command Finance Section may review the request, if required, and enter comments.

Block 18. Finance Section Signature. If a full complement of ICS is not yet established, the incident commander or State, Tribe, or Territory animal health official may sign on behalf of the Finance Section Chief.

Block 19. Date/Time/Time Zone. Enter date, time, and time zone of signature.

Additional Comments/Instructions. Enter additional information that will be helpful for the request.

For National Veterinary Stockpile Staff Use. The NVS staff will use this section to indicate the decision for the request, the person making the decision, and the date and time it occurred.

C. Request for 3D Response Support Services

1. Incident Command will use the following guidance to receive 3D response support services from the NVS program. These services include depopulation of poultry, disposal of livestock and poultry carcasses, and cleaning and disinfecting equipment and premises (For brevity, these services are described as “3D” for depopulation, disposal, and decontamination). For more information on requesting these services from 3D contractors, visit the NVS website at <http://www.aphis.usda.gov/nvs>.

The 3D contractors work in accordance with terms and conditions (rates, liability, etc.) of the NVS contract. To activate 3D contractors for a specific incident, an SOW is required for APHIS contracting to assign a task order.

The sequence of events necessary to activate 3D contractors is as follows:

1. The SAHO and AD or Incident Command representatives call the SPRS emergency response hotline (**800-940-6524**) day or night, weekdays, or weekends.
2. The SAHO and AD or Incident Command representatives complete the SOW form and submit it to the NVS staff by e-mail at nvs@aphis.usda.gov. The DMT is available to help ensure the correct information is included in the SOW form:
 - a. The situation and why 3D contractors are needed;
 - b. The type of support required (such as 3D services or something else);
 - c. The tasks to be performed under the 3D contractor services, estimated start and end dates, number of personnel required, number of labor hours per day that the 3D contractors will be utilized (billable hours are for personnel time actually spent at the job site), type of equipment required, and geographic location of the incident; and
 - d. Funding sources: Commodity Credit Corporation (CCC) funds, State or Tribal funds, USDA APHIS VS program funds, or Stafford Act funds (see Section E, “Funding Sources”).
3. The NVS staff notifies the 3D contractors by phone or e-mail with specifics of the current situation and to assess their capability and availability to participate in the event (training, exercise, deployment of equipment, emergency response services, etc.). The NVS DMT identifies the appropriate 3D contractors for the job by doing the following:
 - a. Reviewing and discussing the SOW and funding, and
 - b. Identifying the available 3D contractors most qualified to do the work described in the SOW.
4. Following the call with the 3D contractors, the NVS staff provides them the written SOW to develop and submit a cost estimate. All cost estimates are based on terms and conditions of the current contract.
5. The 3D contractor develops its cost estimate on the basis of the requirements in the SOW and submits it to the NVS.
6. The NVS staff forwards the SOW and the cost estimate to the APHIS contracting officer and Incident Command to activate the 3D contractor.

7. The Incident Command, NVS DMT, APHIS contracting, and 3D contractor participate in a conference call to discuss the SOW, cost estimates, and when the 3D contractor can be expected to arrive at the incident site.
 - a. The 3D contractor may ask questions to clarify the type and scope of services needed. It may provide an initial estimate of its cost based on the SOW presented and how many people it can have on site and when. However, in some circumstances the 3D contractor may need to travel to the incident site at its expense to better understand the scope of work required for the cost estimate.
 - b. The APHIS contracting officer formally requests a written cost estimate from the 3D contractor based on the written SOW before authorizing the work.
8. Following review of the SOW, the APHIS contracting officer typically approves proceeding with the work and defines a “not-to-exceed” funding cap. When it’s critical that the support begin immediately, the APHIS contracting officer may authorize 3D contractors, either verbally or in writing, to begin work right away and require an initial cost estimate in 2 or 3 working days.
9. Upon request for 3D support, the NVS DMT asks Incident Command to provide a point of contact or designated representative to supervise or oversee the operation. The POC or designated representative needs to be familiar with the operation and the requirements in the SOW, and they may also be requested to review and validate the 3D contractor daily log and time and attendance records.
10. As work progresses, APHIS contracting ensures that the charges from the 3D contractors are reflected in the contract and the actual costs are in the SOW scope. Additional work can be done and the SOWs changed or expanded as the outbreak unfolds, or a new SOW may be developed for different tasks. All requested changes must be approved through the same process by the APHIS contracting officer.
11. The 3D contractors arrive on scene and do the following:
 - a. Check in as responders with the planning section resources unit, or elsewhere as instructed, and provide required information, including 3D personnel and equipment for the ICS 211 incident check-in list, and
 - b. Report to the operations section chief or other section as assigned.
12. The on-site USDA APHIS VS representative in the finance/administration section typically pays for the 3D contractor and reports the costs, unless other arrangements are made.

Statement of Work Form to Request National Veterinary Stockpile 3D Response Support Services

Incident Command completes this statement of work (SOW) form to request National Veterinary Stockpile (NVS) depopulation, disposal, and/or decontamination (3D) response support services and submits it to NVS Headquarters by email nvs@aphis.usda.gov. Use additional space as required. For more information on how to complete the form, consult the NVS mobile logistics team, if on site, or email the NVS mailbox nvs@aphis.usda.gov or call the USDA APHIS VS Surveillance, Preparedness, and Response emergency hotline, **800-940-6524**. This form must be attached to the Resource Request Message for the USDA APHIS Veterinary Services National Veterinary Stockpile (ICS 213 RR NVS) at the time of submission.

1. Describe the situation and why 3D response support services are needed: _____

2. Check the types of support required:
☐ Depopulation (limited to poultry w/ CO₂ carts or foam units) Note: Indemnity must first be approved before any depopulation activities begin.
☐ Disposal (landfill, burial, composting on site, etc.)
☐ Decontamination (cleaning and disinfecting of premises, vehicles, equipment, etc.)
☐ Other—explain: _____

3. Detail the tasks to be performed by the 3D contractors so that the number of labor hours per day may be determined for each task to completion. (Billable hours are for personnel time spent at the job site.) Include the (1) geographic locations; (2) number of premises; (3) specific job tasks, including species; (4) number of personnel needed (if known); (5) special needs (specialized equipment, certified personnel, etc.); and (6) NVS equipment (animal handling, foam units, CO₂ carts) or other specifications detailing the need: _____

4. Check the funding sources that will pay for the 3D response support services:
☐ Commodity Credit Corporation funds (USDA Secretary emergency funds)
☐ State, Tribal, or Territory funds
☐ APHIS VS program funds
☐ FEMA funding through the Stafford Act

Provide additional comments to help explain the requirements and support the request:

D. Additional Requests for NVS Support

If the initial request for NVS countermeasures is approved to support animal disease response in one State, officials in subsequently infected States are not required to implement the five-step process for the initial request of NVS physical countermeasures for the same emergency. Incident Command in States affected by the same incident for which an NVS deployment has already been approved simply needs to submit the ICS 213 RR NVS to request physical countermeasures and the SOW Form to Request National Veterinary Stockpile 3D Response Support Services to the NVS mailbox at nvs@aphis.usda.gov.

The Incident Command supply unit staff will work with the NVS MLT, if on site, or the NVS DMT at USDA APHIS VS Headquarters on additional requests for support, (e.g., animal handling equipment, 3D response support services, animal vaccine, etc.).

The *NVS Logistics Catalog*—which lists and illustrates the physical countermeasures—is available from the password-protected NVS website <http://www.aphis.usda.gov/nvs>. Contact nvs@aphis.usda.gov to request the password and check the site frequently for updated information.

E. Funding Sources

Four methods are available to fund NVS 3D response support services:

1. *Commodity Credit Corporation (CCC) funds.* To use these funds, the Secretary must declare an extraordinary emergency, typically for responding to the most damaging animal diseases, such as highly pathogenic avian influenza, foot-and-mouth disease, or exotic Newcastle disease. The USDA APHIS VS ADD and DD are the local points of contact for requesting and using CCC funds.
2. *State, Tribe, or Territory funds.* A State, Tribe, or U.S. Territory may use its funds to cover the cost of 3D contractor support.
3. *APHIS VS program funds.* An APHIS VS program, such as the low pathogenic avian influenza program, may use its funds to cover contractor costs.
4. *Stafford Act funds.* The Federal Emergency Management Agency may issue a mission assignment to Emergency Support Function 11 to support operations and fund 3D contractors.

Appendix C. ICS Organization and Key Roles

A. ICS Staffing Considerations

The command and general staff will tailor the response support effort and ICS organizational structure to meet the logistical response requirements in accordance with the following considerations:

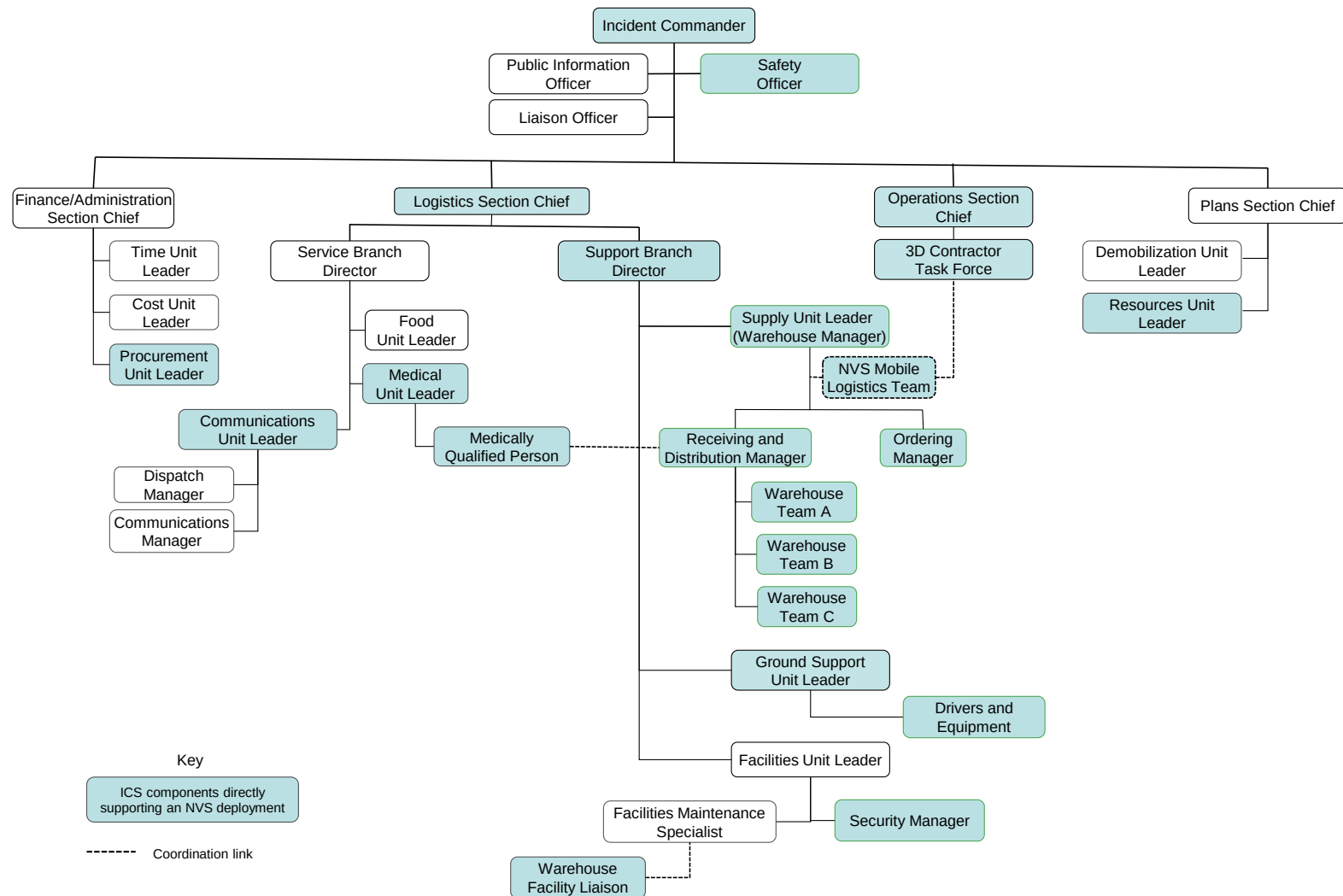
- Size of outbreak (such as number of outbreak sites)
- Whether the warehouse will manage other resources (State assets, donated goods, etc.) in addition to NVS countermeasures
- Whether a large volume of supplies is needed in a short period or whether the support will be spread over a period of weeks
- Whether an incident command post is established to support supply unit functions.

Warehouse team members that operate forklifts must be trained and certified in accordance with Occupational Safety and Health Administration (OSHA) or OSHA-equivalent standards.

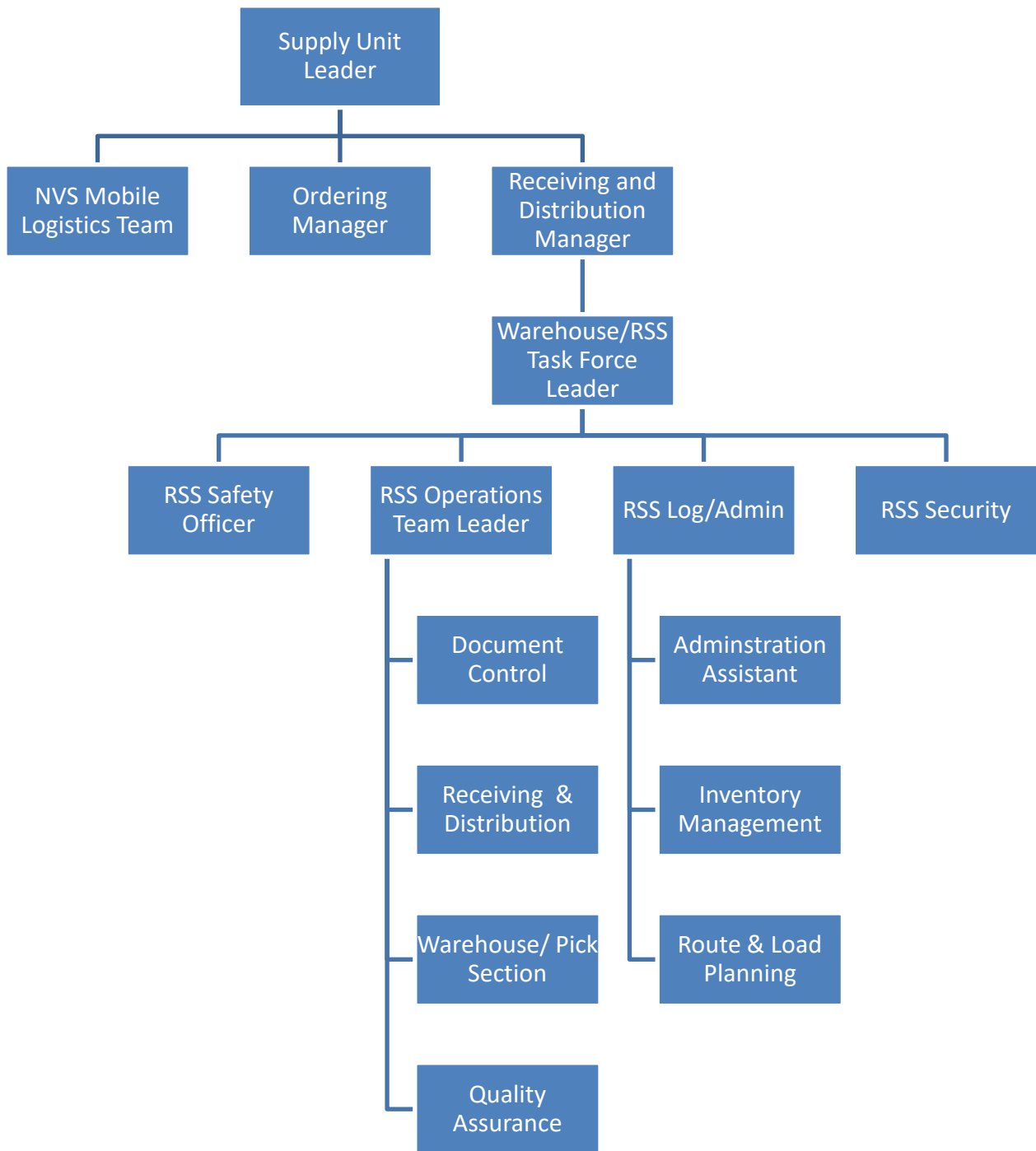
B. ICS Organization

The next two organizational figures depict possible Incident Command positions that reflect different complexities of an incident. Assigned personnel for ICS positions that directly support NVS resource management will be listed using the Organization Assignment List ICS Form 203 and the Supply Unit Assignment List.

Example of ICS Organization for Highly Complex (Type 1 and 2) Incidents



Example of ICS Organization for Logistics



ORGANIZATION ASSIGNMENT LIST (ICS 203)

1. Incident Name:		2. Operational Period: Date From: _____ Date To: _____ Time From: _____ Time To: _____	
3. Incident Commander(s) and Command Staff:		7. Operations Section:	
IC/UCs		Chief	
		Deputy	
Deputy		Staging Area	
Safety Officer		Branch	
Public Info. Officer		Branch Director	
Liaison Officer		Deputy	
4. Agency/Organization Representatives:		Division/Group	
Agency/Organization	Name	Division/Group	
		Division/Group	
		Division/Group	
		Division/Group	
		Branch	
		Branch Director	
		Deputy	
5. Planning Section:		Division/Group	
Chief		Division/Group	
Deputy		Division/Group	
Resources Unit		Division/Group	
Situation Unit		Division/Group	
Documentation Unit		Branch	
Demobilization Unit		Branch Director	
Technical Specialists		Deputy	
		Division/Group	
		Division/Group	
		Division/Group	
6. Logistics Section:		Division/Group	
Chief		Division/Group	
Deputy		Air Operations Branch	
Support Branch		Air Ops Branch Dir.	
Director			
Supply Unit			
Facilities Unit		8. Finance/Administration Section:	
Ground Support Unit		Chief	
Service Branch		Deputy	
Director		Time Unit	
Communications Unit		Procurement Unit	
Medical Unit		Comp/Claims Unit	
Food Unit		Cost Unit	
9. Prepared by: Name: _____ Position/Title: _____ Signature: _____			
ICS 203	IAP Page _____	Date/Time: _____	

Supply Unit Assignment List
(List staffing for each operational period)

1. Incident Name			
2. Date		3. Time	
4. Operational Period			
Position	Name	Phone	E-mail
5. Staffing			
Supply unit leader		Cell:	
		Other:	
Ordering manager		Cell:	
		Other:	
Receiving/distribution manager		Cell:	
		Other:	
Warehouse Team A lead		Cell:	
		Other:	
Warehouse Team A member 1		Cell:	
		Other:	
Warehouse Team A member 2		Cell:	
		Other:	
Warehouse Team B lead		Cell:	
		Other:	
Warehouse Team B member 1		Cell:	
		Other:	

Position	Name	Phone	E-mail
Warehouse Team B member 2		Cell:	
		Other:	
Warehouse Team C lead		Cell:	
		Other:	
Warehouse Team C member 1		Cell:	
		Other:	
Warehouse Team C member 2		Cell:	
		Other:	
6. Agency Representatives			
NVS mobile logistics team		Cell:	
		Other:	
Facility liaison		Cell:	
		Other:	
Prepared by:			

Addendum to ICS Form 203 Organization Assignment List

Appendix D. State NVS Warehouse / Facility Information

Knowing the capability and capacity of the State warehouse or other storage facility is critical during an emergency. Below are examples and completed warehouse / facility packets which contains a facility worksheet, floor diagrams, and aerial photos. As additional warehouses are leased during an event, warehouse facility worksheets, floor diagrams, and aerial photos will be completed for each State warehouse or other storage facility that will be utilized in an incident.

DES Surplus Warehouse Type 1 or 2 Incident

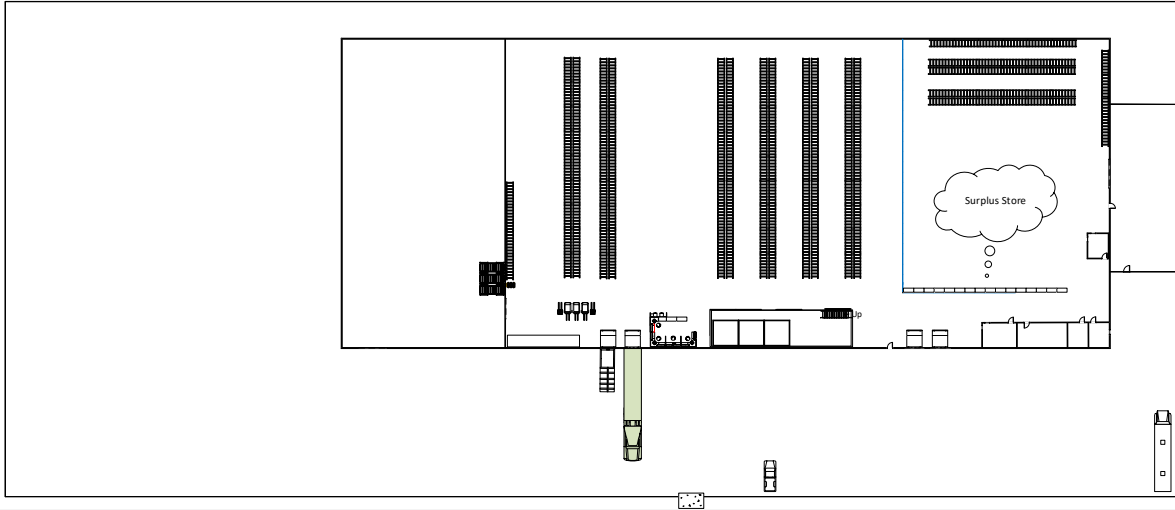
Warehouse/Facility Name: DES Surplus Warehouse	
Warehouse/Facility Physical Address: 7511 New Market Street Tumwater, WA 98001	
Warehouse/Facility Mailing Address: 7511 New Market Street Tumwater, WA 98001	
Warehouse/Facility Point of Contact: David Baker, 360-407-1925 (office), 360-485-9762 (cell)	
Warehouse/Facility Phone Number:	
Warehouse/Facility Fax Number:	
Driving Directions to the Warehouse/Facility: Going north or south on I-5, take the Tumwater Blvd exit, Exit 101. Turn East onto Tumwater Blvd SW, enter roundabout and take the 3rd exit onto New Market St SW. 7511 New Market St SW is on the left.	
GENERAL OVERVIEW	
Number of containers anticipated:	Unknown
Warehouse internal dimensions:	Unknown
Size of warehouse (total square feet):	56,500 sq. ft.
Tactical communications:	Has internet/phone access Hand-held radios
CONTAINER STORAGE	
Type of racking available (floor, selective rack, flow rack, or stacked):	floor and/or stacked
Number of container rows:	14
Number of container positions:	
Warehouse location identification (letter-number; color-number; number; letter):	letter-number
Method for marking warehouse floor (chalk, signs, tape, paint):	Floor tape, rack labels
Aisle spacing:	8 ft.
Pallet storage footprint for one location:	4 ft. x 4 ft.
Size of pallet storage area:	100 sq. ft.
Size of damaged goods area:	500 sq. ft.
Size of staging and shipping area:	1,000 sq. ft.
Size of receiving area:	3,000 sq. ft.
Secure refrigeration storage capacity:	N/A
Secure controlled temperature storage capacity:	N/A
ENTRANCES/EXITS	
Number of loading docks:	3
Number of building entrances/exits (including docks):	12
Specific Entrance for drivers:	Y
WAREHOUSE UTILITIES	

Proper lighting inside:	Y
Proper lighting outside (for night operations):	Y
Number of security cameras:	6
Generator:	N
Generator capacity:	N/A
Equipment charging/maintenance area:	230 sq. ft.
PERSONNEL AREAS	
Number of bathrooms:	2
Number of lockers:	8
Lunch/break room size:	192 sq. ft.
Size of dedicated office area:	800 sq. ft.
Power in office area:	Y
Driver/Visitor waiting area:	Y

DES Surplus Warehouse Floor Diagram

Type 1 or 2 Incident

The diagram below is a floor diagram for the Department of Enterprise Services Surplus Warehouse at 7511 New Market St. in Tumwater, WA.



DES Surplus Warehouse Aerial Map

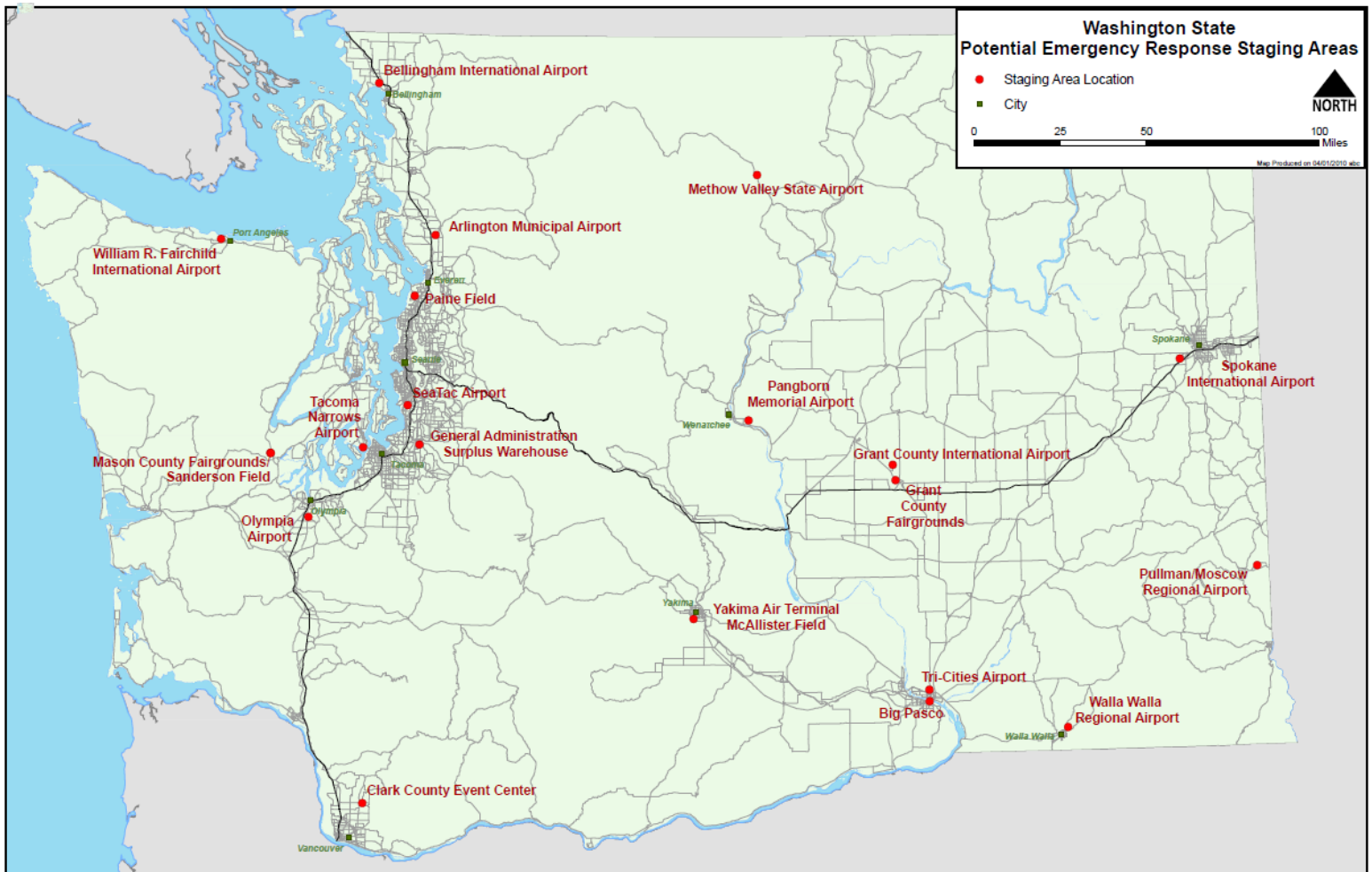
Type 3 Incident



NVS Potential Warehouse List						
Date Revised:2/4/2016						
Incident type and region	Facility name	Physical address	Mailing address	Warehouse telephone	POC	GIS/GPS information
Type 3 West Side	Clark County Event Center	Clark County, Ridgefield	17402 NE Delfel Road	360-607-1242	Ed Linnett	Lat. 48.780527 Long -122.528
Type 3 West Side	William R. Fairchild International Airport	Clallam County, Port Angeles	PO Box 1350	360-457-1138	Ken O'Hollaren	Lat. 48.120194 Long -123.5
Type 3 West Side	Mason County Fairgrounds	Mason County, Shelton	450 W Business Park Rd	360-426-1151	Jon Dobson	Lat. 47.232573 Long -123.144
Type 1,2 or 3 West Side	SeaTac Airport	King County, Seattle	P.O. Box 68727	206-787-4635	Mark Reis	Lat. 47.449 Long -122.309
Type 1,2 or 3 West Side	Tacoma Narrows Airport	Pierce County, Tacoma	1202 26 th Avenue NW	253-853-5844	Deena Turner	Lat. 47.267917 Long -122.578
Type 1,2 or 3 West Side	DES Surplus Warehouse	Thurston County, Tumwater	7511 New Market St	360-407-1925 (office), 360-485-9762 (cell)	David Baker	Lat. 47.284926 Long -122.232
Type 1,2 or 3 West Side	Paine Field	Snohomish County, Everett	3220 100 th Street SW	425-353-2110	Bill Dolan	Lat. 47.906333 Long -122.282
Type 1,2 or 3 West Side Type 1,2 or 3 West Side	Port of Bellingham	Whatcom, County, Bellingham	4255 Mitchell Way	360-715-7398 360-306-0099 (cell)	Neil Clement	Lat. 48.793 Long -122.537

Type 1,2 or 3 East Side	Tri-Cities Airport	Franklin County, Pasco	3601 N 20 th Ave	509-547- 6352	Ron Foraker	Lat. 46.264667 Long - 119119029
Type 1,2 or 3 East Side	Big Pasco	Franklin County, Pasco	904 E Ainsworth Ave	509-547- 3378	Todd Meyers	Lat. 46.216250 Long - 119064274
Type 1,2 or 3 East Side	Grant County In- ternational Airport	Grant County, Mo- ses Lake	7810 An- drews Street NE	509-762- 5363	Jeff Bishop	Lat. 47.207694 Long - 119.320190
Type 3 East Side	Spokane In- ternational Airport	Spokane County, Spokane	Box 19186	509-455- 6455	Judy Gifford	Lat. 47.619861 Long - 117.533833
Type 1,2 or 3 East Side	Walla Walla Regional Airport	Walla Walla County, Walla Walla	310 A Street	509-525- 3100	<i>Jennifer Skoglund</i>	Lat. 46.094889 Long -118.288

Potential NVS Warehouse Sites



Warehouse / Facility Support Considerations

Before receipt of the first shipment, warehouse management will consider the following supplies and equipment to support warehouse activities.

General and Administrative Support Items

1. Office supplies, such as pens, paper, staplers, permanent markers, clipboards
2. Office furniture and support items (tables, extension cords, lights, etc.)
3. Notebook computers and printers
4. Internet connectivity
5. Software: inventory management, word processing, spreadsheet, e-mail, backup storage medium (portable hard drive, memory stick, etc.), emergency management software connecting to State emergency management agency
6. Telephones (hard line and cell)
7. Copy/facsimile machine
8. Signage (e.g., maps, process maps) using poster board, stencils, stakes, easels
9. Copies of rental and maintenance agreements on warehouse support equipment such as material-handling equipment (MHE)
10. Communication phone listing and devices (bull horn, hand-held radios, cell phones, etc.).

Warehouse / Facility Items

1. Blank labels
2. Box and wire cutters
3. Insulated shipping containers, coolers, portable refrigeration units, ice packs, dry ice, de-icing agents, salt, or other supplies necessary to deliver temperature-sensitive resources to the field in accordance with weather conditions
4. Empty boxes, packing slip envelopes, packing material, and tape
5. Empty pallets (up to 25, 40- by 48-inch, wood); continuing supply by contract
6. Forklifts
 - a. One to three (depending upon the volume of inventory) 3,000- to 5,000-pound capacity, smooth-tire forklifts, with adjustable forks
 - b. Tine length at least 3 feet (6 feet if offloading animal handling equipment from a flat-bed trailer)
 - c. Electric (8–12 hours operation per battery) or inside units; serviceable batteries or battery recharging stations (220 V).
 - d. Operators certified according to OSHA or OSHA-equivalent standards
7. Pallet jacks to support receiving, picking, and distribution activities

8. Strapping/banding material
9. Stretch wrap (rolls, automated wrapping machine, or manual wrap devices), tool box with assortment of hand tools (hammers, wrenches, tape measure and pliers).

Safety Support Items

1. Cotton with rubber grips or leather gloves for each warehouse team member
2. Hearing protection
3. Fans or heaters
4. Fire extinguisher
5. First-aid kit and automated external defibrillator (AED)
6. Flashlights
7. Hard hats
8. Portable lighting
9. Reflective vests
10. Safety item sets (megaphones, caution tape, signage)
11. Signage for emergency exits
12. Traffic cones.

Security Support Items

1. Chains and padlocks
2. Flashlights
3. ICS-issued badge required for each person in warehouse facility
4. Authorized access roster, if operating on a secure installation; e.g., National Guard base
5. Protection from the elements (portable tent, tarps, drinking water, chairs, table, etc.), if stationed outside
6. Decontamination station and supplies for use by personnel entering the facility, as needed to maintain biosecurity.

Warehouse / Facility Supplies and Equipment

The table below identifies the typical supplies and equipment necessary to operate a warehouse facility in accordance with incident complexity.

Warehouse / Facility Supplies and Equipment by Incident Complexity

Supplies and Equipment	Type 3 Complex Incident < 80 pallets	Type 2 Very Complex Incident 80–150 pallets	Type 1 Most Complex Incident > 150 pallets
Warehouse			
Blank labels	100	200	300
Box and wire cutters	1 set per team member	1 set per team member	1 set per team member
Empty boxes, packing slip envelopes, packing material and tape	30	60	90
Empty pallets (40- by 48-inch, wood); Continuing supply by contract	15	20	25
Forklifts with fuel and repair 3,000- to 5,000-pound capacity, smooth-tire, adjustable tine, forklifts Arms at least 36 inches in length Electricity (8–12 hours operation per battery) or propane (8–12 hours operation per tank of fuel) for inside units; fresh batteries or battery recharging stations (220 V) Gasoline or diesel for forklifts used outside	1	2	3 or 4
Pallet jacks 3,000- to 5,500-pound capacity Batteries or battery recharging stations (220 V), if electric.	2	4	6
Temperature-Controlled Device (e.g., Refrigerator, Refrigerated Truck) and temperature-monitoring device (e.g., thermometer, (for vaccines, if required)	1	1	1

Supplies and Equipment	Type 3 Complex Incident < 80 pallets	Type 2 Very Complex Incident 80–150 pallets	Type 1 Most Complex Incident > 150 pallets
Strapping/banding material	1 banding machine with supplies	1 banding machine with supplies	1 banding machine with supplies
Stretch wrap (manual wrap device)	4 rolls	6 rolls	10 rolls
Tool box with assortment of hand tools (hammers, wrenches, tape measure, and pliers)	1	1	1
Safety Support			
Cotton gloves with rubber grips for each worker	1 pair per worker	1 pair per worker	1 pair per worker
Hearing protection	1–2 sets per worker/day	1–2 sets per worker/day	1–2 sets per worker/day
Fans or heaters	# determined by facility unit leader	# determined by facility unit leader	# determined by facility unit leader
Fire extinguishers	# to be determined by regulatory code	# to be determined by regulatory code	# to be determined by regulatory code
First-aid kit and AED	1 per storage site	1 per storage site	1 per storage site
Flashlights	1 per worker	1 per worker	1 per worker
Hard hats	1 per worker	1 per worker	1 per worker
Leather gloves	1 pair per worker	1 pair per worker	1 pair per worker
Portable lighting	1 set	1 set	1 set
Reflective vests	1 per worker	1 per worker	1 per worker

Supplies and Equipment	Type 3 Complex Incident < 80 pallets	Type 2 Very Complex Incident 80–150 pallets	Type 1 Most Complex Incident > 150 pallets
Safety Item sets (megaphones, caution tape, signage)	1	1	1
Traffic cones	12	12	12

NVS Equipment Requirements

The following NVS equipment has special use requirements:

1. Power source requirements
 - a. Mobile refrigeration units
 - i. Diesel engine driven generator
 - ii. Electrical power—220 volts, 25-amp single phase
 - b. Bison handling system
 - i. Gasoline engine driven generator
 - ii. Self-contained hydraulic pump
 - c. VaxiCool portable vaccine coolers, which have internal gel batteries, but must be started with a 110-volt electric power source. VaxiCool may not enter or be used in an infected zone.
 - d. Fridge Freeze portable vaccine coolers
 - i. External 12 volt deep-cycle battery (include with equipment)
 - ii. Electrical power—110 volt
 - iii. Fridge Freeze may not enter or be used in an infected zone
 - e. Kifco and North Carolina (NC) foam units, which have gasoline-driven engines
2. Lifting requirements
 - a. NC foam unit—forklift to load and offload container onto a 1/2-ton pickup truck or similar truck (if a forklift is not available at an incident site, the lifting equipment must be capable of lifting at least 250 pounds.)
 - b. Mobile corral—forklift with a minimum of 6-foot tines for offloading equipment from a flatbed trailer
 - c. GTS 5420 pallet shipper—forklift and pallet jacks with adjustable tines that open to 68 inches wide

3. Towing requirements

- a. Mobile refrigeration units (12 and 20 foot)—3/4-ton pickup truck with a 2 5/16-inch bumper hitch ball
- b. Kifco foam unit—3/4-ton pickup truck with a 2 5/16-inch bumper hitch ball
- c. Animal handling equipment
 - i. Cattle and swine panel and gates—1/2-ton pickup truck with a 2-inch bumper hitch ball
 - ii. Cattle squeeze chute/swine working chute—1/2-ton pickup truck with a 2-inch bumper hitch ball
 - iii. Mobile corral—1/2-ton pickup truck with a minimum of a 6 inch drop bumper hitch and 2-inch ball.
 - iv. Bison handling system—1-ton pickup truck with a pintle hook.

Appendix E. Incident Command and General Staff Responsibilities

References: [Appendix C](#). ICS Organization and Key Roles
[Appendix D](#). State NVS Warehouse Facility / Information
[Appendix Q](#). NVS Readiness and Response Check List

The following are Incident Command and general staff responsibilities that directly support the logistics response and resource management for a Type 1 or Type 2 incident.

1. Incident commander
 - a. Manages the incident and is responsible for all logistics functions in the absence of an LSC.
 - b. Identifies warehouses to activate (using [Appendix D](#)) or identifies other suitable facilities more conducive to support the logistics response.
 - c. Assigns a safety officer to oversee warehouse safety.
 - d. Directs the demobilization of ICS staff and activities, including deactivation of warehouses at the end of an event.
2. LSC
 - a. Activates warehouse facilities and staff.
 - b. Assigns a SPUL, or becomes responsible for all supply unit functions in the absence of a SPUL.
 - c. Mobilizes staff members using contact information to alert the SPUL and other unit leaders to report.
 - d. Provides an initial incident briefing to the SPUL upon arrival.
 - e. Assigns a facilities unit leader
 - i. Facility security manager
 - ii. Facilities maintenance specialist to coordinate with the warehouse facility liaison.
 - f. Assigns a ground support unit (GSU) leader to
 - i. Qualify and manage equipment operators for the warehouse.
 - ii. Interface between warehouse staff that picks and stages responder orders and the drivers who deliver them.
 - iii. Develop appropriate load and route plans for distribution.
 - iv. Assign a dispatcher to assign deliveries to specific drivers and trucks, monitor the progress of each delivery vehicle, and resolve mechanical or traffic problems that drivers encounter.
 - v. Develop a tracking system for delivery locations and status of deliveries, preferred and problem routes, and vehicle repair, fuel, or other support.

- g. Assigns a communication unit leader to manage logistics communications.
 - h. Assigns other unit leaders, such as the medical unit leader, as needed to directly support the supply unit.
 - i. Collaborates with Incident Command and general staff during planning cycle to identify and secure resources for upcoming operational periods as requested by the operations section.
 - j. Deactivates warehouse facilities and staff during demobilization.
 - k. Ensures that NVS inventory is properly secured, used, recovered, decontaminated, and returned.
3. Planning section chief
- a. Assigns a resources unit leader to identify, check in, and track personnel and equipment, and directly support the supply unit.
 - b. Directs 3D response support services to the operations section when check-in is complete.
 - c. Assigns a demobilization unit leader.
4. Operations section chief
- a. Identifies requirements and supports with developing the request for NVS 3D response support services.
 - b. Develops an SOP on how to manage 3D response support services personnel.
 - c. Assigns tasks to 3D response support services personnel in accordance with the scope of work.
 - d. Assigns a supervisor to oversee and manage 3D response support services on site. Personnel from each 3D company are instructed to check in and check out daily with the supervisor and to log their time on their company's time sheet. The supervisor validates the hours worked, signs the 3D contractors' daily time sheets, and submits them to the DMT by e-mail nvs@aphis.usda.gov or text. The DMT submits copies to the APHIS contracting officer's technical representative (certifying official).

Example of a 3D Contractor Daily Time Sheet

HAZARDOUS ☐
 NON-HAZARDOUS ☐
 DISPOSAL ☐
 TRAINING ☐
 RESCUE ☐
 CHANGE ORDER ☐
 SALE ☐



DAILY TIME / EQUIPMENT REPORT

CLIENT NAME	P.O. NUMBER	GES JOB #	DAY	DATE
-------------	-------------	-----------	-----	------

Work Description:

PERSONNEL Work Authorization ☐ Comment Card Provided ☐ Rate Schedule Provided ☐

	NAME	TITLE	LUNCH	IN	OUT	S/T	O/T	RATE/ST	RATE/OT	TOTAL
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										

EQUIPMENT

QTY	DESCRIPTION	RATE	U	AMT	CODE	QTY	DESCRIPTION	RATE	U	AMT	CODE
	PICKUP		DY		AUTO-1016		HOSE RENTAL SIZE				
	FUEL SURCHARGE		DY		MSM-1003		TYPE _____		DY		
	32 FT RESPONSE TRAILER		DY		AUTO-1030		DIAPHRAGM PUMP-SIZE		EA		
	BOAT _____ MOTOR Yes ☐ No ☐		DY				TYPE _____				
	BOOM / UTILITY TRAILER		DY		AUTO-1032		WASH PUMP		DY		PUMP-1008
	CONTAINMENT BOOM 18"		FT		CBM-1004						
	GES 100 SORBENT PAD-SALE		EA		GES-P100						
	GES 8" SORBENT BOOM		EA		GES-B810						
	GES 5" SORBENT BOOM		EA		GES-B510						
	OIL SPONGE		BG		GES-06GP30						
	SWEEP, SORBENT, 17" x 100'		EA		GES-SW100						
	ADSORB ALL-CLAY		BG		GES-0040						
	ZORBENT		BG		GES-2950						
	CAMERA		EA		MSE-1000						
	CELL PHONE		EA		COMM-1001						
	HAND TOOLS		EA		MSE-1046						
	PPE LEVEL D		EA		PPE-1034						
	RESPIRATOR: HALF ☐ FULL ☐ FACE		EA								
	GLOVES, NITRILE, INNER		PR		PPE-1029						
	GLOVES, NITRILE, OUTER		PR		PPE-1015						
	POLY TYVEK SUIT		EA		PPE-1008						
	DRUM LINERS: ROLL ☐ EA ☐										
	DRUMS-TYPE: STEEL ☐ POLY ☐ SIZE _____		EA								
	HEAT STRESS		EA		MSS-1010						
	PETRO-CLEAN		EA								
	☐ 1gal ☐ 5gal ☐ 55gal ☐ 300 gal										

	IN	OUT	HR RATE	AMT	CODE		IN	OUT	HR RATE	AMT	CODE
ROLL OFF TRUCK						VAC TRUCK					AUTO-1004
MEYERS UNIT TRUCK MT					AUTO-1017	SUPER SUCKER					AUTO-1001
MEYERS UNIT TRLR MT					AUTO-1017	WASHOUT					SVC-WASH
						STAINLESS					AUTO-1003
						LIQUID RING					AUTO-1006
						CYCLONE UNIT					AUTO-1002

REPRESENTATIVE	CUSTOMER REPRESENTATIVE	DATE
The equipment and manpower listed on the job service order is presumed accurate and is hereby accepted upon signature by the above signed customer representative.		
		Revised 7/2007

- e. Coordinates with the Logistics section and provides the response sites a list of returnable resources and pickup times for NVS returnable unopened countermeasures. Directs incident sites to decontaminate NVS supplies and equipment before returning them to the State warehouse when operations cease.
5. Finance/administration section chief
- a. Assigns a time unit leader.
 - b. Assigns a cost unit leader.
 - c. Assigns a procurement unit leader.
 - d. Approves applicable resource orders.

In a Type 3 incident when Incident Command is not fully staffed, the incident commander and LSC will ensure sufficient ICS staff within the Logistics Section to fully perform logistics operations.

Appendix F. Supply Unit Leader (SPUL) Responsibilities

Areas Assigned to: Warehouse

Unit Assigned to: Supply unit in the logistics section

Reports to: LSC

Supervises: ORDM and RCDM

Minimum Qualifications: Understands ICS and warehouse and inventory management, managerial experience.

Job Description: Provides overall supervision and leadership to the supply unit, including warehouse management and, inventory management. Delegates responsibility for managing the warehouse floor to the RCDM and warehouse teams to receive, store, pick, stage, and distribute resources. Delegates responsibility for inventory management to the ORDM.

References: [Appendix C](#). ICS Organization and Key Roles
[Appendix D](#). State NVS Warehouse / Facility Information
[Appendix E](#). Incident Command and General Staff Responsibilities
[Appendix G](#). Ordering Manager (ORDM) Responsibilities
[Appendix H](#). Receiving and Distribution Manager (RCDM) Responsibilities
[Appendix J](#). NVS Mobile Logistics Team (MLT) Responsibilities
[Appendix N](#). Recovering and Returning NVS Countermeasures Process
[Appendix O](#). Warehouse Communications
[Appendix P](#). Warehouse Safety and Security Plan and Checklist

General Responsibilities

1. Reports to LSC.
2. Functions as the overall warehouse manager and defines the warehouse organization. Assigns the following subordinate managers for managing warehouse activities:
 - a. ORDM
 - b. RCDM.
3. Provides just-in-time training to personnel as required.
4. Coordinates with the safety officer and the security manager to ensure warehouse activities and facilities are safe and secure.
5. Coordinates with plans section's resource unit for check-in, status of all resources, and demobilization.
6. Coordinates with operations section concerning support to the field response site.
7. Coordinates within logistics section's

- a. Communications unit to develop plans for the use of incident communications equipment and facilities and installing, testing, and maintenance of warehouse communications and information technology equipment.
 - b. Facilities unit facilities maintenance specialist (and warehouse facility liaison) to help identify and activate warehouse facilities in proximity to affected animal populations and of sufficient size to accommodate the volume of expected receipts. Also coordinates with the security manager in the facilities unit to provide safeguards necessary for protection of warehouse personnel, inventory, and property from loss or damage.
 - c. GSU to obtain MHE and operators for the warehouse and provide vehicles and drivers to deliver supplies and equipment to responders. Special handling will be necessary to protect temperature- and weather-sensitive items in transit to responder locations.
- 8. Coordinates with the finance/administration section's time, cost, and procurement units.
 - 9. Coordinates with the NVS MLT, if on site, or with the NVS DMT.
 - 10. Follows ICS processes and procedures.
 - 11. Solves problems and answers questions.
 - 12. Maintains a log of events, key decisions, and issues using ICS 214 Activity Log.

Specific Actions

Mobilizing Staff

- 1. Uses information in [Appendix C](#) to develop the warehouse organization and assign warehouse activities.
- 2. Alerts subordinate managers using contact information in the supply unit assignment list in [Appendix C](#) to recall and mobilize their staffs and report to the plans section for check-in.
- 3. Defines the warehouse facility operational period (such as 24 hours or 12 hours).
- 4. Collaborates with the GSU leader to mobilize credentialed MHE operators.
- 5. Collaborates with the facilities unit leader and the warehouse facility liaison to assess how the warehouse will support the incident.
- 6. Oversees the transfer and setup of the warehouse.
- 7. Walks through the warehouse with the facilities unit leader and the warehouse facility liaison to understand utilities, security, and layout.
- 8. Commences warehouse activities as soon as possible, specifically before the initial NVS shipment arrives.
- 9. Conducts initial situational briefing to subordinate managers, including the status of inbound shipments from the SPRS LC and other sources.

Warehouse Activation Duties

- 1. Receives initial briefing from the LSC (or support branch director).

2. Collaborates with the facilities unit leader to activate the primary warehouse, place secondary facilities on standby, and notify all warehouse supporting agencies, organizations, and businesses.
3. Coordinates with the facilities unit leader and warehouse facility liaison to help establish utilities such as water, electricity, lighting, and other operational support for the logistics response.
4. Coordinates with the security manager, warehouse facility liaison, and safety officer on safety and security risk assessments before declaring the warehouse operational.
5. Coordinates with the safety officer, security manager, and RCDM to modify [Appendix P](#) (if necessary).
6. Coordinates with the safety officer to identify location and contacts for local hospitals and emergency services.
7. Works with communication unit leader to modify [Appendix O](#) (if necessary).
8. Works with the GSU to arrange delivery of warehouse equipment, fuel, and a power source to charge electric MHE (forklifts).
9. Works with the LSC to identify initial requirements of responders, determines whether incoming shipments will satisfy the requirements, and decides how to apportion the shipment if it cannot fill all requirements.
10. Identifies the number of trucks and expected inventory for inbound NVS shipments from the NVS DMT.
11. Coordinates and tracks inbound shipments from other sources (State, industry, local).
12. Identifies reports and reporting frequency that Incident Command requires, including information to the public information officer for release to the public and media.
13. Initiates and maintains the ICS 214 Activity Log of events, key decisions, and problems.

Preparing for Warehouse Activities

1. Coordinates with the facilities unit leader to document the condition of the warehouse at the time of transfer and place barriers to prevent unauthorized entry. Documents findings on ICS 214 Activity Log.
2. Coordinates with the facilities unit leader and GSU leader to identify and mark ingress and egress for driveways, identify parking for warehouse workers, designate traffic flow outside the warehouse, and ensure loading docks or areas are prepared to receive tractor trailers.
3. Communicates with the security manager to ensure all warehouse staff members and visitors check in through the plans section resource unit leader and wear badges, if required.
4. Receives additional identification for warehouse personnel from the planning section chief if required.
5. Collaborates with the LSC to determine the method of distributing equipment and supplies to responders (delivery by vehicle to the field or pickup by the responders at the warehouse).

6. Collaborates with the communications unit leader to
 - a. install and maintain computer systems, networks, software, and internet access;
 - b. establish and test primary and secondary communications methods (telephone, satellite phone, cell phone, fax, e-mail, hand-held radio); and
7. Coordinates with the GSU leader to ensure MHE (both forklifts and pallet jacks) are available to offload containers from the trucks and certified forklift operators are mobilized.
8. Ensures the ORDM receives the NVS Shipment File; if applicable.
9. Directs the ORDM to order general office support items.
10. Prepares a meeting room/break area and driver/visitor waiting area at the facility.
11. Establishes personnel support amenities (restrooms, break areas, place to secure personal items, food and beverages, and kitchen equipment such as coffee makers, refrigerators, ice machines, and microwaves).
12. Arranges garbage collection and other operational support services.
13. Collaborates with the resource unit leader to determine the type and amount of supplies and equipment on hand and en route.
14. If vaccine will be received, verifies the vaccine procedures for safe handling, security, sampling, and disposition of damaged and excess inventory with the LSC.

Commencing Operational Periods

1. Reviews the ICS 214 Activity Log from the previous shift.
2. Ensures all staff members and visitors are properly checked in through the resource unit in the planning section.
3. Provides staff members with job responsibilities that identify their duties and tasks.
 - a. Briefs the warehouse staff on the following:
 - i. Incident progress
 - ii. Objectives for each operational period in support of the incident action plan
 - iii. Work assignments (adjusted when necessary)
 - iv. Job hazards and safety concerns
 - v. Coordination of team efforts.
 - b. Answers questions.
 - c. Ensures just-in-time training is conducted, including
 - i. NVS familiarization,
 - ii. site-specific warehouse actions,
 - iii. general warehouse safety, and
 - iv. warehouse team safety.

- d. Cross-trains for critical positions.

Continuous Job Duties

1. Receives a briefing from the LSC and previous shift SPUL and reviews the job action sheet. Reviews the incident action plan for information affecting the supply unit.
2. Identifies, assigns, and directs subordinate managers.
3. Reviews work schedules and staff assignments; modifies them as necessary.
4. Directs managers where and when to report status and problems.
5. Establishes the schedule for operational briefings.
6. Briefs supply unit managers (ORDM and RCDM) on the incoming shift.
7. Receives resource orders from authorized incident staff members. Confirms and documents the orders on the resource order forms (ICS 259-3, ICS 260, or ICS 213 RR), and provides the forms to the ORDM. Forms include the following information:
 - a. Qualifying specification (size, extra equipment, PPE, qualifications, etc.)
 - b. Desired delivery time and location, person ordering, and person and contact information to whom the resource should report or be delivered.
8. Coordinates the collection and shipment of vaccine samples upon request. Collection and shipment instructions will be provided by the APHIS VS Center for Veterinary Biologics (CVB), 1920 Dayton Avenue, P.O. Box 844, Ames, IA 50010, phone 515-337-6100, fax 515-337-6120, e-mail cvb@aphis.usda.gov, during normal business hours.
9. Coordinates with the NVS MLT on site or the NVS DMT at APHIS VS Headquarters on the use of and need for additional NVS countermeasures.
10. Alerts the LSC to changes in resource availability that may affect incident operations, including workload (number of personnel present, number of hours worked, and shortages or overages of warehouse personnel).
11. Addresses supply unit problems and issues.

Distributing Inventory to Responders

1. In coordination with the logistics and operations section chiefs, determines the best process to distribute resources to field responders (delivery by vehicle to the field or pickup by responders at the warehouse).
2. Once the distribution process is determined, delegates the warehouse functions of the process to the RCDM.

End of Shift Duties

1. Completes the ICS 214 Activity Log and forwards it to the LSC.
2. Briefs the incoming SPUL.
3. Checks out with the resource unit in the planning section.

Recovering and Returning NVS Inventory

1. Coordinates with the operations section to arrange the return to the warehouse of all returnable items from the field and recovery of unused and reusable NVS items.
2. Verifies with the MLT, if on site, the acceptable condition, including decontamination, of items being returned to the warehouse for shipment back to SPRS logistics center.
3. Coordinates with the operations section to ensure field responders decontaminate and return NVS supplies and equipment when operations cease.
4. Coordinates with the GSU to arrange with operations a pick up schedule for recovering and retuning NVS countermeasures to the warehouse.
5. Coordinates with the NVS MLT, if on site, or the NVS DMT for transportation to return countermeasures to an SPRS logistics center.
6. Follows the processes in [Appendix N](#).

Shutting Down and Returning Warehouses to Normal Business

1. Oversees, with the facilities unit leader, the following:
 - a. Breakdown, disassembly, and removal of all markers, barriers, signs, and other incident-specific items in the warehouse.
 - b. Return of all incident support equipment (computers, phones, radios, fax, etc.).
 - c. Return of rented equipment (forklifts, pallet jacks, etc.).
 - d. Facility cleaning and trash removal.
2. Walks through and inspects the warehouse with the facilities unit leader and the warehouse facility liaison and documents findings on the ICS 214 Activity Log.
3. Returns the facility to its owner.

Demobilization Duties

1. Follows the demobilization plan.
2. Directs personnel to deactivate the warehouse operations and return the warehouse to its normal operating condition.
3. Demobilizes the staff:
 - a. Debriefs the staff to acquire information for the after action report.
 - b. Dismisses the staff to check out with the resource unit in the plans section.
4. Identifies after action report issues.
5. Participates in the after action review.
6. Completes administrative actions:
 - a. Communicates with finance and planning to ensure finances, agreements, and contracts are completed and closed properly.
 - b. Communicates with the documentation unit:

- i. Files staff contact information.
 - ii. Creates and forwards an after action report of warehouse activities, problems, and issues to the supervisor.
- 7. Participates in the after action review of incident activities.

[illegible]

Appendix G. Ordering Manager (ORDM) Responsibilities

Areas Assigned to: Warehouse

Unit Assigned to: Supply unit in the logistics section

Reports to: SPUL

Supervises: This is not a supervisory position.

Minimum Qualifications: Understands the ICS and has experience with acquisition and basic inventory management operations.

Job Description: Orders resources to support incident response operations and maintains a continuous record of orders, incoming and outgoing resources, and of discrepancies. Maintains cost accounting of ordered and issued resources. Supports receipt, storing, picking, recovery, and return actions by the warehouse teams.

References: [Appendix C](#). ICS Organization and Key Roles
[Appendix D](#). State NVS Warehouse / Facility Information
[Appendix J](#). NVS Mobile Logistics Team (MLT) Responsibilities
[Appendix K](#). Receiving and Storing Process
[Appendix L](#). Picking and Staging Process
[Appendix N](#). Recovering and Returning NVS Countermeasures Process

General Responsibilities

1. Keeps SPUL and RCDM informed of the status of all incoming and outgoing orders.
2. Manages warehouse inventory by
 - a. recording incoming equipment and supplies,
 - b. adjusting on-hand balances on the basis of counts of inventory in the warehouse, and
 - c. monitoring on-hand balances for timely replenishments.
3. Creates pick sheets, packing slips, and inventory reports.
4. Provides a single point of resource ordering for the incident.
5. Maintains a list of sources from which equipment, supplies, and personnel can be ordered.
6. Locates requested resources.
7. Coordinates with the SPUL and the Finance and Administration section to process and track orders for replenishments and new items in sufficient time to equip field responders with what they need.
8. Orders resources by quantity, kind (description of equipment, supplies, personnel), and type (size, capability, staffing qualifications, etc.).

9. Specifies reporting/delivery location, requested time of delivery, person/title placing request, and callback phone number or radio designation for clarifications or additional information.
10. Coordinates with the NVS MLT, if onsite, or the NVS DMT at APHIS VS Headquarters for NVS program acquisitions.

Specific Actions

Warehouse Activation Duties

1. Receives a briefing from the SPUL to determine the inventory management system, ordering parameters, authorities, and restrictions. Determines charge code and scope of supply process, and confirms ordering procedures. Confirms the information required on ordering forms (ICS 259-3 Resource Order Form, ICS 260 Resource Order Form, or ICS 213 RR Resource Request Message), authorized spending limitations, approvals required, and document flow. Confirms process for emergency resource orders directly from the operations section.
2. Sets up the ORDM desk, complete with office supplies, including in/out boxes, computer, printer, copier, and fax machine and other resources necessary to perform the job.
3. Collaborates with the procurement unit leader to identify suppliers and the fastest authorized means for procuring additional resources and confirming the process for coordinating contract related activities.
4. Collaborates with the finance and administration section to confirm the process for emergency purchase orders.
5. Works with the SPUL and Operations Section to determine all potential customers within the supported area.
6. Sets up the inventory management system.
 - a. Receives the Microsoft Excel NVS Shipment File (see below) by e-mail from the NVS DMT prior to initial shipment.
 - b. Transfers data from the NVS Shipment File into the State inventory management system.
 - c. Provides the RCDM a copy of the incoming shipment details and collaborates with the RCDM to confirm warehouse storage locations for receipts in accordance with the floor diagram ([Appendix D](#)), or identifies new locations and helps create new warehouse diagrams.
 - d. Enters warehouse storage locations.
 - e. Enters customer destination information.
 - f. Enters authorized supplier information.
7. Coordinates document flow for receiving and processing customer orders.
8. Coordinates daily status reporting with the logistics section and NVS MLT, if on site, or with the DMT at APHIS VS Headquarters.

9. Coordinates daily reporting requirements with the SPUL.

Beginning of Shift Duties

1. Checks in with resource unit in plans section.
2. Receives a briefing from the SPUL and previous shift's ORDM.
3. Reviews job responsibilities.

Managing Inventory

1. Collaborates with the RCDM to identify warehouse locations for incoming supplies.
2. If animal vaccine will be received, verifies with the SPUL any additional vaccine inventory procedures that may be required.
3. Upon receipt of inventory, enters information (such as item, source, returnable status, quantity received, serial number, and lot number) for each item in the State inventory management system.
4. Receives field requests from the SPUL, and enters the information into the State inventory management system.
5. Alerts the SPUL and RCDM when on-hand quantities cannot satisfy all field requests and seeks SPUL guidance on how to apportion available resources.
6. Creates pick sheets and packing slips for the warehouse team to fulfill responder orders ([Appendix L](#)). Pick sheets identify warehouse storage location, item description, stock number, pick quantity, issue unit of measure, and packaging.
7. Generates and provides the RCDM two packing slips for each order. The RCDM retains one copy of the packing slip to give to the delivery or pickup driver, and the warehouse team places the other on the pallet for that order. If there are multiple pallets, the warehouse team makes copies of the packing slip and affixes one to each pallet.
8. Enters unique item information, e.g., serial number, lot number, tag number, expiration date, etc., for supplies and equipment distributed to response sites.
9. Monitors and adjusts on-hand balances for receipts and orders of each item from each source.
10. Adjusts on-hand quantities in the system on the basis of physical inventories of items in storage.
11. Monitors inventory levels and if required forwards ordering requirements to the Finance and Administration Section when the on-hand balances drop to reorder levels.
12. Maintains a list of names, location details, dates, items, and quantities to support staging, distribution, and recovery of items after an event.
13. Maintains copies of chain-of-custody forms, if required.
14. Answers questions on receipts, responder orders, reorders, and inventory.
15. Provides reports, as needed, to SPUL or RCDM on inventory activities, including
 - a. receipt summary (purchase order number and receipt quantities);

- b. a summary of resource requests (response site name, items, and quantities, fulfillment status, and backordered items);
 - c. inventory levels at the aggregate or warehouse storage location level;
 - d. open issues (inventory concerns, damage reports, and inventory not received).
16. Resolves inventory management problems.

Ordering Inventory

1. Establishes order triggers, such as when the on-hand balance of an item drops to less than 50 percent or a specific quantity based on demand history.
2. Receives resource orders from the SPUL or other authorized incident staff member.
3. Completes the ICS 259-3 Resource Order Form, ICS 260 Resource Order Form, or ICS 213 RR message with a supporting purchase order sheet from the inventory management system to order personnel, supplies, equipment, and services. Considers using color codes or colored paper to help track specific resources by category.
4. Places timely reorders to prevent depletion of supplies.
5. Tracks the price for resources to support the reimbursement process.
6. Records all open orders in the inventory management system's inbound order module or spreadsheet. Tracks the resource name, number, and other identifiers, including estimated time of arrival.
7. Tracks reorder actions.
8. Provides the SPUL with reports on orders and changes in resource availability that may affect incident operations (back orders, delays, substitutions, no source found, etc.). Advises the RCDM, and SPUL immediately if orders cannot be filled.
9. Closes out due-in and back orders in the system as the resource is received and the asset is delivered.

End of Shift Duties

1. Briefs the incoming ORDM and other personnel, as needed.
2. Checks out with the SPUL and the resource unit in the planning section.

Recovering and Returning NVS Inventory

1. When ceasing warehouse operations, creates a list, by responder, of all issued durable goods and returnable items the SPRS LC and other sources want returned.
2. Reviews the IMS to identify NVS returnable countermeasures sent to response sites and in the warehouse. Coordinates with the SPUL and NVS MLT to identify other returnable and unopened countermeasures.
3. Prepares a return shipment list for the SPUL to coordinate with the NVS MLT, if on site, or NVS DMT.

Demobilization Duties

1. Follows the demobilization plan.
2. Participates in the unit debrief.
3. Identifies issues for the after action report.
4. Participates in the after action review.

NVS Shipment File

The NVS Shipment File is a password protected Microsoft Excel Spreadsheet, containing specific information about an NVS shipment. The NVS DMT will email this file to an Incident Command POC for each approved deployment and a follow on email with the file password. The NVS Shipment File will reflect items requested, approved, and denied. An example of the NVS Shipment File is located on the NVS restricted website at <http://www.aphis.usda.gov/nvs>.

This file is used to populate the State IMS with the NVS countermeasures. The NVS Shipment File can be automatically imported if using the NVS State IMF tool. The NVS Shipment File contains several tabs, each for a specific reason.

- The *ShipmentFile_Destination* tab contains the destination information for the items described in the *ShipmentFile_ShippedItems* tab.
- The *ShipmentFile_ShippedItems* tab contains the items that were approved and shipped from the NVS.
- The *ShipmentFile_RejectedItems* tab contains the items that were rejected by the NVS and were not shipped.
- The *ShipmentFile_RejectedItems* tab contains the items that were requested from the NVS, but rejected.
- The *ShipmentFile_ContainerData*, *ShipmentFile_ContainerItems*, *ShipmentFile_ModuleData*, *ShipmentFile_ModuleItems*, *ShipmentFile_KitData*, *ShipmentFile_KitItems*, and *ShipmentFile_Items* tabs contain the basic NVS countermeasure information. This information can be used by the ORDM to automatically populate the IMF or used to populate an inventory management system. These tabs contain the relationships between the basic types of inventory (e.g. push packs, modules, items, kits, kit items) and their underlying data (e.g. which modules are included in which push pack).

Below is an example of one of the tabs of the NVS Shipment File. (The SPRS LC may change the format of the shipment file e-mailed with each shipment.)

	A	B	C	D	E	F	G	H
1	RequestItemID	StockNumber	Item description	QtyApproved	RUM	RUM	ItemType	
2	543	High Protection Push Pack	High Protection Push Pack	8	Push Pack	4		
3	553	Z888-00-000-9021	Module 7	1	Module	3		
4	647	Z888-00-VAC-CIN1	Vaccine, 100 ml bottles	100	CS	1		
5								
6								
7								

ShipmentFile_Destination **ShipmentFile_ShippedItems** ShipmentFile_RejectedItems ShipmentFile_ContainerData ...

NVS Shipment File Description

The NVS Shipment File is a Microsoft Excel file (sent by the NVS DMT via e-mail to the States ahead of the shipment) that displays information on the countermeasures that Incident Command will receive. It includes information such as the container type (tri-wall, pallet, refrigerated box, etc.), 24 Hour Push Pack module number, quantity shipped, item description, stock number, and quantities of items initially deployed.

Column Descriptions

The following section details each tab's columns in the NVS Shipment File.

ShipmentFile_Destination tab

Column	Column Title	Column Description
A	Incident Destination ID	Unique identifier for the NVS Shipment File.
B	Request Date	Date that the request was received by the NVS.
C-J	Destination Location Information	Destination location that the NVS shipment was sent to, as well as the POC provided on the ICS 213 RR NVS message.
K-S	Shipping Location Information	Shipping location and point of contact (POC) that the NVS shipment will be sent from
T-AB	Billing Information	Billing information for the NVS shipment if it differs from the shipping location.

ShipmentFile_ShippedItems tab

Column	Column Title	Column Description
A	Request Item ID	Unique identifier for a particular item associated with the shipment
B	Stock Number	Stock Number of the item that was shipped. May be containers, modules, kits, or individual items.
C	Item Description	Description of the item listed in Column B.
D	Qty Approved RUM	The quantity shipped by the NVS, in terms of receipt unit of measure, for that particular stock number.
E	Receipt Unit of Measure	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The RUM is PK.
F	Item Type	A numeric representation for the type of item. 1 represents an individual item, 2 represents a kit, 3 represents a module, and 4 represents a push pack/container.

ShipmentFile_RejectedItems tab

Column	Column Title	Column Description
A	Request Item ID	Unique identifier for a particular item associated with the request
B	Stock Number	Stock Number of the item that was rejected. May be containers, modules, kits, or individual items.
C	Item Description	Description of the item listed in Column B.
D	Qty Requested	The quantity requested, in terms of receipt unit of measure, for that particular stock number.
E	Qty Approved	The quantity approved and shipped, in terms of receipt unit of measure, for that particular stock number.
F	Delta	The difference between Column D and Column E. This represents the rejected amount that was not shipped.
G	Receipt Unit of Measure	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The RUM is PK.
H	Rejection Reason Codes	Identifies the code and description why an item was rejected.

ShipmentFile_ContainerData tab

Column	Column Title	Column Description
A	Container Stock Number	The unique identifier for a container
B	Item Type	A numeric representation for the type of item. 1 represents an individual item, 2 represents a kit, 3 represents a module, and 4 represents a push pack/container.
C	Item Description	Description of the item listed in Column A.
D	Container Type	This field is intentionally left blank.

ShipmentFile_ContainerItems tab

Column	Column Title	Column Description
A	Stock Number	The unique identifier for a container that the item in Column B is associated with. Container Stock Numbers are found in Column A of the Shipment File Container Data tab.
B	Item Stock Number	The stock number of an item contained within the container stock number listed in column A.

C	Qty Per Container	The quantity of the item listed in Column B that is contained in the container listed in Column A.
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ShipmentFile_ModuleData tab

Column	Column Title	Column Description
A	Module Stock Number	The unique identifier for a module
B	Item Type	A numeric representation for the type of item. 1 represents an individual item, 2 represents a kit, 3 represents a module, and 4 represents a push pack/container.
C	Item Description	Description of the item listed in Column A.
D-E	Form and Kit Rel'n	These fields are intentionally left blank.
F	Return Items (Y/N)	Identifies whether this item should be returned to the NVS. If the item is returnable (indicated as 'True' in the data), the item needs to be returned to the NVS. Otherwise, Incident Command should retain or dispose of the item.
G	Receipt Unit of Measure (RUM)	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The RUM is PK. For this tab, all items will be listed as 'Module'.
H	Cost	The cost or value for each RUM for the stock number in Column A. For this tab, the cost will be left blank as the cost of a module is determined by the items contained within the module.
I	Issue Unit of Measure (IUM)	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The IUM is EA. For this tab, all items will be blank as modules can't be issued.
J	IUMs per RUM	The number of items available for issue per RUM. For example, Aprons, Disposable, come in 100 items per pack. 100 would be listed as the IUM per RUM.
K	Package Description	The packaging of the item listed in column A. The information is a combination of column I, column J, and column G.
L	NVS Item	Indicates whether the item is an NVS item. If the item is returnable, it will be marked as 'True'

M	Deleted Item	Indicates whether an item has been deleted. Only items marked as 'False' will be included in the NVS Shipment File.
N-P	Container Info	These fields are intentionally left blank.

ShipmentFile_ModuleItems tab

Column	Column Title	Column Description
A	Module Stock Number	The unique identifier for a module that the item in Column C is associated with. Module Stock Numbers are found in Column A of the Shipment File Module Data tab.
B	Item Type	A numeric representation for the type of item. 1 represents an individual item, 2 represents a kit, 3 represents a module, and 4 represents a push pack/container.
C	Stock Number Module Item	The stock number of an item contained within the module stock number listed in Column A.
D	Qty Per Module	The quantity of the item listed in Column C that is contained in the module listed in Column A.
E	Index	Reference number used to identify the items in a specified module. These numbers correspond to the index number of the items found on packing slips attached to the containers that are shipped by the NVS.

ShipmentFile_KitData tab

Column	Column Title	Column Description
A	Kit Stock Number	The unique identifier for a kit
B	Item Description	Description of the kit listed in Column A.
C	Form	Identifies the relationship of the item to other items. The types of relationships are as follows: Bulk refers to items that are not a kit, Kit refers to an item that includes components.
D	Kit Rel'n	Identifies the relationship of the item to other items. The types of relationships are as follows: Bulk refers to items that are not a kit, Kit refers to an item that includes components.
E	Return Items (Y/N)	Identifies whether this item should be returned to the NVS. If the item is returnable (indicated as 'True' in the data), the item needs to be returned to the NVS. Otherwise, Incident Command should retain or dispose of the item.

F	Receipt Unit of Measure (RUM)	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The RUM is PK. For this tab, all items will be listed as 'Module'.
G	Cost	The cost or value for each RUM for the stock number in Column A.
H	Issue Unit of Measure (IUM)	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The IUM is EA.
I	IUMs per RUM,	The number of items available for issue per RUM. For example, Aprons, Disposable, come in 100 items per pack. 100 would be listed as the IUM per RUM.
J	Package Description	The packaging of the item listed in column A. The information is a combination of Column I, Column H, and Column F.
K	NVS Item	Indicates whether the item is an NVS item. If the item is returnable, it will be marked as 'True'
L	Deleted Item	Indicates whether an item has been deleted. Only items marked as 'False' will be included in the NVS Shipment File.
M-O	Container Info	These fields are intentionally left blank.

ShipmentFile_KitItems tab

Column	Column Title	Column Description
A	Kit Stock Number	The unique identifier for a kit that the item in Column B is associated with. Kit Stock Numbers are found in Column A of the Shipment File KitData tab.
C	Stock Number Module Item	The stock number of an item contained within the kit stock number listed in Column A.
D	Kit Qty	The quantity of the item listed in Column B that is contained in the kit listed in Column A.
E	Kit Index	Reference number used to identify which index the item is associated with as found in the Shipment File Module Items Index Column.

ShipmentFile_Items tab

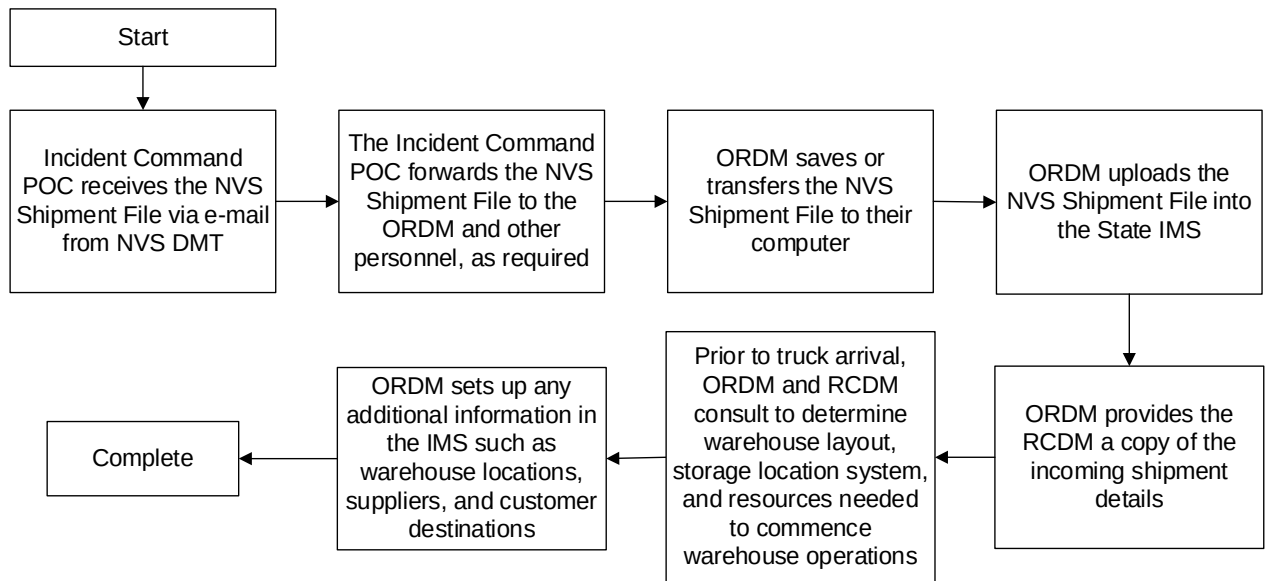
Column	Column Title	Column Description
A	Stock Number	The unique identifier for an item
B	Item Type	A numeric representation for the type of item. 1 represents an individual item, 2 represents a kit, 3 represents a module, and 4 represents a push pack/container.
C	Item Description	Description of the item listed in Column A.
D	Form	This field is intentionally left blank.
E	Kit Rel'n	Identifies the relationship of the item to other items. The types of relationships are as follows: Bulk refers to items that are not a kit, Kit refers to an item that includes components.
F	Return Items (Y/N)	Identifies whether this item should be returned to the NVS. If the item is returnable (indicated as 'True' in the data), the item needs to be returned to the NVS. Otherwise, Incident Command should retain or dispose of the item.
G	Receipt Unit of Measure (RUM)	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The RUM is PK.
H	Cost	The cost or value for each RUM for the stock number in Column A.
I	Issue Unit of Measure (IUM)	The unit of issue Incident Command uses to receive and inventory the items. It may be the same unit of issue used to inventory and issue the items. For example, Aprons, Disposable, come in a pack (PK) and are issued by the eaches (EA). The IUM is EA.
J	IUMs per RUM,	The number of items available for issue per RUM. For example, Aprons, Disposable, come in 100 items per pack. 100 would be listed as the IUM per RUM.
K	Package Description	The packaging of the item listed in column A. The information is a combination of Column I, Column J, and Column G.
L	NVS Item	Indicates whether the item is an NVS item. If the item is returnable, it will be marked as 'True'
M	Deleted Item	Indicates whether an item has been deleted. Only items marked as 'False' will be included in the NVS Shipment File.

The NVS Shipment File uses the following abbreviations:

bt	bottle
bx	box

cc	cubic centimeter
cs	case
dz	dozen
ea	each
g	gauge
Gal	Gallon
ID	Incident Destination
IUM	Issue unit of measure
lb	pound
lg	large
ml	milliliter
NiMH	nickel-metal hydride
NVS	national veterinary stockpile
PAPR	powered air-purifying respirator
Pk	pack
pkg	package
PPE	personal protective equipment
Pr	Pair
Rel'n	Relation
RUM	receipt unit of measure
QTY	quantity

NVS Shipment File Process



Note: deployment management team (DMT), point of contact (POC), ordering manager (ORDM), inventory management system (IMS), receiving and distribution manager (RCDM),

The Operations Section will provide the incoming orders for fulfillment via a resource order form. There are many different version of resource order forms such as the ICS 259, ICS 260, or ICS 213 RR. The information contained on the resource requests is generally the same, but with differing formats. Below are examples and instructions for completing the different resource request forms.

ICS 259-3 (7/87) NFES 2202

**Instructions for Resource Order Form ICS-260 (and ICS-259 series on colored card stock)
by LSC/ SPUL/ORDM and staff**

drafted by James D. Spitzer on 10/3/06

Upon start-up or escalation into a large-scale formal ordering process, the LSC, SPUL, or ORDM, as assigned (ORDM will be used hereafter), must establish the ordering system for using and displaying resource ordering information in ways that members of the ordering staff and others can easily apply and understand. Standard resource ordering forms will ensure a logical, accountable, and verifiable ordering process. The ICS-260 is a generic form. The ICS-259-series forms are the same format as the 260 form, but they are on colored card-stock paper pre-labeled with specific categories of resources such as *Engines, Dozers, and Supplies*. Each form has a continuation sheet of the same number. Colored forms can help users maintain and monitor resource order status. Therefore labels might be blocked out and overwritten with resource categories that better fit the scenario, such as *Ventilators, Nurses, and Supplies* in a medical/health emergency. The ORDM needs to develop and require the use of keys/codes, abbreviations, standards of work, and formats, such as the following:

A. Key for the color/number of form to use for what resource category. Enter the category name on each form in the space under Resource Order on the upper left of the first page of the forms. For a health/medical incident, a yellow colored ICS-259-9 form for equipment may have *Equipment* blocked out and replaced by another or more specific resource category, such as *Ventilators*.

B. Distinctive request number code and numbering system for use in the first column of #12 on the form (for example, an Overhead ICS-259-13 form could be just for nurses, and the request numbering sequence could be prefaced by N, that is, N-1 for the first request). This number is important. It must be unique, because it is used to track that resource from order, to assignment, to demobilization.

C. Standard convention for entering dates and times. For example, set the convention to use date/time groups that are always local time, and use the 24-hour clock; so 122015 is the 12 day of the month at 8:15 PM. Consistency helps avoid confusion.

D. Key of abbreviations for use in the Deliver To, Agency ID, and From/To columns for every supporting and contributing organization (such as MHD for Multnomah Health Dept., LGS for Legacy Good Samaritan, or KSU for Kaiser Sunnyside) and for incident operations organizational elements (such as BD for Benson Division, ICP for Incident Command Post, or PSS for Pioneer Square Staging).

E. Require Resource Requested and Action Taken entries (5th column of #12), including the initials of the people giving or taking orders and the agreed-upon abbreviation of each individual's home organization. This ensures accountability and enables verification and reconstruction of actions.

Instructions for Resource Order Form ICS-260 Blocks		
Block	Info. Required & Purpose	Notes
Top of Form (above Block 12)	Incident, ordering office, and supporting information.	
Initial Date/Time	Date/time (local time) that this form was begun. This allows easy chronological posting, sorting, and filing of multiple forms.	Use the following date/time format required by the ORDM.
2. Incident/Project Name	The incident name assigned by Incident Commander. This uniquely identifies the operation.	For operations requiring many response organizations, ensure each uses a unique name.
3. Incident/Project Order Number	Generally not applicable.	Obtain from Incident Commander or Finance Section Chief.
4. Office Reference Number Office Address	Generally not applicable.	Unique number as may be required.
5. Descriptive Location/ Response Area	General location of operations.	Another unique identifier along with #2.
6. Sec/Twn/Rng/Base MDM	Generally not applicable.	Unique number as may be required.
7. Map Reference	Generally not applicable.	Latitude and Longitude or other map information.
8. Incident Base/Phone Number	Base or ICP name/location where logistics is located and main phone number.	
9. Jurisdiction/Agency	The primary organization providing Incident Command and this ordering process.	
10. Ordering Office	Phone Number(s).	
11. Aircraft Information	Generally not applicable.	Only applicable if aircraft are used to support logistics.
12. First 7 Columns	Resource to order for incident.	Used along with comments in 13 and Remarks on reverse to track status of an order.
12. 1 st Column: Request Number	Enter request number unique to this resource.	Enter the number according to the numbering system noted in B above.
12. 2nd Column: Ordered Date/Time	Date/time resource request is received.	Use date/time convention noted in C above.

Instructions for Resource Order Form ICS-260 Blocks		
Block	Info. Required & Purpose	Notes
12. 3rd Column: From/To	Initials and/or organization of ordering official placing the order (From) and individual at ordering point taking the order (To).	Use accepted initials and abbreviations as noted in D above.
12. 4th Column: QTY	Quantity.	Ensure that resource order matches the request, e.g., do not order 200 boxes of 500 individual items if the need is for 200 individual items.
12. 5th Column: Resource Requested	Describe resource specifically enough to that what is needed is what is procured. What size, capacity, qualifications, or other characteristics?	Enter initials as described in E above.
12. 6th Column: Needed: Date/Time	Date/Time needed at the 'Deliver To' location and ready to work.	Use date/time convention (see C above).
12. 7th Column: Deliver To	Name incident facility to deliver the resource to.	E.g., Command Post, Staging Area, and Warehouse at Incident Base. Have map that shows facilities and addresses of locations including latitude and longitude if deliveries are by air.
13. Order Relayed information	Actions taken in processing orders noted above.	Use same date/time, To/From protocols set by ORD and used above.
12. 8 th – 12 th Columns	Assignment of resource to incident.	
12. 8 Column: To/From	Initials/organization of who is accepting (To) the report that a resource is assigned who reported (From) the assignment.	Use agreed upon abbreviation for organizations.
12. 9 th Column: Time	When reported that order was filled.	Use date/time convention (see C above).
12. 10 th Column: Agency ID	Abbreviation for agency or organization that owns the resource being provided.	Use accepted initials and abbreviations as noted in D above.

Instructions for Resource Order Form ICS-260 Blocks		
Block	Info. Required & Purpose	Notes
12. 11 th Column: Resource Assigned	Specific and unique name of the assigned resource.	E.g., name of individual, name of team and its leader, number of ambulance, fire engine or police car, license number of vehicle.
12. Estimated Time of Departure/Estimated Time of Arrival	Estimated date/time of departure from where it is and estimated date/time of arrival to where it has been asked to be delivered (column 7)	Use date/time convention (see C above). <i>Check box upon confirmation that it is arrived at Deliver To location.</i>
12. 13 th – 15 th Columns	Release resource from incident.	
12. 13 th Column: Date	Date released.	Use accepted convention for writing date.
12. 14 th Column: To	Where the resource is being sent.	Organization and location using accepted abbreviation.
12. 15 th Column: Time/ETA	Estimated time of arrival.	Use date/time convention (see C above). <i>Check box upon confirmation that it arrived “home.”</i>

ICS 213 RR Resource Request Message

RESOURCE REQUEST MESSAGE (ICS 213 RR)

1. Incident Name:				2. Date/Time		3. Resource Request Number:	
Requestor	4. Order (Use additional forms when requesting different resource sources of supply.):						
	Qty.	Kind	Type	Detailed Item Description: (Vital characteristics, brand, specs, experience, size, etc.)	Arrival Date and Time		Cost
					Requested	Estimated	
5. Requested Delivery/Reporting Location:							
6. Suitable Substitutes and/or Suggested Sources:							
7. Requested by Name/Position:				8. Priority: ☐ Urgent ☐ Routine ☐ Low		9. Section Chief Approval:	
Logistics	10. Logistics Order Number:				11. Supplier Phone/Fax/Email:		
	12. Name of Supplier/POC:						
	13. Notes:						
	14. Approval Signature of Auth Logistics Rep:				15. Date/Time:		
16. Order placed by (check box): ☐ SPUL ☐ PROC							
Finance	17. Reply/Comments from Finance:						
	18. Finance Section Signature:				19. Date/Time:		
ICS 213 RR, Page 1							

Instructions for Completing the ICS 213 RR Form

Block Number	Block Title	Instructions
1	Incident Name	Enter the name assigned to the incident.
2	Date/Time	Enter the date/time of the request.
3	Resource Request Number	Enter the unique request number.
4	Order	Specify quantity, item description, and requested delivery date and time.
5	Requested Delivery/Reporting Location	Enter location requested resource delivery/reporting location.
6	Suitable Substitutes and/or Suggested Sources	Enter possible substitute items if exact requested resource is not available. Provide supplier information if known.
7	Requested by Name/Position	Enter requestor's name and position.
8	Priority	Select Urgent, Routine, or Low priority.
9	Section Chief Approval	Obtain appropriate section chief signature for request.
10	Logistics Order Number	Enter logistics order number if applicable.
11	Supplier Phone/Fax/Email	Enter resource supplier's phone/fax/e-mail.
12	Name of Supplier/POC	Enter name of resource supplier/POC.
13	Notes	Enter any relevant notes regarding the request.
14	Approval Signature of Authorized Logistics Rep	Enter approval signature of an authorized logistics section representative.
15	Date/Time	Enter the date/time of the approval.
16	Order placed by	Check either the SPUL or the PROC.
17	Reply/Comments from Finance	Enter any relevant notes regarding the request.
18	Finance Section Signature	Enter approval signature of an authorized finance/admin section representative.
19	Date/Time	Enter the date/time of the finance section approval.

Appendix H. Receiving and Distribution Manager (RCDM) Responsibilities

Areas Assigned to: Warehouse

Unit Assigned to: Supply unit in the logistics section

Reports to: SPUL

Supervises: Warehouse teams

Minimum Qualifications: Understands the ICS and has administrative/management and warehouse operations experience.

Job Description: Manages the warehouse operations. Supervises warehouse teams on the conduct of warehouse operations, including receiving, storing, picking, staging, distributing, recovering, and returning warehouse resources. Coordinates delivery with the GSU t dispatcher.

References: [Appendix D](#). State NVS Warehouse / Facility Information
[Appendix K](#). Receiving and Storing Process
[Appendix L](#). Picking and Staging Process
[Appendix M](#). Distribution Process
[Appendix N](#). Recovering and Returning NVS Countermeasures Process
[Appendix O](#). Warehouse Communications
[Appendix P](#). Warehouse Safety and Security Plan and Checklist

General Responsibilities

1. Conducts initial situational briefing to warehouse team members, including the status of inbound shipments from the NVS and other sources.
2. Assigns and directs warehouse teams to receive, store, pick, stage, and distribute warehouse inventory. Assigns one member of warehouse team as leader.
3. Provides just-in-time training to personnel as required.
4. Arranges the warehouse floor for efficient and effective material handling and flow.
5. Develops and maintains a Distribution Log to record pickups and deliveries. The warehouse team loads the shipment onto the delivery truck (and locks or seals the load, if directed), and the driver and RCDM or designee complete entries in the Distribution Log acknowledging shipment pickup.
6. Coordinates field deliveries scheduled with the GSU dispatcher.
7. Follows communication, safety, and security plans and ICS processes and procedures.
8. Resolves warehouse operational problems and answers questions.
9. Records events, key decisions, and issues in the ICS 214 Activity Log. (See [Appendix F](#).)
10. Reports status and problems to the SPUL.

Specific Actions

Warehouse Activation Duties

1. Receives an initial briefing from the SPUL.
2. Coordinates with the SPUL to
 - a. understand the quantities, kind, and types of countermeasures anticipated from the NVS program and from other sources.
 - b. obtain adequate personnel, supplies, and equipment to support warehouse operations.
 - c. identify the medically qualified person to receipt for, manage, prescribe, and dispense human antiviral medications.
3. Lays out and diagrams the warehouse in accordance with [Appendix D](#) or designs and diagrams the warehouse. Organizes the physical layout of receiving, storing, and staging areas, ensuring that
 - d. sufficient space is available and
 - e. resources are protected from environmental hazards (wind, rain, leaking roofs, etc.).
4. Directs the warehouse team to clearly mark entrances and exits for foot traffic.
5. Collaborates with the ORDM to confirm warehouse storage locations for receipts.
6. If vaccine will be received, verifies with the SPUL the procedures for safe handling, security, vaccine sampling, and disposition of damaged and excess inventory. Provides these procedures to the warehouse team member assigned as vaccine monitor.

Preparing for Warehouse Activities

1. Sets up the RCDM desk, complete with necessary office supplies, including in/out boxes, forms/logs, and other resources necessary to perform the job.
2. Collaborates with the facilities unit leader and warehouse facility liaison to
 - a. clear existing equipment and other items that support normal operations,
 - b. move goods to another location if the facility normally functions as a warehouse, and
 - c. use existing loading docks, MHE (such as forklifts and pallet jacks), personnel support services, and supplies, if possible.
3. Coordinates with the ORDM for setup of receiving, storing, picking, and staging according to the agreed-upon warehouse storage location system for inventory.
4. Sends the ORDM requests for MHE (including forklifts, pallet jacks, hand trucks, and utility carts), fuel, empty pallets, stretch-wrap devices, operational support items, utilities (electricity, light, heating, air conditioning, and ventilation), and support services (phone and Internet) if the facility does not regularly function as a warehouse.
5. In coordination with the warehouse team leaders, identifies a vaccine monitor and QC representatives, per operational period.

6. Establishes 8- to 10-foot-wide aisles in the storage area of the warehouse to allow easy movement of MHE.
7. Decides whether modules will be stacked—and if so, how high (if not using a commercial rack system)—or emptied onto shelves upon arrival.
8. Marks the warehouse floor with corner marks, chalk, tape, or other methods to designate receipt, storage, and staging areas according to size of modules and pallets.
9. Designates the type of inventory in specific warehouse storage locations using signs on the walls, floors, or easels.
10. Designates and marks a secure area for temperature-sensitive items, if available. Provides supplies (thermometers, Temperature Monitoring Log, Temperature Excursion Action Sheet, etc.) to monitor animal vaccines and decides the frequency of monitoring. Collaborates with the SPUL on the plan for proper disposition of temperature-sensitive items out of tolerance.
11. Ensures refrigeration capabilities (refrigerators, electricity, insulated containers, cold packs, dry ice, etc.) to maintain the cold chain for vaccines.
12. If human antivirals will be stored in the warehouse or other storage facility, coordinates with the medically qualified person to ensure the antiviral storage location can maintain pharmaceuticals in accordance with the product insert instructions. The antivirals should be placed in a secure area and stored at controlled room temperature. In accordance with United States Pharmacopeia 35, “controlled room temperature” is a temperature maintained thermostatically that encompasses the usual and customary working environment of 20°C to 25°C (68°F to 77°F) that results in a mean kinetic temperature calculated at not more than 25°C and that allows for excursions between 15°C and 30°C (59°F and 86°F). Provided the mean kinetic temperature remains in the allowed range, transient spikes up to 40°C are permitted as long as they do not exceed 24 hours.
13. Develops an efficient process to inventory and maintain accountability of the containers inventoried. (One option is to direct the warehouse team to remove the tri-wall lid after it has been inventoried and moved to its storage location.)
14. Verifies with the SPUL the method of distributing equipment and supplies to responders (delivery by vehicle to the field or pickup by responders at the warehouse).
15. Collaborates with the SPUL, safety officer, and security manager to do the following:
 - a. Modify if necessary [Appendix P](#).
 - b. Create an evacuation plan.
 - c. Identify and label hazardous materials and provide safety data sheets for necessary materials.
 - d. Ensure a safe operating environment for warehouse and other personnel working in the warehouse.
 - e. Distribute PPE (such as gloves, safety goggles, hard hats, and hearing protection).
 - f. Establish warehouse floor safety measures, including traffic cones, caution tape, first-aid kits, and AEDs.

Beginning of Shift Duties

1. Checks in with the resource unit in the planning section.
2. Receives briefings from the SPUL and previous shift RCDM and reviews job responsibilities.
3. Communicates with the ORDM on invoice or order processing status and immediate needs.
4. Uses the supply unit assignment list to assign personnel to warehouse teams of 3–5 people.
5. Briefs warehouse team members and distributes job responsibilities.
6. Provides just-in-time training, if needed
 - a. Proper lifting techniques
 - b. Pallet jack, forklift, or other equipment operation
 - c. Warehouse team member job responsibilities.

Job Duties

1. Implements [Appendix O](#).
2. Implements [Appendix P](#), facilitates the safety briefing at the beginning of each shift, and monitors facility security.
3. Coordinates with the NVS MLT, if on site, for advice on warehouse setup, NVS counter-measures, and initiation of warehouse operations.
4. Briefs incoming shifts on events during the previous shift and expected events during the next shift. Provides status of warehouse operations and the incident response.
5. Answers questions.

Receiving, Storing, Picking, and Staging Operations

1. Ensures safe maneuvering, docking, and undocking operations.
2. Follows the processes in [Appendix K](#), including the following:
 - a. Inspection of the truck manifest/BL or other documentation from the driver to make sure the driver is delivering to the correct location. BL formats vary by transportation provider but fundamentally have the same information as shown below in the sample BL. Note: if a driver, returning items from a response site, does not have a list of the returned supplies and equipment, a warehouse team will make a list of the items, quantity, condition, and the warehouse storage location and provide it to the RCDM. The ORDM will update the IMS to reflect the receipt of the item into the storage location.
 - b. Offload and manage vaccines and human antiviral medications first, if possible. (Temperature-sensitive items should be clearly visible and accessible when the truck is opened.) Transfer the human antiviral medication to the medically qualified person

- immediately after receipt so they can assume control and manage the human antiviral medication until dispensed.
- c. Coordinate receipt, storage, and distribution of vaccine with the vaccine monitor and human antiviral medication with the medically qualified person.
 - d. Consult with the SPUL about vaccine sample collection and shipment, if requested. Work with warehouse team vaccine monitor to collect and ship vaccine samples in accordance with instructions provided by the APHIS VS CVB, 1920 Dayton Avenue, P.O. Box 844, Ames, IA 50010, phone 515-337-6100, fax 515-337-6120, e-mail cvb@aphis.usda.gov, during normal business hours.
3. Follows the processes in [Appendix L](#).
 4. Directs warehouse teams and monitors the quality of receiving, storing, picking, staging, distributing, recovering, and returning processes.
 5. Coordinates with the ORDM to do the following:
 - a. Identify warehouse storage locations for receipts.
 - b. Verify shipment documentation (both incoming and outgoing).
 - c. Report physical counts and discrepancies for damaged items, shortages, overages, and items that arrived outside of temperature specifications.
 - d. Verify inventory items and quantities received in the inventory management system.
 - e. Confirm the process to receive pick sheets and packing slips.
 - f. Prepare chain of custody forms, if required.
 6. Ensures completion and copying of packing slips for distribution.
 7. Arranges for additional storage, if necessary, by requesting
 - a. approval from the SPUL to acquire portable storage containers, empty trailers, space in a nearby facility, or tents for a temporary staging area, or
 - b. ORDM order MHE for the off-site location and collaborating with the SPUL and GSU leader to provide vehicles to move inventory to and from portable storage.
 8. Works with the Warehouse Team member vaccine monitor and the SPUL to resolve problems, such as vaccine temperature excursions.
 9. If required, coordinates vaccine sample collection and shipment with the warehouse vaccine monitor.

Distribution

1. Verifies with the SPUL the method of distributing equipment and supplies to responders and follows procedures accordingly.
2. Follows the processes in [Appendix M](#).
3. Coordinates with the GSU dispatcher for shipment deliveries.

End of Shift Duties

1. Briefs incoming shift.
2. Checks out with the resource unit in the planning section.

Recovering and Returning NVS Inventory

1. At the close of the response phase, verifies with the SPUL when to implement the processes to return NVS countermeasures.
2. Directs the warehouse team to designate warehouse locations for collection of returning NVS and State resources.
3. Follows the processes in [Appendix N](#).

Demobilization Duties

1. Follows the demobilization plan.
2. Directs warehouse team members to deactivate warehouse operations and assist with returning the facility to its normal operating condition.
3. Demobilizes warehouse team members.
 - a. Debriefs the staff to acquire information for the after action report.
 - b. Dismisses the staff to check out with the resource unit in the plans section.
4. Identifies issues for the after action report.
5. Participates in the after action review.

NVS Shipment Documentation

The RCDM consults with the NVS MLT, if on site or the NVS DMT at APHIS VS Headquarters before accepting or rejecting a shipment potentially damaged during transit. Receipt document formats vary from one transportation provider to another but fundamentally have the information shown in the figure below.

Sample Bill of Lading

CHARGES (CHECK ONE) PREPAID ☒ COLLECT ☐ OTHER ☐		IF "OTHER" IS CHECKED SHOW NAME & ADDRESS OF PARTY TO BE BILLED IN BILL TO AREA BELOW.		COMMERCIAL BILL OF LADING* ORIGINAL-NON NEGOTIABLE		B/L No. S_ Y10VS0047																																																			
Date (month, day, year) 04/29/2010		CARRIER NAME FEDEX		SCAC NO. FEDEX		FREIGHT BILL PRO. NUMBER																																																			
FROM	SHIPPER SM INC			CONSIGNEE JCC, INC																																																					
	NAME SHANDRA MICHAELS		PHONE NUMBER 800.222.3333	NAME JONTHAN C. COALTRAIN TEL: 877.673.9991																																																					
	ADDRESS 98765 ROUND-ABOUT DR			ADDRESS 1504 EAST THAMES DR																																																					
	CITY MEXICO	STATE KS	ZIP 65265	CITY MILLER																																																					
				STATE SC	ZIP 29701																																																				
TO	BILL TO OTHER THAN SHIPPER OR CONSIGNEE			SPECIAL SERVICES REQUESTED/REMARKS RECEIVING HRS 7:00 A.M. - 3:00 P.M. CALL FOR DIRECTIONS IF NEEDED.																																																					
	NAME PETE R COLTER			BUREAU CODE																																																					
	ADDRESS 44001 MAGNOLIA DR			ACCOUNTING CLASSIFICATION																																																					
	CITY MADISON			N/A																																																					
	STATE OH			ZIP 51004																																																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Number Ship Units</th> <th>Kind of packaging, description of articles special marks and exceptions.</th> <th>NMFC Item Number</th> <th>Tariff Authority</th> <th>Weight (sub. to corr.)</th> <th>Rate</th> <th>Charges Carrier use only</th> </tr> </thead> <tbody> <tr> <td>48 PALLETS</td> <td>MISCELLANEOUS PERSONAL PROTECTION EQUIPMENT</td> <td></td> <td>1573-B</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>PALLETS SIZE: 48 X 40 X 52</td> <td></td> <td></td> <td>8,630</td> <td></td> <td></td> </tr> <tr> <td>1 PALLET</td> <td>PORTABLE OCTAGON COOLER</td> <td></td> <td></td> <td>170</td> <td></td> <td></td> </tr> <tr> <td></td> <td>PALLET SIZE: 48 X 40 X 48</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="4"> TRUCK SEAL # <u>16358377</u> TRAILER # <u>449303</u> </td> <td colspan="4"> PRO# 254511591 Stopped to Baton Rouge LA </td> </tr> <tr> <td colspan="4" style="text-align: center;"> U.S. GOVERNMENT SHIPMENT </td> <td>8,800</td> <td>TOTAL</td> <td></td> </tr> </tbody> </table>								Number Ship Units	Kind of packaging, description of articles special marks and exceptions.	NMFC Item Number	Tariff Authority	Weight (sub. to corr.)	Rate	Charges Carrier use only	48 PALLETS	MISCELLANEOUS PERSONAL PROTECTION EQUIPMENT		1573-B					PALLETS SIZE: 48 X 40 X 52			8,630			1 PALLET	PORTABLE OCTAGON COOLER			170				PALLET SIZE: 48 X 40 X 48						TRUCK SEAL # <u>16358377</u> TRAILER # <u>449303</u>				PRO# 254511591 Stopped to Baton Rouge LA				U.S. GOVERNMENT SHIPMENT				8,800	TOTAL	
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(SEE REVERSE) subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described ABOVE, in apparent good order, except as noted (contents and condition of contents of packages unknown), packed, consigned, and deemed as indicated ABOVE, which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract agreed to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Freight Bill of Lading set forth (1) in Uniform Freight Classification in effect on the date hereof, if this is a rail or rail-carrier shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading, including those on the back thereof, as set forth in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.																																																									
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COPY OF THIS FORM MUST ACCOMPANY BILL																																																									
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This form was electronically produced by Ellis Federal Forms, Inc.																																																									

Distribution Log

Order Number	Destination	QC Initials	Pickup Date	Pickup Time	# of Containers Loaded	Seal Number(s)	Driver Name	Driver Signature	RCDM Initials

The RCDM develops and maintains this log to track the distribution details of each order.

The RCDM enters the quality control (QC) representative initials. Upon pickup, the driver and RCDM verify the information by initialing in the appropriate block.

Chain of Custody

Item	Description of Item	Lot or Serial Number	Unit of Issue	Quantity
1				
2				
3				
4				

Printed Name/Initials	Responder Position/Premises	Responder Cell Phone or Agency Name/Office Phone	Date	Condition (operational, non-operational)	Decontaminated (Y, N, NA)
Issued by:					
Received by:					
Transferred to:					
Transferred to:					
Returned by:					

This chain of custody form tracks returnable items issued to field responders. One copy of this form is retained by the ordering manager and the other copy is kept current and maintained with the returnable item. The responder submits the form with the item when it is returned. Use the back of this form to provide details, if necessary, about item condition.

Appendix I. Warehouse Team Leader and Team Member Responsibilities

Areas Assigned to: Warehouse

Unit Assigned to: Supply unit in the logistics section

Reports to: RCDM

Supervises: This is not a supervisory position.

Minimum Qualifications: Understands the ICS, has facility or shipping/receiving experience, and has the physical ability to work in a warehouse, including lifting heavy items.

Job Description: Works as a team to receive, store, pick, and stage warehouse inventory; pack, secure, and label pallets/containers for delivery; and prepare outgoing resources for distribution.

References: [Appendix D](#). State NVS Warehouse / Facility Information
[Appendix K](#). Receiving and Storing Process
[Appendix L](#). Picking and Staging Process
[Appendix M](#). Distribution Process
[Appendix N](#). Recovering and Returning NVS Countermeasures Process
[Appendix O](#). Warehouse Communications
[Appendix P](#). Warehouse Safety and Security Plan and Checklist

General Responsibilities

1. Follows warehouse communications, safety, and security plans.
2. Performs specific warehouse duties assigned by the RCDM.
 - a. The warehouse team lead will assign a team member to oversee QC actions for the team if the RCDM has not identified one or more individuals to perform the QC responsibilities.
 - b. The warehouse team lead in coordination with the RCDM will assign one or more team members to serve as vaccine monitors.
 - c. Warehouse team members will assist the vaccine monitor inventory and store temperature-sensitive items, such as animal vaccines as a top priority.
 - d. Warehouse team members will assist the medically qualified person move and store human antiviral medication, as required.
3. Follows the instructions for receiving, storing, picking, staging, distributing, recovering, and returning in [Appendixes K–N](#).
4. Destroys or discards items as directed by the RCDM.

Specific Actions

Preparing for Warehouse Activities

1. Prepares the warehouse as directed by the RCDM.
2. Follows the process to inventory and maintain accountability of the containers inventoried, for example,
 - a. leaving the lids off the top of tri-walls that have been inventoried or
 - b. marking containers or equipment with surveyor's tape, ribbon, or another identifying mark or device that indicates inventory is complete.

Beginning of Shift Duties

1. Checks in with the resource unit of the planning section.
2. Receives a briefing from the RCDM and the previous shift warehouse team and reviews job responsibilities.
3. Reviews [Appendix D](#) for any updates or modifications.
4. Follows [Appendix O](#).
5. Follows [Appendix P](#).
6. The warehouse team lead may choose to initiate and maintain an Activity Log of events, key decisions, and issues.

Receiving and Storing

1. Prepares the floor area for receipts (floor chalked, taped, or otherwise configured for placement of modules and other countermeasures).
2. Prepares the outside storage area for equipment that can be stored outside the building and under shelter (such as large animal-handling equipment and poultry depopulation foaming units).
3. Uses MHE (such as a forklift or pallet jack) to move incoming containers from the truck to the receiving area or large animal-handling equipment and poultry depopulation foaming units to the outside storage area.
4. Receives and stores items in accordance with [Appendix K](#). Note: if a driver, returning items from a response site, does not have a list of the returned supplies and equipment, a warehouse team will make a list of the items, quantity, condition, and the warehouse storage location and provide it to the RCDM. The ORDM will update the IMS to reflect the receipt of the item into the storage location.

Picking and Staging

1. Receives pick sheets and packing slips from the RCDM.
2. Picks, conduct quality control, and stages items in accordance with [Appendix L](#).

Preparing Outgoing Orders for Distribution

1. Prepares outgoing orders for distribution in accordance with the method identified by the RCDM: delivery to the field or pickup by responders at the warehouse.
2. Follows the processes in [Appendix M](#).

End of Shift Duties

1. Briefs the incoming shift.
2. Shares activity log and/or key decisions and lessons learned with the RCDM.
3. Checks out with the RCDM and resource unit in the planning section.

Recovering and Returning Inventory

1. Follows the processes in [Appendix N](#).

Demobilization Duties

1. Follows the demobilization plan.
2. Assists with the return of the facility to normal operating condition.
3. Participates in the debrief.
4. Provides the RCDM with issues for the after action report.

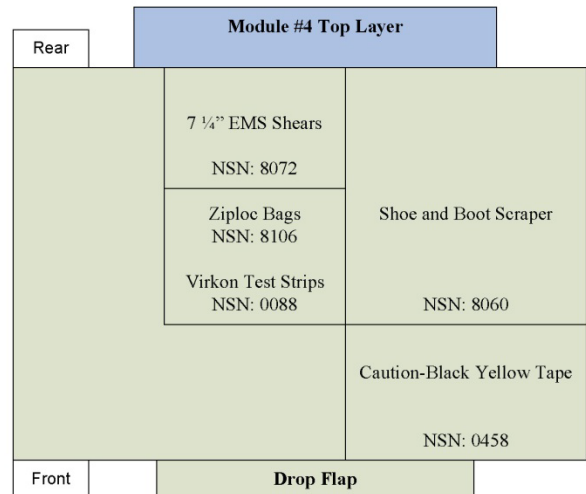
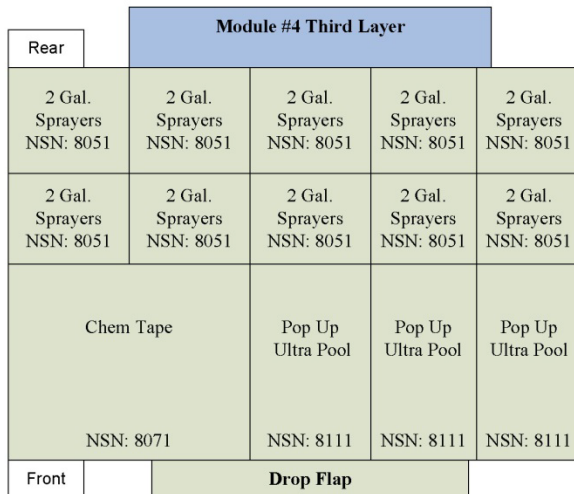
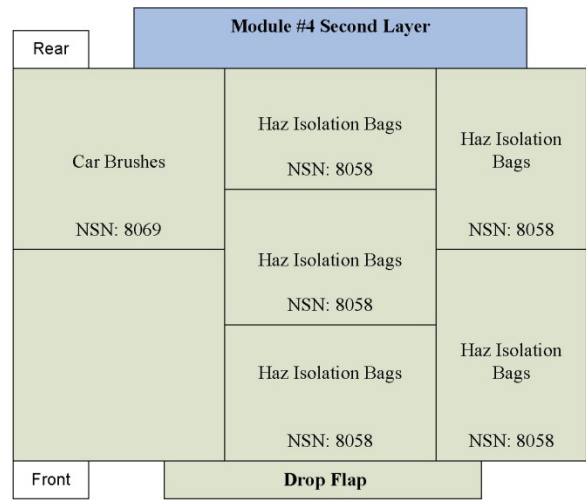
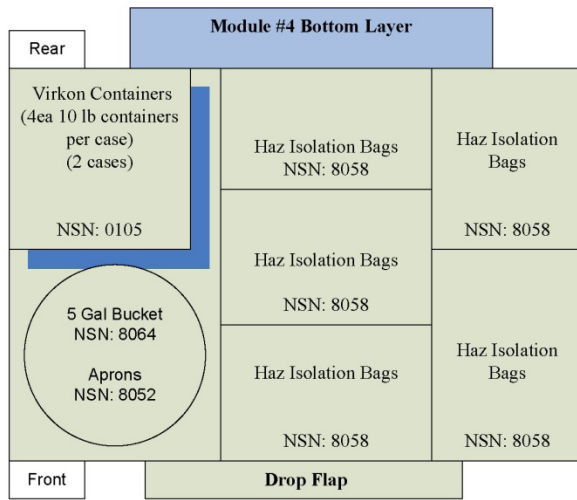
Example of NVS Packing Slip Attached to Each Module

Each tri-wall will have three copies of the NVS Packing Slip, which indicates what items, and how many, are stored within the tri-wall. The NVS Packing Slip is completed after inventorying and provided to the RCDM who provides to the ORDM as part of the receiving process.

The warehouse team should mark the quantity received, the module storage location, and any discrepancies on each of the NVS Packing Slips.

Index	Item description	Stock number	Return item (Y/N)	Unit of issue (UI)	Value per UI	Total items per tri-wall	Quantity received	Warehouse location	Discrepancy/ comment
4-01	APRONS, DISPOSABLE (Inside Bucket)	Z888-00-000-8052	N	PK	\$8.31	5			
4-02	BAGS, ISOLATION, HAZ, 50-55 GAL	Z888-00-000-8058	N	BX	\$13.37	10			
4-03	BAGS, ZIPLOC (10/BX)	Z888-00-000-8106	N	BX	\$2.40	1			
4-04	BRUSH, LONG-HANDLE, CAR (4/BX)	Z888-00-000-8069	N	BX	\$22.18	1			
4-05	BUCKET W/COVER, 5 GAL	Z888-00-000-8064	N	EA	\$6.29	1			
4-06	POOL, POP UP, ULTRA	Z888-00-000-8111	N	EA	\$124.00	3			
4-07	SCRAPER, SHOE AND BOOT (4/BX)	Z888-00-000-8060	N	BX	\$47.16	1			
4-08	SHEARS, EMS, 7 1/4" (3/BX)	Z888-00-000-8072	N	BX	\$7.17	1			
4-09	SPRAYERS, 2 GAL	Z888-00-000-8051	N	EA	\$19.44	10			
4-10	TAPE, CHEM (12/BX)	Z888-00-000-8071	N	BX	\$260.28	1			
4-11	TAPE, YELLOW, CAUTION-BLACK (15/BX)	Z888-00-000-0458	N	BX	\$47.25	1			
4-12	TEST STRIPS, VIRKON S (1/BX)	Z888-00-000-0088	N	BX	\$4.50	1			
4-13	VIRKON, 10 LB, CONTAINERS (4/CS)	Z888-00-000-0105	N	CS	\$280.00	2			
4-14	BOTTOM, TRI-WALL	Z888-00-000-9103	Y	EA	\$49.00	1			
4-15	SLEEVE, TRI-WALL, 43"	Z888-00-000-9107	Y	EA	\$31.50	1			
4-16	TOP, TRI-WALL	Z888-00-000-9105	Y	EA	\$32.90	1			

Example of Packing Diagram on the Drop Flap of Each Module



Specific Actions to Manage Temperature-Sensitive Items

If animal vaccines will be received, the RCDM assigns a member of the warehouse team to lead and oversee the processes for vaccine monitoring. Vaccines must be properly received, stored, and handled to sustain potency and protection. Each vaccine container includes handling instructions on the product label and package insert. The RCDM will provide additional guidance according to the needs of the specific incident.

Note: The password-protected portion of the NVS website <http://www.aphis.usda.gov/nvs> features questions and answers on the vaccines shipped by the NVS. In addition to the processes listed here, the Centers for Disease Control and Prevention has valuable information on its vaccine and immunizations website (www.cdc.gov/vaccines/recs/storage/default.htm), including recommendations and guidelines for vaccine storage and handling. The website includes helpful resources, checklists, and tools for proper vaccine storage and handling.

Note: Refrigerators are available in many different sizes and types. A biologic-grade (“medical”; “purpose-built”; “vaccine”; “blood-bank”; “laboratory”) refrigerator is considered the best, most secure option for vaccine storage. A commercial refrigerator may suffice for small quantities of vaccine. If large quantities are anticipated, consider a refrigerated truck. Frost-free refrigerators, such as household or dormitory-style refrigerators, are not recommended.

The warehouse team member assigned to monitor vaccines does the following:

1. Collaborates with the RCDM to ensure capabilities (refrigerators, electricity, thermometers, temperature indicator devices, insulated shipping containers, cold packs, etc.) are sufficient to maintain the cold chain.
 - a. Refrigeration units are placed in well-ventilated room with space around the sides and top and at least 4 inches between the unit and a wall. Nothing blocks the cover of the motor compartment, the unit is level and stands firmly, and there is at least 1 to 2 inches between the bottom of the unit and the floor.
 - b. The refrigerator has its own exterior door that seals tightly and properly and has thermostat controls.
 - c. Thermometers are used for refrigeration units and for distribution.
2. Collaborates with the RCDM to designate and mark a secure area for vaccine storage. Posts refrigeration warning signs, locks, restricted access signs, etc., as needed.
3. Ensures storage refrigerators are pre-chilled to the proper holding temperature well in advance.
4. Ensures proper storage temperatures as described on the manufacturer’s label. Most recommend temperatures between 2°C and 8°C (35°F and 46°F), with a desired average temperature of 5°C (40°F).
5. Processes the receiving of vaccines first and as a top priority. Ensures the temperatures upon receipt comply with cold chain requirements.
6. Immediately moves products to a secure storage at proper temperatures.

7. Sets up refrigerator storage as follows:
 - a. Groups vaccines by type.
 - b. Keeps vaccines in their original boxes, if possible.
 - c. Rotates stock so that vaccine closest to its expiration date is stored at the front of the shelf and used first.
 - d. Monitors expiration dates and contacts the RCDM if a vaccine expiration date is exceeded.
 - e. Stores only vaccine and other biological products (no food or drinks).
 - f. Does not store vaccine in refrigerator doors or on refrigerator floors.
 - g. Verifies the contingent storage plan with the RCDM in the event of equipment or power failure.
8. Ensures that diluents, if required, are received and stored properly:
 - a. Diluents may be shipped with the vaccine.
 - b. Diluents should be stored according to the guidelines in the manufacturer's product information.
 - c. When feasible, diluents that require refrigeration should be stored with their corresponding vaccines.
9. Uses supplies—thermometers, Temperature Monitoring Log, etc.—to monitor the temperature of vaccines at the frequency designated by the RCDM, and records the storage temperature on the Temperature Monitoring Log. (Monitoring the temperatures at least once per operational period is recommended.) If problems with refrigeration occur, records the problems, actions taken, and results on the Temperature Monitoring Log and notifies the RCDM.
10. Takes immediate action if the recorded temperature is outside of the acceptable range (temperature excursion) by storing the vaccine under proper conditions as quickly as possible, temporarily marking affected vaccine “do not use” and notifying the RCDM. Completes the Temperature Excursion Action Sheet and provides it to the RCDM for action.
11. Collects and packages vaccine samples for shipment in accordance with the RCDM's guidance. Collection and shipment instructions will be provided by the APHIS VS CVB, 1920 Dayton Avenue, P.O. Box 844, Ames, IA 50010, phone 515-337-6100, fax 515-337-6120, e-mail cvb@aphis.usda.gov, during normal business hours.
12. Verifies procedures with the RCDM for proper disposition of expired vaccine or vaccine with temperature excursions.

If human antiviral medication is received, the medically qualified person does the following:

1. Collaborates with the RCDM to ensure capabilities are sufficient to manage human antiviral medications and that State pharmacy and medical requirements have been met to receive, store, prescribe, and dispense antiviral medications to agriculture responders.

2. Collaborates with the RCDM to designate and mark a secure area for antiviral storage and management. Posts locks, restricted access signs, etc., as needed.
3. Verifies the contingent storage plan with the RCDM in the event of equipment or power failure.
4. Verifies additional procedures with the RCDM related to the receipt, transfer, handling, and distributing of human medications.
5. Ensures that climate-controlled storage areas reach the proper holding temperature well in advance of receiving the medication.
6. Ensures proper storage temperatures as described on the manufacturer's label. Most recommend storing at 25°C (77°F). Excursions are permitted to 15°C to 30°C (59°F to 86°F).
7. Accepts control of the human antiviral medication from the RCDM immediately upon arrival at the warehouse.
8. Coordinates with the WH team to immediately move the product to the pre-assigned storage at proper temperature.
9. If problems with storage occur, notifies the RCDM.
10. Assists the medically qualified person, as needed.

Temperature Monitoring Log

Refrigeration/storage unit # or location: _____

This unit should be maintained in the following temperature range at all times: _____

Alert the RCDM *immediately* if the temperature is outside the acceptable range.

Temperatures should be monitored at the following interval (*ex: once per operational period*):

List all products in this unit: _____

Note: Notify the RCDM and complete the Temperature Excursion Action Sheet for vaccine detected with temperature excursions.

	DATE	TIME	TEMP (°C or °F)	PERSON'S NAME MONITORING	NOTES/ACTIONS
EX:	4/08/13	8:45 a.m.	12 °F	Brown, J.	Temp excursion. Moved vaccine to refrigerator # 3, notified RCDM, and completed the Temperature Excursion Action Sheet.
1.					
2.					
3.					
4.					

Temperature Excursion Action Sheet

Follow these procedures when vaccine, which is received at the warehouse in shipping containers or placed in storage, is detected with temperature excursions, either ABOVE OR BELOW the acceptable temperature range.

For vaccine with temperature excursions, the vaccine monitor does the following:

1. Immediately move and store the vaccine in an isolated area of a refrigerator/storage room confirmed at the acceptable temperature (2°C and 8°C [35°F and 46°F]).
2. Clearly mark the affected vaccine with “DO NOT USE” labels. (Do NOT discard the affected vaccine.)
3. Complete the requested information below.
4. Immediately submit this form and the respective Temperature Monitoring Log to APHIS VS Center for Veterinary Biologics by e-mail cvb@aphis.usda.gov or fax 515- 337-6120 with a copy to NVS Deployment Management Team (DMT) by e-mail nvs@aphis.usda.gov.
5. Collect applicable shipping documents and temperature monitoring devices from the shipping container for analysis, and provide these to the NVS Mobile Logistics Team, if on site. If not on site, consult with the DMT by e-mail nvs@aphis.usda.gov.

Record the following information:

1. Date: _____ Time/Time zone: _____
2. Name and telephone number of person completing the temperature excursion form:

3. Temperature of refrigerator/container/storage area at time of excursion: _____
4. Estimated amount of time temperature was outside acceptable range: _____
5. If excursion was detected upon receipt, record the commercial carrier and shipping information: _____
6. Complete the table below for affected vaccines, using a separate line for each lot/serial number (use additional sheets if necessary).

Vaccine, Manufacturer, and Lot/Serial #	# Containers (bottles, boxes, cartons, pallets, etc.)	Actions Taken

AFFECTED BY POSSIBLE
TEMPERATURE EXCURSION

DO NOT USE

Date: _____

Contact: _____

AFFECTED BY POSSIBLE
TEMPERATURE EXCURSION

DO NOT USE

Date: _____

Contact: _____

AFFECTED BY POSSIBLE
TEMPERATURE EXCURSION

DO NOT USE

Date: _____

Contact: _____

WARNING

**Do not unplug the refrigerator/
freezer or break circuit.**

Expensive vaccine in storage.



In event of electrical problem, immediately contact:

WARNING

**Do not unplug the refrigerator/
freezer or break circuit.**

Expensive vaccine in storage.



In event of electrical problem, immediately contact:

WARNING

**Do not unplug the refrigerator/
freezer or break circuit.**

Expensive vaccine in storage.



In event of electrical problem, immediately contact:

Appendix J. NVS Mobile Logistics Team (MLT) Responsibilities

Areas Assigned to: The NVS MLT, if deployed, will most likely report to the State NVS warehouse, but other assignments may be possible to meet the needs of the SPRS Director and Incident Command.

Unit Assigned to: Typically assigned to the supply unit

Reports to: SPRS Director; coordinates with the SPUL

Supervises: This is a technical specialist position and is not supervisory.

Minimum Qualifications: Understands ICS and NVS countermeasures and is experienced with resource acquisitions, inventory management, warehouse operations, and 3D response support services.

Job Description: Provides technical information on NVS countermeasures and capabilities to the warehouse staff, other members of the incident command post, and external response organizations. Provides technical assistance on logistics activities. Provides technical assistance with 3D response support services.

General Responsibilities

1. Assists the SPUL and/or coordinates the 3D response support services in the Operations Section.
2. Explains NVS countermeasures and the shipment contents.
3. Identifies where to find specific countermeasures in the NVS shipment.
4. Coordinates inbound NVS shipments with the NVS DMT at APHIS VS Headquarters if required.
5. Provides general and NVS-specific logistics technical assistance to Incident Command. Educates and informs Incident Command on the NVS program and its capabilities.
6. In coordination with the NVS DMT, assists the ORDM and the finance/administration section with identifying NVS contracts it may use to acquire more countermeasures.
7. Coordinates with the NVS DMT to arrange the return shipment of unused and returnable NVS countermeasures.
8. Coordinates with the Operations Section and the NVS DMT on the management of 3D response support services.

Specific Actions

Operates in accordance with the NVS MLT standard operating procedures.

Beginning of Shift Duties

1. Checks in with resource unit of the planning section and the SPUL or Operations Section response personnel.

End of Shift Duties

1. Briefs the incoming NVS MLT, if on site.
2. Checks out with SPUL or Operations Section response personnel and resource unit of the planning section.

Recovering and Returning Inventory

1. Collaborates with the RCDM to examine NVS countermeasures to determine those that can be reused and those that should be discarded.
2. Assists with return shipments to the SPRS logistics centers.

Demobilization Duties

1. Follows the demobilization plan.
2. Identifies issues for the after action report.
3. Participates in the after action review as directed.

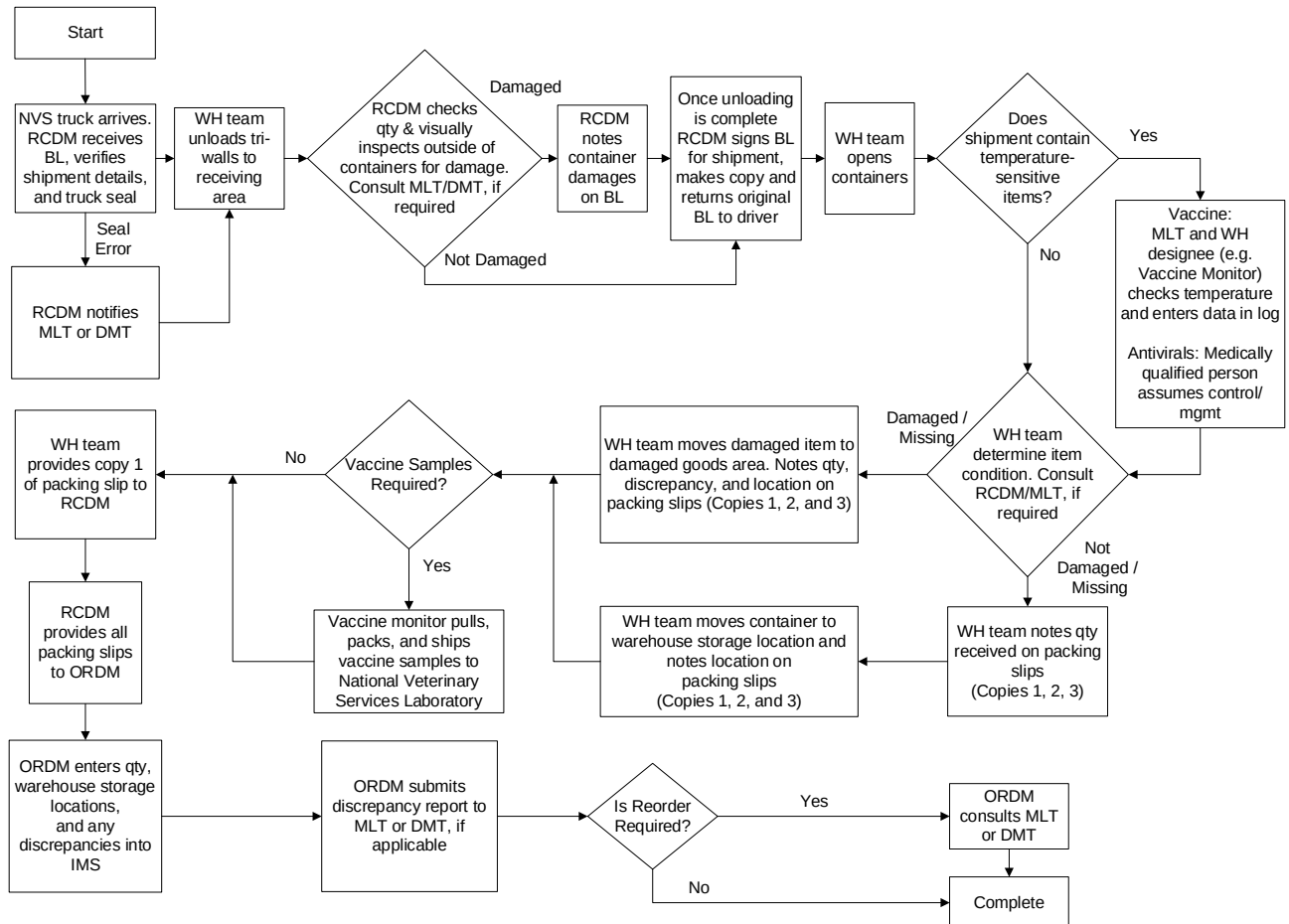
Appendix K. Receiving and Storing Process

The receiving and storing process involves receipt, inspection, inventory, and storage of NVS countermeasures and other resources. The process for receiving items from the NVS, other vendors, or returns from a response site is very similar but the shipment documentation may be different; i.e., government or commercial BL or a piece of paper listing the shipment contents.

1. The truck containing countermeasures arrives at the warehouse location.
2. The RCDM inspects the truck manifest/BL and ensures the truck has arrived at the correct location. For items being returned from a response site, if the driver does not have a list of the items being returned, a warehouse team will make a list of the items, quantity, condition, and the warehouse storage location, and provide it to the RCDM. The ORDM will update the IMS to reflect the receipt of the item into the storage location.
3. For NVS or other vendor trucks arriving with a seal: The RCDM verifies the truck seal has not been broken and the number matches the number on the BL. Notifies the MLT, if on site, or the DMT if the seal has been removed or does not match the number on the BL.
4. The warehouse team offloads the containers, focusing on the temperature-sensitive containers first, if possible.
5. The RCDM verifies the quantity and inspects the outside container condition for damage.
6. If any containers are missing or damaged, the RCDM consults the NVS MLT, if on site, or the DMT and notes any discrepancies or container damage on the BL.
7. The RCDM signs the BL and notifies the SPUL and NVS MLT, if on site, that the NVS shipment arrived. The SPUL or the NVS MLT further notifies the NVS DMT. If the shipment contains human antiviral medication, a medically qualified person must assume control and manage antiviral medication until dispensed.
8. The warehouse team opens shipment containers, focusing on the temperature-sensitive containers first, if possible.
9. If the shipment contains temperature-sensitive items, i.e. vaccine, the vaccine monitor or medically qualified person does the following:
 - a. Immediately verifies the temperature of vaccine in the temperature-sensitive container. If on site, the NVS MLT also reviews an NVS temperature-monitoring device to verify product temperatures while in transit.
 - b. Consults the NVS MLT, NVS DMT, or RCDM if items are out of temperature tolerance or the product condition is unknown.
 - c. Enters temperature and product data, including lot number and serial number, if available, in the Temperature Monitoring Log.
 - d. In coordination with the WH team, immediately moves temperature-sensitive items to storage to maintain proper temperatures:
 - i. Vaccines to cold storage

- ii. Antiviral medications to temperature-controlled storage.
10. If required, the vaccine monitor will pull and package vaccine samples for shipment as directed by the RCDM and in accordance with instructions from APHIS VS CVB.
 11. The warehouse team does the following:
 - a. Opens containers and verifies that the item condition and quantities match the packing slip.
 - b. Consults the RCDM or NVS MLT if the warehouse team is not sure whether items are damaged. The RCDM, NVS MLT, or NVS DMT determines whether NVS countermeasures are damaged.
 - c. Moves containers or items to a warehouse location or to the hold area if damaged.
 - d. Notes the quantity, storage location, and any discrepancies on packing slip copies 1, 2, and 3 and provides packing slip copy 1 to the RCDM.
 12. The RCDM provides copy 1 of all packing slips to the ORDM.
 13. The ORDM enters the quantity, warehouse storage location, and any discrepancies into the inventory management system.
 14. The ORDM submits a discrepancy report to the NVS MLT, if on site, or the DMT.
 15. The ORDM consults the NVS MLT, if on site, or the DMT if a reorder is required.

Receiving and Storing Flowchart



Note:

1. If order contains human antiviral medications, medically qualified personnel must maintain control and management of the products until dispensed.
2. Abbreviations: bill of lading (BL), deployment management team (DMT), inventory management system (IMS), management (mgmt.), mobile logistics team (MLT), ordering manager (ORDM), quantity (qty), receiving and distribution manager (RCDM), and warehouse (WH).
3. Items being returned from a response site will follow the same receipt process.

Appendix L. Picking and Staging Process

The picking and staging process involves filling responder orders. The ORDM creates a pick sheet and two packing slips for each order request. The pick sheet identifies the warehouse storage location, item description, stock number, pick quantity, issue unit of measure, and packaging. One of the packing slips is placed on the outgoing order and the other copy is placed in the RCDM's Outgoing Order folder until it is given to the driver upon pickup.

The warehouse team picks items from on-hand inventory, ensures a QC check is performed, packs and secures items for shipment, and stages the order for pickup or delivery to the responders.

Picking

1. The SPUL receives an order through Incident Command.
2. The SPUL provides the order information to the ORDM.
3. The ORDM enters the order information into the IMS.
4. The ORDM identifies where to pull the item (oldest inventory first) and creates a pick sheet and two packing slips.
5. The ORDM provides the pick sheet and two packing slips to the RCDM.
6. The RCDM enters the order number and destination in the Distribution Log and places one copy of the packing slip in the RCDM's Outgoing Orders folder.
7. The RCDM provides the pick sheet and one copy of the packing slip to a warehouse team leader.
8. If the order contains temperature-sensitive items, the RCDM reminds the warehouse team *not* to pick those items until the shipment is ready to load or as directed by the RCDM.
9. The warehouse team picks non-temperature-sensitive items.
10. The warehouse team notes the quantity picked and signs and dates the pick sheet.
11. If there are discrepancies (missing or damage items), the
 - a. warehouse team notes discrepancies on the pick sheet and consults the warehouse team leader;
 - b. warehouse team leader informs and consults with the RCDM on any discrepancies;
 - c. warehouse team moves damaged items to the damaged goods area and notes the damaged item warehouse storage location on the pick sheet;
 - d. RCDM resolves discrepancies with the ORDM;
 - e. ODRM determines whether additional stock is on hand;
 - f. ORDM provides the RCDM a supplemental pick sheet with the new warehouse pick locations (if applicable); and

- g. RCDM provides a supplemental pick sheet to the warehouse team leader, who directs the warehouse team to pick the items.
12. If items are on back order, the
- a. ORDM informs the SPUL and RCDM and provides the RCDM two new packing slips if the order changed, for example, the ordered item cannot be filled, and
 - b. RCDM places one copy of the packing slip in the RCDM's outgoing order folder (replacing the old copy) and provides the other copy to the warehouse team leader.
13. The warehouse team moves items to the staging area and turns in the pick sheet and a copy of the packing slip to the warehouse team leader.

Staging

1. The warehouse team leader provides the packing slip and pick sheet to the warehouse team QC representative. The warehouse team QC representative conducts a quality control check of the order to verify items and quantities agree with the packing slip. The warehouse team QC representative signs the packing slip and initials the pick sheet.
2. The warehouse team builds and secures the pallet, placing heavier items on the bottom and middle to avoid being top-heavy and crushing smaller items and avoiding placing items so they overhang the pallet.
3. The warehouse team affixes a packing slip to each pallet or container using packing slip holders, copying the packing slip if the order has multiple pallets or containers.
4. The warehouse team marks multiple pallets and containers going to the same destination (for example, "1 of 2" and "2 of 2") to ensure all arrive at the correct destination.
5. The warehouse team QC representative provides the completed (signed, initialed, and dated) pick sheet to the RCDM.
6. The RCDM enters the QC representative's initials in the Distribution Log ([Appendix M](#)).
7. The RCDM retains the completed pick sheet in the Outgoing Orders folder, with the driver's copy of the packing slip, until pickup.

Warehouse Pick Sheet Examples

IMS pick sheets may look different, but all should contain similar information. Below is an example of the NVS IMF pick sheet and a manual pick sheet.

The top portion contains the delivery information for that issue order. If the order has vaccine, it will be noted on the NVS IMF pick sheet as seen here.

The bottom portion contains the items associated with that order that need to be picked. That information includes the warehouse location, stock number of the item to be picked, item name/description, and quantity to be picked.

Note that the pick quantity is in unit of issues. In this case, the warehouse team is directed to pick 100 kits from warehouse location A1. There are 25 kits per case, so the warehouse team could pick 4 cases, or 100 kits, without the need to count individual items.

Also, notice the pick sheet is organized by warehouse location. You see that you need to pick two items at warehouse location A1: first aid kits and nitrile gloves.

The notes section can be used to capture a variety of information, such as lot and serial numbers of issued vaccine.

At the bottom of the pick sheet are signature/initial lines that are used to facilitate communication. The pick sheet also has a section that notes the purpose and instructions for the form itself to ensure that the paperwork is properly handled.

Pick Sheet 4

Issue Date: 4/7/2015 POC Name: John Doe
 Ship To: Response Site A 555-555-5555
 Ship To Address: 13 Turnip Lane
 Rosewood AZ
 GPS Latitude: GPS Longitude:

WH location	Stock Number	Item description	Pick Qty	Issue unit of measure (IUM)	Packaging	Notes
A1						
	Z888-00-000-0400	First Aid Kit, 10-person	4	EA	1 EA per EA	
	Z888-00-000-0225	Gloves, Nitrile, XL (50 PR per BX)	20	BX	5 BX per CS	
A4						
	Z888-00-000-0400	First Aid Kit, 10-person	5	EA	1 EA per EA	
	Z888-00-000-0225	Gloves, Nitrile, XL (50 PR per BX)	25	BX	5 BX per CS	
Cold Storage						
	Z888-00-VAC-CIN1	Vaccine, 100 ml bottles	60	BT	60 BT per CS	

Picked By: _____ Date: _____

Quality Control Checked By: _____

Purpose and Instructions

For the warehouse team to pick orders and for the QC rep to verify the order.

Warehouse Team: Pick items and provide to QC Rep after staged.

QC Rep: Verify staged items match packing slip and initials pick sheet. Provide to RCDM.

RCDM: Turn in to the ORDM after the order departs the warehouse.

ORDM: Mark items as shipped in IMF and retain for recordkeeping

Manual Warehouse Pick Sheet

WAREHOUSE PICK SHEET					
Order Number: _____					
Destination/ Delivery Point: _____ Point of Contact: _____					
Drop Site: _____ Direct pick up by: _____					
Warehouse Location	Item #	Description	Qty	Unit of Issue	Notes
Picked by: _____ Date: _____					
Quality Control Check: _____					

Packing Slip Examples

An example of the NVS IMF packing slip and a manual packing slip are shown below. An IMS packing slip may look different, but all packing slips should contain this type of information. The packing slip serves as the driver's manifest document and contains the complete response site delivery location information; including global positioning system coordinates, if known and loaded into the NVS IMF.

For the example below, the top portion contains the delivery information for that issue order. If the order has vaccine, it will be noted on the NVS IMF pick sheet as shown in the example.

The bottom portion contains the items associated with that order that were picked. That information includes the stock number of the item to be picked, item name/description, and quantity picked. Notice that the difference between the pick sheet and packing slip is that the packing slip does not have warehouse locations and it adds up the total quantity for each item in the response site order. This makes it easier for the warehouse team quality control representative to determine how many of each item should be staged for the distribution.

At the bottom of the pick sheet are signature/initial lines that are used to facilitate communication. The pick sheet also has a section that notes the purpose and instructions for the form itself to ensure that the paperwork is properly handled.

The packing slips also contain information on backordered items associated with a particular order. These items must be fulfilled at a later time when stock is in the warehouse.

Packing Slip 4

Copy 2

Issue Date: 4/7/2015
 Ship To: Response Site A
 Ship To Address: 13 Turnip Lane
 Rosewood AZ
 GPS Latitude: GPS Longitude:

POC Name: John Doe
 555-555-5555

Stock Number	Item description	Pick Qty	Issue unit of measure (IUM)	Packaging
Z888-00-000-0225	Gloves, Nitrile, XL (50 PR per BX)	45	BX	5 BX per CS
Z888-00-000-0400	First Aid Kit, 10-person	9	EA	1 EA per EA
Z888-00-VAC-CIN1	Vaccine, 100 ml bottles	60	BT	60 BT per CS

Backordered Items			
Stock Number	Item description	Backorder Amount	Issue unit of measure (IUM)
Z888-00-000-0225	Gloves, Nitrile, XL (50 PR per BX)	45	BX
Z888-00-000-0400	First Aid Kit, 10-person	1	EA
Z888-00-000-8051	Sprayers, 2 gal	2	EA

Quality Control Checked By: _____

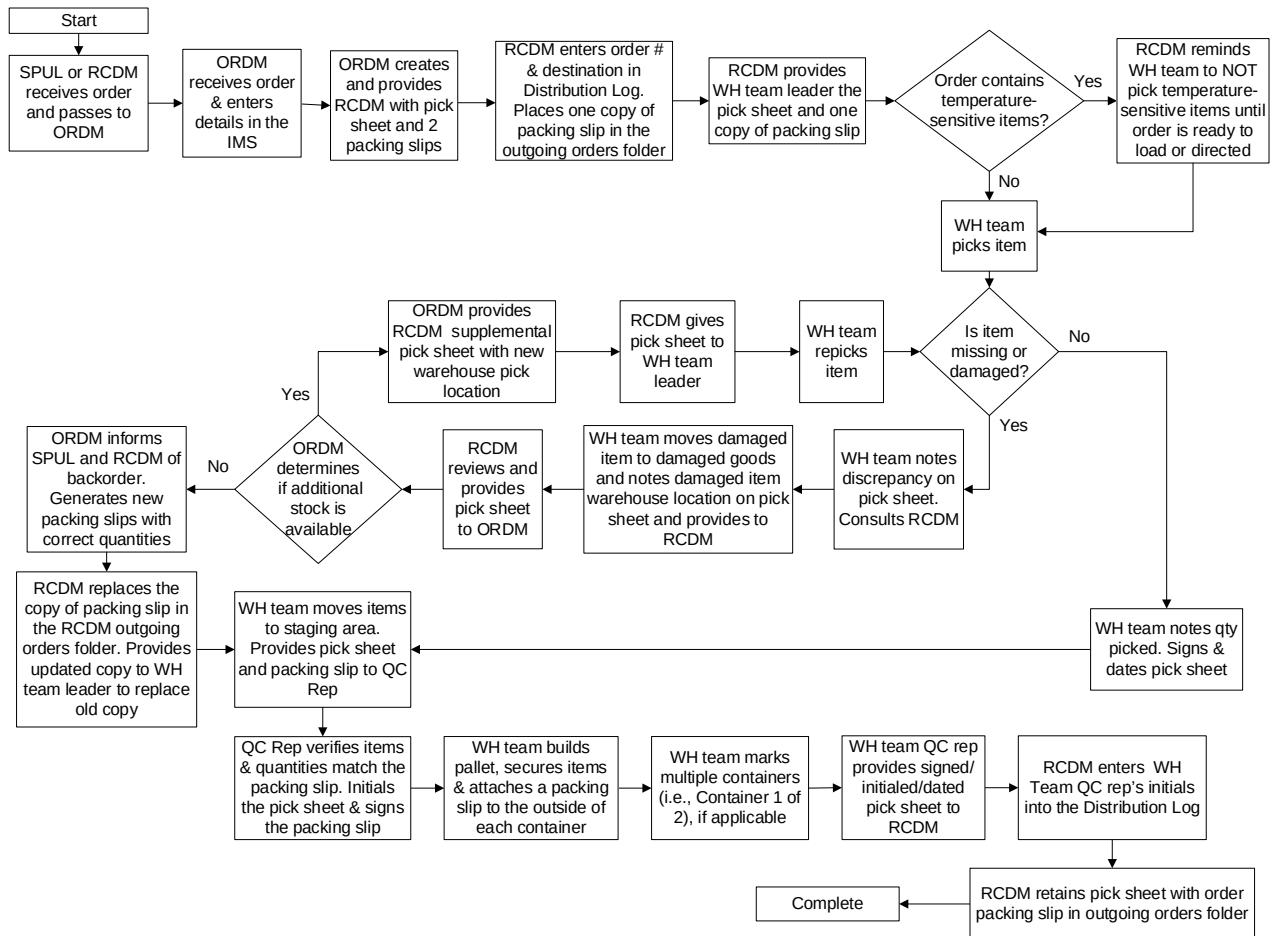
Purpose and Instructions

For the QC rep to verify the order and warehouse team to affix to staged order.
 RCDM: Provide to Warehouse Team.
 Warehouse Team: Keep with Pick Sheet. Provide to QC rep after order staged.
 QC Rep: Verify packing slip matches staged items and signs packing slip.
 Warehouse Team: Affix to staged order.

Manual Warehouse Packing Slip

Packing Slip			
Order # _____			
Issue Order Date: _____		POC Name: _____	
Ship to: _____		POC Number: _____	
GPS Lat./Long: _____			
Stock Number	Item Description	Quantity	Issue Unit of Measure (IUM)
Backordered Items			
Quality Control Checked By: _____			

Picking and Staging Flowchart



Note:

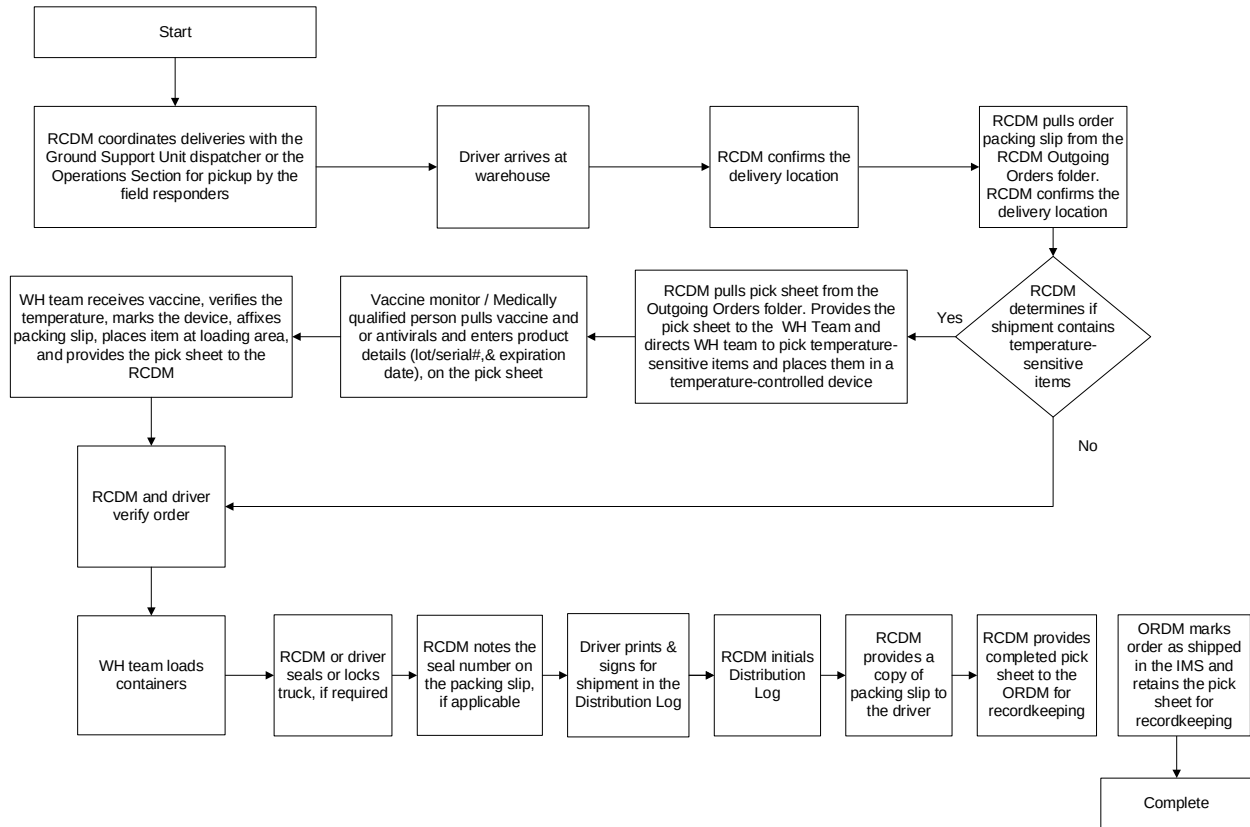
1. If order contains human antiviral medications, medically qualified personnel must maintain control and management of the products until dispensed.
2. Abbreviations: inventory management system (IMS), ordering manager (ORDM), quality control (QC), receiving and distribution manager (RCDM), supply unit leader (SPUL), and warehouse (WH).

Appendix M. Distribution Process

Distribution is the process of handing out or delivering things to a person. This appendix describes both delivery and pick up at the warehouse.

1. The RCDM coordinates deliveries with the GSU dispatcher. Alternatively, the RCDM can coordinate with the operations section for responder pickup at the warehouse.
2. The GSU driver or responder arrives at the warehouse to pick up the order.
3. The RCDM confirms the delivery location with the driver and pulls the packing slip from the RCDM outgoing order folder.
4. If the order contains temperature-sensitive items, the RCDM directs the warehouse team to pick the items at that time and place them in a temperature-controlled device for transport. Vaccine is not placed in the staging area. It is picked immediately before distribution of the shipment. Human antiviral medications must remain under the control of a medically qualified person until dispensed.
5. The warehouse team picks the vaccine and places it in a temperature-controlled device, and
 1. includes a thermometer or other visible means of monitoring temperatures during transit to ensure temperatures do not exceed minimum or maximum temperature range;
 2. uses cold packs and insulated shipping containers, pre-chilled small refrigeration units, or other methods to maintain proper temperatures;
 3. if using VaxiCool containers, ensure they have fully charged batteries, which will maintain proper refrigeration temperature for up to 2 days (Note VaxiCool and FridgeFreeze containers may not be used on an infected premise);
 4. prevents the exposure of vaccine to heat and moisture; and
 5. marks the device, affixes the packing slip, and moves the items to the loading dock.
6. The RCDM or designee and driver compare the packing slip items and quantities with the staged shipment and validate the order is going to the correct location.
7. The RCDM directs the warehouse team to load pallets or containers.
8. The RCDM or driver locks or seals the truck, if required.
9. The RCDM notes the seal number on the drivers packing slip, if applicable.
10. The driver prints his/her name and signs the Distribution Log acknowledging receipt of shipment. The RCDM initials the Distribution Log.
11. The RCDM provides a copy of the packing slip to the driver.
12. The RCDM provides the completed pick sheet, which contains applicable information (e.g., serial number, lot number, expiration date, etc.), to the ORDM.
13. ORDM marks order as shipped in the IMS and retains the pick sheet for recordkeeping.

Distribution Flowchart



Note:

1. If order contains human antiviral medications, medically qualified personnel must maintain control and management of the products until dispensed.
2. Abbreviations: inventory management system (IMS), ordering manager (ORDM), receiving and distribution manager (RCDM), and warehouse (WH).

Appendix N. Recovering and Returning NVS Countermeasures Process

The SPRS LC codes returnable countermeasures on the NVS Shipment File to help streamline the return process. Returnable countermeasures are those items designated returnable on the NVS Shipment File and any unopened NVS items. The supply unit is responsible for coordinating the recovery of the returnable countermeasures, at response sites, with operations and the return transportation to the SPRS logistics center with the on-site NVS MLT or the NVS DMT. Returnable countermeasures are decontaminated by personnel in the operations section before being returned to the warehouse.

Recovering Process

1. The recovery process can occur during the incident when a response site closes down or when the LSC notifies the SPUL that the warehouse mission is over and directs the SPUL to cease warehouse operations and demobilize the personnel.
2. If items are being returned from a response site that is ceasing operations, they will decontaminate each item, as needed, and return it to the warehouse or arrange pick up of the items.
3. If warehouse operations will cease, the LSC informs the SPUL and the SPUL directs the ORDM and RCDM to implement recovery and return procedures.
4. The SPUL requests the ORDM develop a report detailing issued returnable NVS countermeasures, by issued location, for the SPUL and RCDM.
5. The ORDM provides the required report to the SPUL and RCDM.
6. The SPUL provides the list of NVS returnable countermeasures, by response site locations, to the operations section. (Chain of custody forms may be helpful to track the location of returnable items.)
7. The SPUL requests GSU coordinate with operations to arrange a pick up schedule, pick up NVS countermeasures, and return them to the warehouse.
8. The operations section directs field responders to decontaminate and consolidate all countermeasures for return to the warehouse. It instructs field responders to also return any unopened NVS countermeasures.
9. The GSU drivers pick up and return countermeasures to the warehouse.

Receipt Process

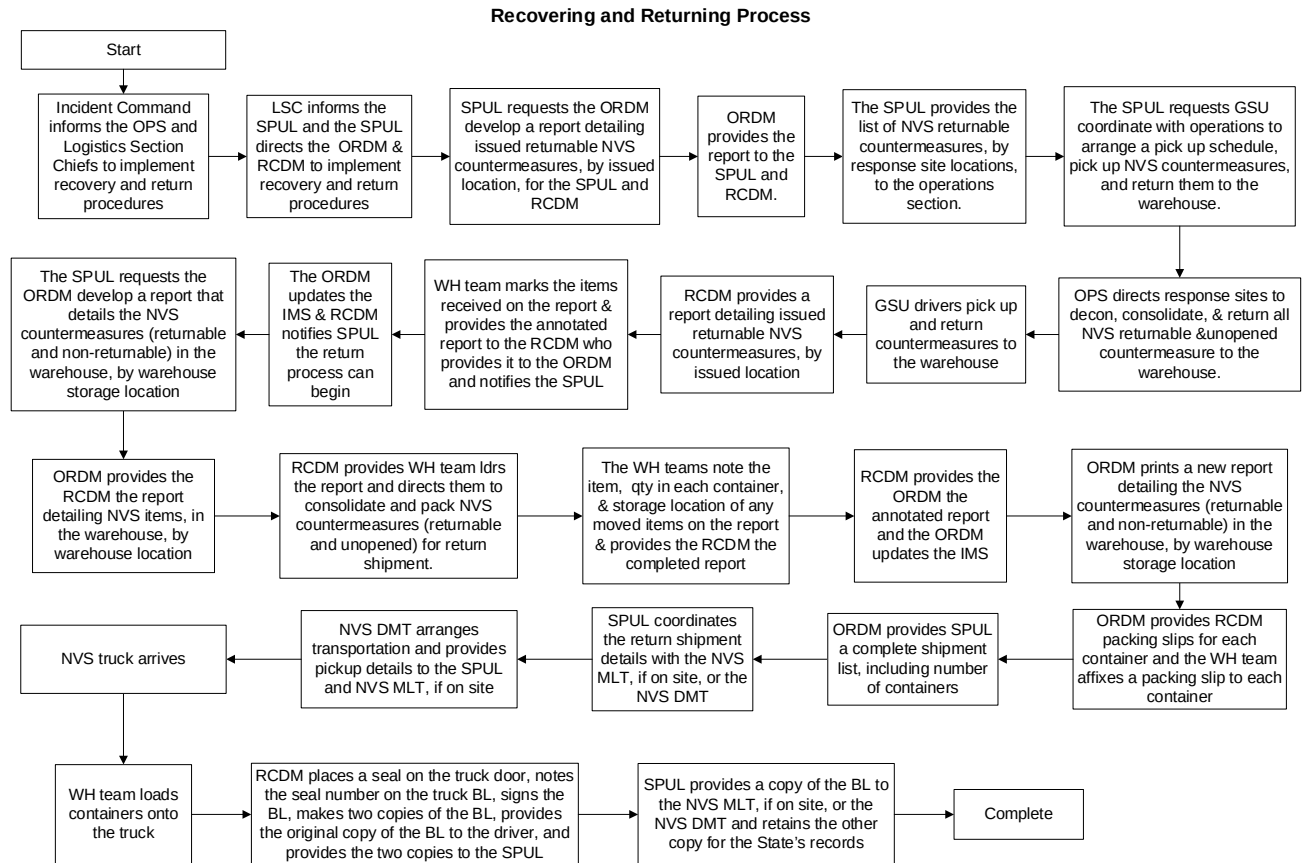
1. All supplies and equipment must be properly decontaminated before being returned/entering the warehouse.
2. The warehouse teams follows the receipt processes in [Appendix K](#).
3. If a driver does not have documentation for the items being returned, the warehouse team will make a list of the items and quantity, inspect the condition, store the items, note the storage location, and provide the documentation to the RCDM.
4. The warehouse team consults with the RCDM if unsure whether the NVS countermeasures are damaged or not sufficiently decontaminated.

5. For items being returned because the warehouse is ceasing operation, the RCDM will provide a report detailing issued returnable NVS countermeasures, by issued location, to the warehouse team. The warehouse team will mark the items received on the report as they are returned. The warehouse team will provide the annotated report to the RCDM who provides it to the ORDM.
6. The ORDM updates the IMS to reflect the received items as part of the receipt process outlined in [Appendix K](#).
7. Once the RCDM has verified that all returnable items were received or accounted for, the SPUL is notified and the return process begins.

Returning Process

1. The SPUL requests the ORDM develop a report that details the NVS countermeasures (returnable and non-returnable) in the warehouse, by warehouse storage location.
2. The ORDM provides the RCDM the report detailing NVS items in the warehouse by warehouse location.
3. The RCDM provides the warehouse team leaders the report and directs them to consolidate and pack NVS countermeasures (returnable and unopened) for return shipment. The warehouse teams note the item, quantity in each container, and storage location of any moved items on the report and provide the RCDM the completed report.
4. The RCDM provides the ORDM the annotated report.
5. The ORDM updates the IMS to reflect any movement of items from one warehouse location to another.
6. The ORDM prints a new report that details the NVS countermeasures (returnable and non-returnable) in the warehouse by warehouse storage location. This will serve as the packing slip for the returned items.
7. The ORDM provides the RCDM packing slips for each container and the warehouse team affixes a packing slip to each container.
8. The ORDM provides the SPUL a complete shipment list, including number of containers.
9. The SPUL coordinates the return shipment details with the NVS MLT, if on site, or the NVS DMT.
10. The NVS DMT arranges transportation and provides pickup details to the SPUL and NVS MLT, if on site.
11. The NVS truck arrives.
12. The warehouse team loads all containers onto the truck.
13. The RCDM places a seal on the truck door, notes the seal number on the truck BL, signs the BL, makes two copies of the BL, provides the original copy of the BL to the driver, and provides the two copies to the SPUL.
14. The SPUL provides a copy of the BL to the NVS MLT, if on site, or the NVS DMT and retains the other copy for the State's records.

Recovering and Returning Flowchart



Note:

1. If order contains human antiviral medications, medically qualified personnel must maintain control and management of the products until dispensed.
2. Abbreviations: bill of lading (BL), deployment management team (DMT), ground support unit (GSU), inventory management system (IMS), logistics section chief (LSC), mobile logistics team (MLT), operations (OPS), ordering manager (ORDM), quantity (qty), receiving and distribution manager (RCDM), supply unit leader (SPUL), and warehouse (WH).

Appendix O. Warehouse Communications

Tactical Communications

Communications interoperability is the ability of emergency responders to communicate within and across agencies and jurisdictions using various authorized communications systems to exchange voice, data, or video with one another on demand or in real time. It is essential that the supply unit has the intra-agency operability it needs and that it builds its systems toward interoperability.

The communication unit leader in the logistics section will provide redundant methods for communications in support of the supply unit to manage warehouse operations. The exact method and devices selected depend on the warehouse facilities the State activates and their communications capabilities. The communication unit leader will consider using *ICS 205 Incident Radio Communications Plan*.

The following communication devices will be available as needed:

1. Telephones (hard-wired phones, mobile phones, or satellite phones)
2. Hand-held radios
3. E-mail and the Internet.

Supply Unit Key Points of Contact

Key Incident Command personnel					
Name	Office Phone	Fax	Cell	Radio	E-mail
Support agencies, non-governmental organizations, private sector					
Name	Office Phone	Fax	Cell		E-mail

Appendix P. Warehouse Safety and Security Plan and Checklist

The warehouse safety and security plan addresses hazards while conducting response functions and possible interference with the logistics response to prevent delays in support of the response operation.

Safety

The safety officer or designee will develop a safety plan for the warehouse or other storage facility and consider completing the *ICS 208 Safety Message/Plan* to prevent hazards and injury. The plan should also incorporate any special safety considerations if operating on a secure facility such as a National Guard base. Warehouse staff members will receive safety training to ensure they are aware of general work hazards, know how to avoid injury, and will follow robust procedures to avoid hazardous conditions. The following are actions warehouse managers take to ensure safe, secure operations:

1. Personnel will be trained to avoid slips, trips, and falls, especially from wet, slippery floors and stumbling over out-of-place items.
2. Only trained MHE operators certified in accordance with OSHA Reg. 29 Code of Federal Regulation (CFR) 1910.178 or OSHA-equivalent for power industrial trucks will be used to operate forklifts and other specialized equipment.
3. The wearing of safety helmets, steel-toed footwear, and gloves by personnel will be considered.
4. Workers should be prepared for harsh environmental working conditions (heating/cooling, working on hard density concrete). Work-rest cycles will be established, if necessary.
5. Personnel will adhere to the following proper lifting procedures:
 - a. Stand close to the load and squat down to it; don't bend over.
 - b. Grip the load firmly with both hands and bring it close to the body with weight centered.
 - c. Lift head and shoulders first and then let legs push body and load up.
 - d. Maintain sight of load.
 - e. Take small steps with load and do not twist. Move feet to change direction.
 - f. Face offload spot and lower the load while slowly bending knees.
 - g. Place the load on the edge of the surface with fingers away from the bottom then slide the load back.
6. Inventory and other objects will be sufficiently stacked to minimize the potential of falling.
7. Flammable or combustible materials will be stored in proper containers.

8. Forklift safety procedures will be followed in the warehouse:
 - a. No one but the operator ever rides on the forklift.
 - b. No one stands or walks under the raised arms of a forklift.
 - c. Forklift operators drive slowly and obey traffic rules.
 - d. Forklift operators keep loads low and tilted back while moving.
 - e. Forklift operators keep heavy items on the bottom of their load.
9. OSHA (29 CFR 1910.22(a) or OSHA-equivalent) housekeeping procedures will be followed to ensure a safe working environment:
 - a. Keep the work area clean and orderly and in a sanitary condition. Ensure floors are dry and free from protruding nails, splinters, holes, loose boards.
 - b. Do not leave items in aisles, on the floor, or perched insecurely on a surface.
 - c. Clean all spills immediately.
 - d. Do not block sprinklers, fire exits, or fire extinguishers.
 - e. Put items in their assigned places immediately, rather than moving them from one stopping point to another.
 - f. Do not leave cutters or other sharp tools or materials sticking out.
 - g. Keep cords and wires off the floor.
 - h. Report loose flooring or other tripping hazards.
 - i. Dispose of all trash immediately and in proper containers.
10. First-aid stations will be established and identified, and workers will be assigned to reaction teams for responding to accidents.

Security

The SPUL, safety officer, security manager, and law enforcement will coordinate to provide safeguards necessary for protection of personnel and property from loss or damage. A site security assessment and security plan will be developed for each warehouse ([Appendix D](#)). The security plan will anticipate

1. disruption of operations,
2. damage/destruction of property,
3. theft,
4. unapproved access by the public, and
5. sabotage.

The security plan will protect the warehouse inventory, staff, facilities, equipment, and operations. Protection should also be evaluated and considered for drivers and vehicles while en route. A badging system will be implemented for all warehouse and delivery personnel. All warehouse facilities will meet OSHA or OSHA-equivalent safety standards.

The SPUL, safety officer, security manager, and local law enforcement will secure the warehouse facility and surrounding area by collaborating before events to develop a security plan after evaluating potential risks and vulnerabilities. The security plan considers the following:

1. Process to request security personnel and the agency providing them
2. Nearby facilities that could pose a security threat
3. Crime rate in the area
4. Vehicular traffic congestion in the area
5. Type of neighborhood (agricultural, residential, commercial, industrial)
6. Proximity to the nearest fire station
7. Proximity to the nearest hospital
8. Visibility of the building
9. Security measures of the building perimeter (fencing with locked gates, security cameras, guard, perimeter lighting, etc.)
10. Security measures for doors, windows, and other openings, including
 - a. double-cylinder locks or quality padlocks,
 - b. locks on windows,
 - c. securely fastened openings to the roof that lock from the inside, and
 - d. a key-control system and list of individuals with building access, including master keys.
11. Access controls for the staff and visitors, including personal ICS-issued badges
12. Driver and visitor waiting area or escorts for drivers and visitors at all times to prohibit them from wandering through the facility and site unescorted
13. Separate parking area away from the facility or site for visitors
14. Mitigation of low (such as traffic congestion), medium (breaking and entering, harassment, or protestors), and high (threats or high-level crime) security risks
15. Special security needs for animal vaccines and human antiviral medications, if needed
16. Evacuation plan that identifies
 - a. who will function as the evacuation officer for each shift,
 - b. how to alert the staff to evacuate, and
 - c. where the staff will meet after evacuating.
17. Actions for keeping the peace, preventing assaults, and settling disputes through coordination with agency representatives
18. Prevention of theft of all property
19. Investigation and documentation of complaints and suspicious occurrences
20. Process for adjusting the security plan based on changes and release of personnel and equipment.

Appendix Q. NVS Readiness and Response Checklist

Pre-Event Planning Checklist

Identify and prepare critical resources

Logistics Section Chief

- ☐ 1. Identify primary and secondary warehouse facilities, including cold and temperature-controlled storage areas, and coordinate with agencies to use them.
- ☐ 2. Design warehouse floor plans for the primary and secondary warehouse facilities.
- ☐ 3. Plan and develop the potential ICS supply unit organization, including backups for each position.
- ☐ 4. Conduct logistics training and exercises for the supply unit staff and include safety, security, GSU, and communications units, when feasible.
- ☐ 5. Maintain an inventory of supplies, equipment, and other resources available within the State for warehouse operations.
- ☐ 6. Identify, obtain, and populate the inventory management system.
- ☐ 7. Define the process to receive, store, stage, and distribute inventory to responders.
- ☐ 8. Define the process to prescribe and dispense antiviral medications with State pharmaceutical and other agencies.
- ☐ 9. Collaborate with the agencies that support warehouse functions in the plan.
- ☐ 10. Identify local sources of supply and establish emergency ordering procedures for equipment and supplies such as forklifts, hardhats, and hearing protection.

Plan for communications

Communications Unit Leader

- ☐ 1. Assess communication needs.
- ☐ 2. Develop communications plan (e.g., *ICS 205 Incident Radio Communications*) to include redundant communication methods.
- ☐ 3. Test primary and secondary communication methods to ensure appropriate and interoperable communications are available to support operations.

Plan for security

Security Manager

- ☐ 1. Assess the security needs of the primary and secondary facilities; to include special requirements if operating on a secure installation; e.g., National Guard base.
- ☐ 2. Develop a security plan.

Plan for safety

Safety Officer

- ☐ 1. Develop a warehouse safety plan.

- ☐ 2. Determine PPE required for personnel.

Commence Warehouse Activities Checklist

Mobilize the staff

Supply Unit Leader

- ☐ 1. Populate the warehouse organization chart.
- ☐ 2. Recall all supply unit staff members, including coordinating with the GSU leader to mobilize credentialed MHE operators.
- ☐ 3. Direct all staff members to check in with the plans section.
- ☐ 4. Brief staff members on safety, the incident situation, incident action plan, and warehouse operations.

Activate the warehouse

Supply Unit Leader

- ☐ 1. Activate the primary facility and place the secondary facilities on standby.
- ☐ 2. Notify applicable support organizations of the warehouse activation.
- ☐ 3. Walk through the facility with the facilities unit leader and the warehouse facility liaison to understand the layout and document the condition.
- ☐ 4. Order, receive, and check MHE, communication equipment, temperature-controlled devices or equipment, and safety equipment.
- ☐ 5. Supply staff members with PPE and other safety items (such as hard hats, hearing protection, boots, goggles, and gloves).

Assess and ensure safety

Safety Officer

- ☐ 1. Check the facility for safety hazards and take measures to prevent injury.
- ☐ 2. Confirm that safety equipment (fire extinguishers, AEDs, eye wash station, first-aid kits) is operable and accessible.
- ☐ 3. Modify the safety plan to meet incident needs.
- ☐ 4. Identify and label hazardous materials and provide safety data sheets for materials.
- ☐ 5. Conduct a safety briefing for all staff members.
- ☐ 6. Ensure warehouse operations comply with OSHA or OSHA-equivalent standards.

Secure the facility

Security Manager

- ☐ 1. Validate the security needs of the facility with the SPUL.
- ☐ 2. Modify the security plan to meet incident needs.

- ☐ 3. Secure the building with barriers to prevent unauthorized access.
- ☐ 4. Obtain an access roster from the planning section.

Set up the warehouse area

Receiving and Distribution Manager

- ☐ 1. Collaborate with the facilities unit leader and warehouse facility liaison to clear the work area and use existing docks, MHE, and utility services.
- ☐ 2. Post signs for directions, parking, exits, and restricted areas.
- ☐ 3. Work with the ORDM to establish a warehouse storage locator system.
- ☐ 4. Lay out and set up a receiving area near the loading dock, including a space for disposal and recycling of shipping waste.
- ☐ 5. Lay out and set up storage areas, including regular, secure, and temperature-sensitive storage, etc.
 - ☐ a. Designate the type of inventory in specific warehouse storage locations using signs.
 - ☐ b. Mark the storage area to show module or pallet placement.
 - ☐ c. Designate and mark a damaged goods area.
 - ☐ d. Designate and mark a temperature controlled storage areas for vaccine and human antiviral medications, as needed.
 - ☐ e. Obtain thermometers, cold or heating packs, and insulated containers to maintain proper temperature for delivery of temperature-sensitive items.
 - ☐ f. Ensure that storage refrigerators are pre-chilled to the proper holding temperature.
 - ☐ g. Ensure temperature-sensitive pharmaceutical storage areas are set to the proper temperature.
 - ☐ h. Create a Temperature Monitoring Log to record the temperature of temperature-sensitive items.
 - ☐ i. Designate a secure storage area with locks or barriers for vaccines and antiviral medications, if available.
 - ☐ j. Establish and mark an area for MHE and their power sources.
- ☐ 6. Lay out and set up a staging area near the loading dock.
 - ☐ a. Obtain stretch wrap, tape, pallets, and boxes for packing shipments.
 - ☐ b. Create an Outgoing Orders folder to manage orders and a Distribution Log to record pickup and delivery.
- ☐ 7. Lay out and set up a desk/office area.

- ☐ a. Obtain office supplies and equipment, including a desk, chairs, in/out boxes, computer, printer, copier, fax machine, and paper.
- ☐ b. Test information technology equipment and have backup equipment on hand.
- ☐ c. Prepare the inventory management system to receive and manage data.
- ☐ 8. Designate and mark staff areas, including restrooms, a secure storage area for personal items, and a lunch/break area.

Conduct Warehouse Activities Checklist

Receive resources

Receiving and Distribution Manager

- ☐ 1. Inspect the truck's manifest/BL and seal.
- ☐ 2. Offload the containers to the receiving area.
- ☐ 3. Verify container quantity and inspect the outside of the container for damage.
- ☐ 4. Accept the shipment and sign the BL, noting discrepancies.
- ☐ 5. If vaccines are included in the shipment, inventory and record the temperature immediately.
- ☐ 6. Inventory the shipment contents and record quantities. Although a complete inventory is not required, it is strongly recommended that State's do a complete inventory of NVS returnable countermeasures at a minimum.
- ☐ 7. If required, collect vaccine samples and ship to designated location.

Store resources

Receiving and Distribution Manager

- ☐ 1. Move temperature-sensitive items to the secure temperature-sensitive storage (vaccine) or secure temperature-controlled areas (antiviral medication, diluents), if available.
- ☐ 2. Monitor and record the temperature of vaccines at designated time intervals (at least once per operational period).
- ☐ 3. Move containers to designated warehouse storage locations.
- ☐ 4. Move damaged goods to the damaged goods location.
- ☐ 5. Note the quantity and storage location on all packing slips and turn one copy into the ORDM.

Ordering Manager

- ☐ 1. Enter the quantity, warehouse storage location, and any discrepancies into the inventory management system.
- ☐ 2. Consult with the NVS MLT or DMT for damage and discrepancies, if needed.

Pick resources

Ordering Manager

- ☐ 1. Enter order information into the inventory management system.
- ☐ 2. Identify the storage location of ordered items and create pick sheets.

Receiving and Distribution Manager

- ☐ 1. Pick items using a pick sheet.
- ☐ 2. Delay picking temperature-sensitive items until immediately before distribution.
- ☐ 3. Record the quantity picked and any discrepancies on the pick sheet.
- ☐ 4. Resolve discrepancies with the ORDM, NVS MLT, or DMT.

Ordering Manager

- ☐ 5. Note discrepancies in the inventory management system, as needed.

Stage resources

Receiving and Distribution Manager

- ☐ 1. Move items with the attached pick sheets to the staging area.
- ☐ 2. Verify that items and quantities are correct.
- ☐ 3. Build and secure the container.
- ☐ 4. 6. Resolve damage or discrepancies with the ORDM and NVS MLT or DMT.
- ☐ Give one copy of the pick sheet to the ORDM.
- ☐ 5. Mark, and affix packing slip to each container.

Distribute resources

Receiving and Distribution Manager

- ☐ 1. Coordinate deliveries with the GSU dispatcher *or* responder pickup with the operations section.
- ☐ 2. Pick temperature-sensitive items, cold packs, and thermometers, if required.
- ☐ 3. Compare the packing slip items, quantities and that the order is going to the correct location with the driver.
- ☐ 4. Lock or seal the truck and annotate the seal number on the packing slip, if required
- ☐ 5. Complete entries in the Distribution Log to record the distribution.
- ☐ 5. Give the packing slip to the driver.
- ☐ 6. Turn in pick sheet for completed order to the ORDM for recordkeeping.

Order resources

Ordering Manager

- ☐ 1. Establish order triggers as reminders of when ordering is needed.
- ☐ 2. Complete documentation to order supplies, equipment, and services.

- ☐ 3. Coordinate with the procurement unit leader on purchasing.
- ☐ 4. Track price of resources and coordinate with the cost unit leader.
- ☐ 4. Record all open orders in the inventory management system.
- ☐ 5. Close out due-in and back orders in the inventory management system as resources are received.

Terminate Warehouse Activities Checklist

Recover and Return NVS countermeasures

Supply Unit Leader

- ☐ 1. Obtain a list of NVS countermeasures to recover from the ORDM.
- ☐ 2. Coordinate with the operations section to ensure decontamination of countermeasures before their return.
- ☐ 3. Arrange with the GSU to transport recoverable countermeasures from the field to the warehouse.
- ☐ 4. Arrange with the NVS MLT or DMT for transportation pickup.

Deactivate warehouse and return equipment

Supply Unit Leader

- ☐ 1. Clean the warehouse.
- ☐ 2. Return rented and leased equipment and supplies.
- ☐ 3. Return owned equipment and supplies to permanent storage locations.
- ☐ 4. Conduct facility walk through/inspection with the facilities unit leader and the warehouse facility liaison.
- ☐ 5. Return the facility back to its owner.

Demobilize personnel

Supply Unit Leader

- ☐ 1. Gather final paperwork from all staff members.
- ☐ 2. Debrief the staff and obtain after action report input.
- ☐ 3. Ask staff members to remove all personal items from the warehouse.
- ☐ 4. Dismiss staff members to check out at the planning section.

Finalize administrative paperwork

Supply Unit Leader

- ☐ 1. Submit all financial documents to finance/administration section.
- ☐ 2. Submit the after action report of warehouse activities to the LSC.

Appendix S. Abbreviations

3D	depopulation, disposal, and decontamination
AD	assistant director
AED	automated external defibrillator
APHIS	Animal and Plant Health Inspection Service
BL	bill of lading
bt	bottle
bx	box
c	Celsius
cc	cubic centimeter
CCC	Commodity Credit Corporation
CFR	Code of Federal Regulations
cs	case
cu ft	cubic foot
CVB	Center for Veterinary Biologics
DD	district director
DMT	deployment management team
dz	dozen
ea	each
EOC	emergency operations center
ESF	Emergency Support Function
ETA	estimated time of arrival
F	Fahrenheit
FEMA	Federal Emergency Management Agency
Ft	feet

g	gauge
gal	gallon
GPS	global positioning system
GSU	Ground Support Unit
HSEEP	Homeland Security Exercise and Evaluation Program
ICP	Incident Command Post
ICS	Incident Command System
ID	identification
IMF	Inventory Management File
IMS	inventory management system
IUM	issue unit of measure
lb	pound
kW	kilowatt
LC	logistics center
lg	large
LSC	logistics section chief
MHE	material-handling equipment
ml	milliliter
MLT	mobile logistics team
NGO	non-governmental organization
NiMH	nickel-metal hydride
NVS	National Veterinary Stockpile
ORDM	ordering manager
OSHA	Occupational Safety and Health Administration
PAPR	powered air-purifying respirator

pk	pack
pkg	package
POC	point of contact
PPE	personal protective equipment
pr	pair
PROC	Procurement
QC	quality control
Qty	quantity
RCDM	receiving and distribution manager
Rel'n	relation
RR	resource request
RUM	receipt unit of measure
SAHO	State animal health official
SOW	statement of work
SPRS	Surveillance, Preparedness and Response Services
SPUL	supply unit leader
Sq ft	square foot
USA	United States of America
USDA	United States Department of Agriculture
V	volt
VS	Veterinary Services
WH	warehouse
Y/N	yes/no