

In-Village Team Agreement

Hello,

You have been selected to join our in-village team (IVT) to care for Holden's buildings and systems. Thank you for your interest and willingness to join us at this unique time in Holden's history.

This agreement includes information about our safety plans in the village at this time, our travel plans and policies, and other staffing specifics. Please read through the full document and let us know if you have any questions or concerns.

Thank you, we look forward to having you in the village with us!

To-Do Checklist

<u>Action:</u>	<u>Send Info to:</u>
Medical Form (ASAP)	Medic (medic@holdenvillage.org), David Brook (davidbrook@frontier.com) & Barbara Gamrath (barbaragamrath@frontier.com)
Emergency Contacts (x2)	Quinn (safety@holdenvillage.org)
Dietary Restrictions	Quinn (safety@holdenvillage.org)
LifeFlight/Airlift NW Insurance Form	Taylor (hr@holdenvillage.org) for Life Flight Enroll at for NW Insurance
Contract	Taylor (hr@holdenvillage.org)
Safety Trainings (email Quinn when complete)	Quinn (safety@holdenvillage.org)
IVT Orientation	Completed the Week Before Helicopter Travel

Return to Village Safety Plan

Context:

After multiple landslides rendered FS8301 impassable and due to the federal closure of the road, Holden Village cannot host guests until the road is repaired. The IVT are selected for their specific knowledge and skillset as well as their ability to foster positive community during this unique time period. IVT members will remain in the village until FS8301 reopens and rotate out of the village periodically to address any needs downlake and to take personal time off.

Purpose:

A team in the village exists to maintain operations and infrastructure, connect with the Holden Village Community, and prepare for future reopening.

To be out of the village for an extended period opens the possibility of millions of dollars of damages and threatens the buildings of Holden Village. By hosting a small, carefully selected team that is aware of the risks they are accepting, we can ensure that infrastructure is protected in a safe manner with minimal threats to life safety.

Plan:

The core group will stay throughout the Village closure and new members will cycle in to replace those who need to depart for any reason. We will cycle in two-week rotations of short-term volunteers and experts that come to address specific issues. This will continue until the road is repaired. However, the directors will continue to assess how events are unfolding and will hold the authority to close down the village again if it shows to be too unsafe.

Team:

A core team of 10-12 people, with others that cycle in for relief or specialized work. At least 7 people in the village at all times so that we have enough people to respond to an emergency or other incident. The team will have at least one of each of the following knowledge bases:

- *Medic (1)*- Emergency/Wilderness medicine experience. Preferably a paramedic.
- *Operations/Utilities (2-3)*- Basic understanding of Holden's unique water, hydropower, septic and fire suppression and alert systems and the ability to follow documented instructions for taking daily metrics, adjusting and troubleshooting issues to maintain system functionality and integrity.
- *Incident Command and Communications (1)*- Has completed Holden Village IC training, including ICS 100 and 700 courses from FEMA website. Has responded to at least one level 3 incident, or 5 level 1 incidents
- *Heavy Equipment Operator (1)*- Basic understanding and experience with Holden's fleet of heavy equipment or similar equipment (snow plow, road grader, bulldozer, trail groomer) with the ability to operate and perform basic maintenance to keep the equipment operational. Primary HEO tasks in the winter season are road clearing and Landing Zone maintenance.

- *Services (food and sanitation) (2)*- Can operate Holden kitchen appliances to cook for 10-15 people. Knowledge of kitchen sanitation and how to clean other facilities to keep regularly occupied areas clean and safe.
- *Technology (1)*- Can troubleshoot technical issues and restart internet connection and communication systems after power outages.

Helicopter Insurance

You were sent an enrollment form for Life Flight. Fill out your information and return to Taylor @ hr@holdenvillage.org. The cost of your membership is covered by Holden Village.

If you'd like to *also* enroll in **Airlift Northwest**, Holden will reimburse the cost. Our emergency dispatcher system usually sends **Life Flight** (which you're currently enrolled in) or, as we recently learned, they might send Airlift Northwest instead.

Please note: if you aren't enrolled and an Airlift Northwest helicopter is sent in an emergency, you might be responsible for the cost unless you have travel insurance or coverage through your private insurance for air medical transport.

You can sign up directly on their website [here](#). Airlift Northwest is a nonprofit air medical transport service that provides rapid emergency care and transport in critical situations. Once you enroll, you can submit the electronic [reimbursement form](#) if you are on payroll or [receive reimbursement](#) from Holden in a check if you are a volunteer. If you have any concerns about covering this cost up-front, just let Taylor know and we'll figure out another arrangement.

Resupply:

Operations and Community Services teams use the In-Village Rotation document to document food and other supplies that should be brought in and out of the village. Individual volunteers are tasked with picking up supplies and bringing them to the helicopter on transport days. All items sent in or out of the village will be tracked using a cargo manifest that is shared with the pilot ahead of time.

Risks:

- Cannot easily leave village to receive urgent or emergent medical care
 - Working in teams of two and limiting risky behaviors including recreation that is unsafe and the use of power tools
 - Creating Job Hazard Analyses for all new projects
 - Select villagers that are medically cleared and not likely to have a medical incident that would require evacuation (stroke, CVA, seizure, etc)
- Potential loss of communication measures
 - Satellite Phone that works on battery power
 - Have satellite texting capabilities in village
 - Fire 2 Repeater (channel 12 on radios) to reach RiverCom for assistance

- Loss of power- no warmth, food, internet, communication
 - Backup diesel generator
 - Enough food for one week without needing electricity (gas stove, camping stoves, granola bars, sandwich materials)
 - Wood stoves in chalets for warmth and large quantity of firewood available
- Water safety
 - Have enough safe drinking water for at least one week
 - Regularly test drinking water to make sure it is safe
 - Ability to boil or treat water if we get a boil-water notice, even if the power is out (tablets, bleach, boil, lifestraw)
- Landslides, Unstable Ground, Fallen Trees
 - Do not travel beyond mile 9 on FS 8301 on foot or in a vehicle
 - Do not go East of Hydro or the East garage (Garbodome) on the south side of Railroad Creek.
 - Two people should know where people are at all times
 - If traveling more than 1 mile out of the village, we recommend groups of two or more
 - If leaving the village to complete a task with increased risk (ie: Chainsaws or working in or around water), there should be 3 people. If someone gets injured, that allows for 1 to stay with the injured person and the other to return for help.
- Wildfires
 - Attend weekly Emergency Response drills to review evacuation structure, prepare for potential evacuations, and practice IC responses to various scenarios
 - Be ready to evacuate, potentially only with a small go-bag with short notice
 - Have a plan outside of the village if the team evacuates. Or share that you need assistance finding housing so our team can support you.
- Mental Health
 - **Check in with Erik, Angie, a pastor, or therapist regularly**
 - At least one day off each week
 - Everyone makes a wellness/selfcare menu at the beginning of their stay.
 - Share emergency contact information with Risk and Safety Manager before entering the village.
- Individual's Health
 - Bring medication for at least 3 weeks longer than you intend to be in the village.
 - Medical clearance by Dr. Pete Kliewer. New forms for all people, even if they've been cleared previously.
 - Ability to lift 50 pounds and walk at least one mile in under 20 minutes. Ability to climb 5 flights of stairs.
 - Sign a waiver that expresses the risks that the individual is taking on.

Helicopter Scheduling, Use, and Travel

Scheduling:

IVT resupply runs should take place roughly every **two** weeks. Weather windows will determine the actual departure date, and if a clear weather window exists in the forecast, we will reschedule the trip to meet that window. Pushing to fly on a desired day without considering the forecast increases certain avoidable risks and allows changing or unknown weather to prevent a completed trip.

Cargo:

Cargo is defined as any belongings that do not belong to a person that is traveling on the helicopter that trip. This includes grocery orders, mail, and personal belongings for staff not traveling, or evacuated individuals. The helicopter pilots prefer to send cargo on a first flight if they expect that there will be multiple trips. Cargo should be easily identifiable, with clear labels on personal belongings. Quinn will create a cargo manifest for transportation that will be checked as the helicopter is being loaded. If there is space for additional items, they need to be cleared by Quinn or Taylor so we can document all shipments and how we are using space for flights.

If villagers want to ask for special items to come to the village, and it is not delivered as mail to the BnB, they should coordinate getting those items to the BnB themselves (ask a willing friend to make the delivery), then communicate the items to Quinn so they make it on the cargo manifest. This allows for appropriate planning with the helicopter pilot, and prevents over-loading the helicopter's capacity.

When sending luggage or cargo out of the village, it should be coordinated based on the Holden Village Evacuation Belongings Policy. We should not prioritize caretakers' belongings because they are in the village, but we will weigh all villagers' needs in an equitable way.

Luggage:

Luggage is defined as belongings of someone that will be traveling by helicopter during this trip. Staff should let Quinn know approximately how much luggage they are traveling with (1 personal item and a carry-on-sized item, or 1 checked bags, etc) so she can plan cargo loads. If you are scheduled to be in the village for more than one two-week shift, you are permitted to bring one bag that is equivalent to a checked bag on an airline, and one personal bag. If only scheduled for one two-week shift, we ask that you keep your luggage similar to a carry-on-sized suitcase and a personal bag.

Any important items including medications, car keys, wallets, etc. should be in a personal bag that will remain with the traveling passenger on their flight. Luggage that is not their personal item may be sent on a cargo flight, so they may be separated from their belongings if a second flight cannot be completed. This has happened on multiple occasions, so pack accordingly.

To avoid people flying to the village without vital medications, before boarding the flight, all passengers must ensure they can put eyes on their medications, keys, and wallet.

Cargo for Evacuees:

Cargo sent out for evacuees will be coordinated based on the Holden Village Evacuation Belongings Policy. Additionally, IVT members are welcome to pack additional bags for themselves that will be sent on the helicopter after the scheduled cargo. IVT members are welcome to use any additional space on the final helicopter of the day, but must understand that any additional items they have may not make it and is dependent on space availability.

Roles:

You may be asked to hold one of the following roles on transport days.

- Helicopter Scheduling and Coordination - Likely, Quinn will communicate with the helicopter company to schedule flights and to discuss real-time weather on the transport day.
- Village Cargo Captain - Someone in the village will be responsible for making sure all items on the approved cargo manifest are at the LZ and ready to be loaded. This role can change each trip.
- Downlake Cargo Captain - Someone that is on the incoming helicopter trip will be named the Cargo Captain and is responsible for reviewing the cargo manifest and collecting all items, most items will be stored at the BnB. This person will attend the Friday logistics meeting so they understand all cargo that is needed. Jeannie Kappel is our main shopper and is responsible for bringing groceries to the hangar on transport days.
- Downlake Cargo Receiver - If we are sending cargo out of the village, someone needs to be at the Chelan Hangar to collect it and deliver it to the BnB or wherever else it should go. Most frequently this person is Jeannie Kappel.

Staffing Policies and Procedures

Required Trainings

Below is a list of required trainings that all IVT members must complete. Some of these trainings can be done before arriving in the village, and anything that is not complete before arriving in the village should be done within three working days of arrival. In addition to these trainings, all members will attend weekly safety drills to practice responding to a variety of situations. If you are here long term and would like to join the IC team, we can also coordinate that.

<u>Training</u>	<u>Location</u>
General IVT Orientation	Virtual, led by Quinn the week before arrival
Basic Village Safety Training	https://youtu.be/JIEesSmYHMc

Hose House and Searcher Training	https://youtu.be/t-vJAzB1F8g
LifeFlight Landing Zone Training*	https://forms.office.com/r/EuCRkqkVwP And: https://youtu.be/RbMZO1d09SU

* When you complete the official LifeFlight training quiz, send a screenshot of the score to Quinn (SafetyAdministrator@holdenvillage.org)

Process for Submitting Outs:

To request an out, staff will fill out the Outs Request (Caretaker Crew) form which will be approved by their supervisor and processed by Ingrid. Outs are encouraged for staff every 6-8 weeks, and will happen in two-week increments, to comply with our helicopter schedule. Staff are welcome to take the entire period off or to complete work for the village while downlake. This work may be varied and could include the individual's normal job, shopping for resupply trips, speaking at congregations, or something else that is serving the village.

It is important to note that there may be "bonus flights" that are used to bring additional groceries or specific short-term volunteers, but these flights are not permitted for IVT members to use for outs.

Time Off Policy:

All staff in-village are encouraged to take Saturday and Sunday off each week. Meals will not be provided on these days, but all food in the kitchen is available for staff. If you need additional time off, communicate that with your supervisor and they can approve it.

When on an out, we have an Unlimited Time Off Policy. As stated above, staff are not required to work while they are out of the village. Your work plans should be discussed and agreed upon with your manager prior to going out.

Human Resources Reporting:

Policies involving HR reporting processes and procedures that are listed in the Staff Handbook are still applicable. Please report any HR concerns to the HR manager, a supervisor, or a director. Any safety concerns or incidents should be documented with the Risk and Safety Lead using a Near Miss or Accident Investigation Form.