

SOUTHERN AREA COORDINATION CENTER



DETAILER GUIDE

October 2011

**Our Address is:
SACC**

**1200 Ashwood Parkway, Suite 230
Atlanta, GA 30338**

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<http://gacc.nifc.gov/sacc/>

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Southern Area Coordination Center Mission Statement –

The principal mission of the Southern Area Coordination Center (SACC) is the cost effective and timely coordination of land management agency emergency response for wildland fire. This is accomplished through planning, situation monitoring and expediting resource orders between the Bureau of Indian Affairs (BIA) Areas, Bureau of Land Management (BLM) States, National Association of State Foresters (NASF), Fish and Wildlife Service (FWS) Regions, Forest Service (FS) Regions, National Park Service (NPS) Regions, National Weather Service (NWS) Regions, Federal Emergency Management Agency (FEMA) Regions through the United States Fire Administration (USFA) and other cooperating agencies.

A Brief Profile of the Southern Area Coordination Center–

SACC was established to provide logistical support and intelligence for wildfires across the South. However, because the SACC is an “all-risk” coordination center, we also provide support in response to other emergencies such as floods, hurricanes and earthquakes.

How does it all fit together? When state coordination centers have exceeded their internal capability to fill requests locally, requests are placed with their Geographic Area Coordination Center (GACC).

The 12 Southern Area State Coordination Centers:

Alabama (Montgomery)	Arkansas/Oklahoma (Hot Springs)
Florida (Tallahassee)	Georgia (Gainesville)
Kentucky (Winchester)	Louisiana (Pineville)
Mississippi (Pearl)	North Carolina (Asheville)
South Carolina (Columbia)	Tennessee (Cleveland)
Texas (Lufkin)	Virginia (Charlottesville)

For wildland fire management, the USA has 11 Geographic Area Coordination Centers.

The 11 Geographic Area Coordination Centers:

Eastern Area (Milwaukee, WI)	Northwest Area (Portland, OR)
Southern Area (Atlanta, GA)	Western Great Basin Area (Reno, NV)
Alaska Area (Fairbanks, AK)	Northern Rockies Area (Missoula, MT)
Southwest Area (Albuquerque, NM)	Rocky Mountain Area (Lakewood, CO)
Eastern Great Basin Area (Salt Lake City, UT)	
California Southern Operations Area (Riverside, CA)	
California Northern Operations Area (Redding, CA)	

When GACCs have exceeded their internal capability to fill requests as a result of supporting multiple incidents, or when GACC’s are competing for resources, the requests for overhead, aircraft, equipment and supplies are routed to the National Interagency Coordination Center (NICC) in Boise, ID.

Working Atmosphere –

SACC is a harassment free workplace and we practice a zero tolerance policy for harassment of any kind. All employees, cooperators, contractors, and volunteers who participate in wildland fire operations have the responsibility to treat one another with respect and to maintain a work environment free of harassment or intimidation of any kind. Every employee at the SACC takes personal responsibility for creating and ensuring a healthy and safe work environment.

Every individual assigned to the SACC has a responsibility to report harassment, inappropriate behavior, and take positive action to mitigate the effects. Promptly notify the Floor Leader or Center Manager should any situation develop.

SACC takes pride in maintaining a professional and service oriented working atmosphere while still allowing for some informality. We want you to have fun working here, but we also expect you to be professional and perform your duties to the best of your ability. If you have questions about your assigned duty, please don't hesitate to ask for help.

Appropriate Attire –

In order to maintain a professional atmosphere at the SACC, we request that visitors and detailers wear casual office style apparel. Tee shirts, shorts, and flip flops/sandals are not appropriate weekday wear at SACC. With a large group working in a relatively small working space, it is difficult to keep the temperatures comfortable for everyone. We recommend that you bring a sweater or jacket to ensure your comfort.

During your stay –

If you have any questions or concerns; please direct them to your Floor Leader. If your questions or concerns cannot be met at this level, please contact the Center Manager.

After your stay–

After your stay, please complete the SACC Detailers Survey Form. You can find this survey located on page 15 of this guide. We welcome your comments or ideas on how we can improve our Center. Please feel free to give us your recommendations and constructive criticism.

SACC Staff –

SACC is staffed with 10 year-round personnel. SACC is staffed jointly by USDA Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Indian Affairs, and Southern Group of State Foresters employees.

SACC Team:

Vacant – Center Manager
Tracy Robinson – Assistant Area Coordinator
Pat Boucher – Assistant Area Coordinator
Jeff Brice – Assistant Area Coordinator
Tami Buchanan – Intelligence Coordinator
Calvin Miller – Operations Coordinator - Aviation
Denver Ingram – Meteorologist
Kevin Scasny – Meteorologist
Danielle “Danie” Carter – Program Assistant
David Frederick – Compact Coordinator

Lodging, Meals and Transportation –

Room reservations are your responsibility or are to be made by the sending unit. A list of area motels is located on the SACC website, <http://gacc.nifc.gov/sacc/>. If you are not self-sufficient, please call SACC immediately and notify the Floor Leader so accommodations can be made for you. In order for us to plan ahead, please notify us as soon as possible of any special needs. If lodging is being paid by SACC, **you are responsible for all miscellaneous expenses, personal telephone calls, and other nonessential expenses.**

Your respective resource order will indicate if you are authorized a rental vehicle. Alternative transportation is available, which includes carpooling, hotel shuttle, etc. We have found that it is easier to take the MARTA transportation system to SACC and renting a car from here.

There are a number of highly recommended hotels within walking distance of SACC. Below are the Fiscal Year (October 1 thru September 30) 2011 & 2012 Atlanta area Per Diem rates.

<u>Fiscal Year</u>	<u>County/City</u>	<u>Lodging</u>	<u>M&IE</u>	<u>Maximum Per Diem</u>
2012	DeKalb & Fulton/Atlanta	\$133	\$56	\$189

These rates can be confirmed at www.gsa.gov

SACC Security –

The 1200 Building reception desk is staffed 24 hours by security personnel. Visitors are asked to sign in and provide identification upon request. The front doors are unlocked at 0600 and locked at 1800. The front doors are also periodically locked on weekends. A key card may be obtained from the Program Assistant for weekend and afterhours access. A combination lock is located on the side door of the SACC suite. Your Floor Leader can show you the operation of this lock.

1200 Ashwood Security 24 hour telephone number – (770) 399-6261

Timekeeping –

You are responsible for keeping track of your own time. You should use the **OF288 form (Emergency Firefighter Time Report)**. Copies are available from a SACC Program Assistant. **It is recommended that you complete the form daily and have the form signed off by the Floor Leader at the end of each column (Block 12)**. When your assignment is over, the Floor Leader will sign Block 26 after Block 25 is signed by you. Generally, the charge code on your resource order is used for your time sheet. If you have any questions about the charge codes used for your time sheet, double check it with the Floor Leader.

Lunch and Breaks –

You may take 30 minutes for lunch and are allowed a 15 minute break for every two hours of work on your shift. Lunch breaks will be staggered to allow for continual floor and desk coverage. Please notify the Floor Leader if you leave the office to obtain lunch or for any other reason of considerable duration. All foods must be eaten in the break room, not at your desk. Drinks are allowed on the floor as long as they are in a covered container to prevent spillage.

The SACC break room is small but has a refrigerator, a microwave and toaster available for use. Please be courteous and remember to clean up after use. Label food items to be stored in the refrigerator with your name and the current date. Do not keep perishable items in the refrigerator on a long-term basis nor exposed food left on the table/cupboards or it will be disposed of. If you use a dish or cup, please wash it when you are finished using it. At the end of your assignment, please remove any leftover food from the refrigerator and dispose of it.

Coffee is available in the break room. The 1200 building has a cafeteria located in the lower lobby that is open from 0700 – 1500 Monday through Friday. Vending machines are also located on the lower level, down the hall from the cafeteria.

Smoking Policy –

The 1200 building is smoke free. The designated smoking area is the patio off the main lobby. Please limit groups off the floor for smoking breaks from 1 to 2 people at a time to maintain adequate floor/desk coverage levels.

Restrooms –

Restrooms are located at either end of the hallways on all floors, except the basement. All restrooms are handicapped accessible. If you have any questions or need directions, please ask.

Handicapped Accessible/Parking –

The 1200 building is a fully accessible building. The SACC office is located on the second floor of this building with the elevators located in the center of the building. Parking spaces are provided for employees and visitors with disabilities; ask permanent staff for the parking space locations.

Sick Leave/On-the-Job Injuries –

If you become ill while on duty, please notify the Floor Leader immediately. If you cannot come in for your scheduled shift, please call the Floor Leader before your shift starts so that we can make arrangements to cover for you. If your illness or injury will prevent you from completing your assignment, let the Floor Leader know so that your demobilization arrangements can be made.

If you are injured while on duty, please see the Floor Leader as soon as possible. If further medical attention is needed, either you or the Floor Leader will need to follow the directions located at http://fsweb.asc.fs.fed.us/HRM/owcp/WorkersComp_index.php prior to your visiting the doctor or hospital. If the injury is life threatening, emergency response personnel will be summoned for emergency transport to the nearest medical facility.

Performance Evaluations/Task Books –

Performance evaluations may be completed for outstanding performance, poor performance or upon request.

If you are working on completing a task book, please let the Floor Leader know upon your arrival. Qualified SACC employees (either a Coordinator or a Supervisory Dispatcher) are happy to sign off any items in your task book that we have observed you complete successfully (your task book must be a *properly initiated* task book from your home unit). If you did not bring your task book with you, call your home unit and have them mail it to you.

SACC Emergency Procedures—

I. EMERGENCY EVACUATION PROCEDURES

1. Emergency Notification Procedures the following procedures shall apply when notification is announced.
 - a. Notification of Fire Emergency will be announced in the event of power loss, emergency lighting in hallways, and lighted EXIT signs provide illumination directing personnel means of egress to outside of the building.
 - b. When notification of a fire is reported, Coordinator on Duty (COD) will phone 911 and building security at 770-399-2621 to report the emergency.
 - c. If the building management representative finds that the situation can be corrected promptly, or if it was a false alarm, COD will make an announcement advising that we have an "all clear" made over entire building.
 - d. After the all clear has been given a critique will be held.
2. When an emergency that warrants an evacuation is announced, all personnel will evacuate the building quickly, but do not run. Do not panic.
3. While evacuating, everyone should use the nearest EXIT (Primary and Alternate Exit routes are identified on Evacuation Plans posted in hallways). Elevators may or may not be available to use, depending on the type of emergency.
4. Leave the vicinity of the building so that the Fire Department personnel will have access to the building.
5. The designated evacuation area is the parking lot in the front of the building.
6. Evacuation of the building will be as follows:
 - a. Upon arrival in the evacuation area, COD will determine if everyone is present or accounted for.
 - b. Stay in your assigned area until told to go home or return to work, under no circumstances are you to go to your car until told it is safe.
 - c. Do not take time to gather your personal items around your work area.
 - d. No smoking during evacuation of building.
7. When emergency evacuation is announced, area personnel will close hallway doors when exiting.
8. All clear will be given by announcement in assembly area or by Building Management Representative if situation is corrected before evacuation is completed.
9. Building Management will schedule a practice evacuation semiannually.

II. EVACUATION OF PERSONS REQUIRING ASSISTANCE

- Persons who are not capable of negotiating exits in an emergency should proceed to a point adjacent to the nearest exit.
- COD shall assign employees to stay with persons requiring assistance to give special help and assistance as needed and to evacuate them in an extreme emergency.
- In order to evacuate the persons requiring assistance as quickly as possible, it will be necessary for the person designated to assist these employees during an emergency.

III. SHELTERING FOR SEVERE WEATHER OR TORNADOS

This section is to establish procedures for employee's protection in the event severe weather or a tornado threatens.

If necessary, the COD will make an announcement that we are in a severe weather watch and for everyone to be ready to move to safe locations if required. If the severe weather conditions pass without the need for sheltering action an "all clear" announcement.

- The COD will make an emergency announcement for everyone to go into interior hallways.
- Proceed immediately to designated areas calmly and account for all personnel.
- Each unit will be responsible for spreading the word in his or her unit in case the public address system is not heard by everyone. (This will ensure everyone is notified of the sheltering action).

If severe weather or tornados is imminent, the COD will:

- Notification of severe weather will be announced over PA system instructing employees to move to SAFETY ZONE interior of building.
- Move to interior hallways, basement, and restroom area, in the event of severe weather warning until all clear is given.
- Stay away from windows and glass doors.
- The COD will monitor the local weather service to keep informed of weather conditions and when the severe weather has passed, will give the "all clear" signal.

IV. BOMB THREAT PLAN

In the event of a bomb threat, the following plan will be used.

Should any employee receive a bomb threat telephone call, the following actions should be taken:

- Listen carefully and record the exact words as they are spoken.
- Attempt to identify, as closely as possible, the callers speech characteristics, age, sex, calm or excited attitude and background noises.
- Try to obtain other information from the caller such as time the bomb is set to go off, type of bomb, location of bomb in the building, etc.
- After above steps have been taken, report information to the COD.
- COD will notify building security at 770-399-6261, and will call 911.
- If a decision is made to evacuate the building, the COD of the evacuation will notify all personnel. At which time, all SACC will evacuate the building, following the guidelines in this plan.

V. PERSONNEL AND DUTIES

The Coordination Center Manager or, in his/her absence, the Coordinator on Duty, is responsible for developing occupant protection plan, coordinating staffing and training for the protection, organization, and execution of the plan as well as deciding the course of action to be taken during emergencies.

Physically Challenged Personnel – The COD / Immediate Supervisor ensures that these persons are safely evacuated and attended to during the evacuation period.

Desk and Position Orientation–

The SACC floor is broken up into four functional desk assignment areas:

Aircraft: coordinates the transport of crews, personnel, supplies and equipment; airtankers, lead planes, aerial supervision modules, helicopters, FAA portable control towers and the military Modular Airborne Fire Fighting System (MAFFs).

Crew/Overhead: coordinates mobilization of specialty teams such as, Area Command Teams, Type 1 and 2 Incident Management Teams, National Buying Teams, Burned Area Rehabilitation Teams, 20 person fire crews, and single resource overhead positions, etc.

Equipment/Supplies: coordinates mobilization of equipment and supplies, such as engines, dozers, water tenders, cache vans, portable weather stations, etc.

Intelligence: collects, consolidates and disseminates information to cooperating agencies, fire managers and the public; responds to special requests for information; prepares daily, weekly, monthly and annual reports/assessments and assists with briefings.

The Floor Leader: is responsible for operations of the Coordination Center in providing efficient, cost-effective service to the field. The Floor Leader is responsible for giving all detailers an initial briefing, which includes a complete tour of the facilities, office machines (fax, printers, and copiers), introductions, and a status of any pending or outstanding requests in your functional area. The Floor Leader schedules shift assignments to provide coverage as determined by the Center Manager, reviews desk dispatcher's work for accuracy and timeliness, provides input on where to place orders for resources, completes performance evaluations, is responsible for the welfare of the assigned personnel and resolves problems that are beyond resolution at the desk dispatcher level. The Floor Leader is typically troubleshooting problems, talking to Coordinators in other GACC's, participating in conference calls and meetings, etc. A critical part of your job is to bring problems/questions to the attention of the Floor Leader in a timely manner.

Center Manager: the Center Manager is responsible for the overall management of the Coordination Center and providing Multi-Agency direction to SACC activities. The Center Manager is involved in interaction with Multi-Agency Managers and Directors, Military and Political officials, Incident Commanders, Area Commanders, National Multi-Agency Coordinators, external affairs and others outside of the Center, in addition to providing direction and advice to the Floor Leader.

Desk Top Directory –

You will find most of the information you need, with which to do your job effectively and proficiently, located within the desk top directory. Every desk has a desk top directory that contains two separate sections, general information and desk specific information. Within each directory, you will find the SACC Software Users Guide, the National Mobilization Guide, telephone numbers and speed dial numbers, along with desk specific information. It would be beneficial for you to get familiar this directory well.

Telephone Usage and Procedures—

Personnel should attempt to answer all incoming calls by the second ring. All phone calls should be answered as: “Southern Area Coordination Center, this is (your name).” When answering the phone at SACC, we ask that you be courteous and professional. If you receive an unpleasant phone, place the call on hold and refer to the Floor Leader. You are not expected to have to deal with unruly or unpleasant callers.

If you receive a call and you cannot respond to a question, put the caller on hold and find someone who can help. If you cannot find assistance right away, take their full name and number and inform them you will call them back shortly with the information requested.

Refer all calls to the appropriate desk or take messages when necessary. *Do not take orders or information for a desk on which you're not working, unless requested to assist that desk.* Otherwise, take a name and number and pass it along to the appropriate desk.

Personal home phone numbers and the Weather Service number will not be released to the public under any circumstances. If a caller will not accept this, refer them to the Floor Leader. If a caller requests the aircraft hotline number, do not give it out unless they are associated with aircraft and aircraft functions. This number is strictly used for resource tracking aircraft. Please do not give out phone extensions. All calls will come through the main line at (678) 320-3000.

While at SACC, you will use numerous functions on our phone systems including speed dial, call transferring and speaker/intercom functions. For specifics on how to use these functions and many more, you will find this information available in the desk top reference. If you have any questions, please ask for help.

Computers –

Dispatchers will get computer access through the Floor Leader. All floor computers throughout the center are on the Forest Service network. At the end of each shift, please RESTART the computer. (Click on Start, Shut Down, and Select Restart from the drop down menu and click OK.) This will refresh the system for the next user and leave it operational for automated software upgrades.

Internet –

Internet use should be work related and used sparingly which will minimize electronic traffic and maximize performance for all users. Never download screensavers or other software to the SACC computers. Be cautious in computer usage. All documents and emails are stored electronically and become public record that may be reviewed at any time. At no time should pornography, gambling, Facebook, Skype or other questionable or offensive sites be accessed. The FS Internet Use Policy applies and will be enforced by USFS IT security personnel.

Software –

The following applications are most commonly used at the SACC:

Microsoft Outlook
Automated Flight Following
Microsoft Office
ROSS
Internet Explorer

A Software User's Guide will be located in each desk top reference. It will contain specific instructions for each application and functional area.

SACC General Procedures –

- ✓ Be professional; enjoy your work and coworkers.
- ✓ Receive desk assignments from the Floor Leader.
- ✓ Review the shift brief and verbally debrief the person you are relieving.
- ✓ Review all resource orders, taking note of the status pending requests. Clarify any items not covered in the shift brief.
- ✓ Notify the Floor Leader of all new orders and requests with their recommendations on where to place the requests.
- ✓ Make sure cost coding is correct.
- ✓ Perform assigned work according to standards and time frames established by the National Mob Guide, SACC Mob Guide and by the Floor Leader.
- ✓ Refer personnel problems and employee suggestions to the Floor Leader/Center Manager.
- ✓ Notify the Floor Leader of changes to personnel schedules which may affect staffing/shifts.
- ✓ Have time sheet (OF-288) and leave slips signed by the Floor Leader.
- ✓ Keep your desk area clean and orderly for the next shift or day.
- ✓ Immediately notify the Floor Leader of any problems relating to improper ordering procedures or problems.
- ✓ Refer agency specific questions and/or questions concerning policy or interpretation to the Floor Leader.
- ✓ Depending on your desk function, you may have routine duties relating to that desks function (i.e. how to order a caterer). Duties for each desk function are outlined in the Southern Area Mobilization Guide.
- ✓ As time and workloads allow, please spend your time reviewing the documents at your stations, such as the Southern Area Mobilization Guide, National Mobilization Guide, and Software User's Guide. This will help you out immensely when activity picks up and you are expected to know the functions of your assigned desk.
- ✓ At the end of your shift, review resource orders and shift brief notes to ensure complete documentation.
- ✓ Verbally brief the person relieving you and/or the Floor Leader on outstanding orders, requests, problems and shift notes.

Demobilization, Reassignment and R&R –

Fire assignments typically last 14 days (excluding travel), although we sometimes have long-term detailers assigned to SACC. Any deviation from the standard 14 day assignment will be agreed upon at the time of dispatch. You may be released from your assignment for a variety of reasons, such as end of commitment, lack of fire activity, reassignment, or performance related release. If you were mobilized with a roundtrip airline ticket, please inform the Floor Leader before any demobilization arrangements are made.

Upon checkout of your lodging, you'll need to pay for any personal expenses incurred during your stay (such as phone calls, movie rentals, etc.). When you leave SACC, you should have the following items with you:

- ✓ Completed and signed time sheet (OF288) with the appropriate funding codes.
- ✓ Completed and signed performance evaluation.
- ✓ Task book with items completed as appropriate.
- ✓ All personal items.

Please ensure that you have returned your key card to the SACC Program Assistant. Also, please be sure that you have removed and properly disposed of any perishable food items belonging to you in the SACC break room.

Upon completion of a 14 day assignment and return to the home unit, two mandatory days off will be provided. Please refer to the National Mobilization Guide, Chapter 10, and the Incident Interagency Business Management Handbook, Chapter 10 for policy guidelines.

Personnel sometimes express desire to deviate from their homeward flight itinerary (e.g. make an enroute stop to visit friends or relatives). SACC policy is to make flight arrangements via the least cost and most direct route to your home base. If you wish to change your ticket, it will be up to you to do so (and pay for any additional costs out of your own pocket); it will also be your responsibility to notify and get approval from your home unit/supervisor if your estimated time of arrival (ETA) is different than what was relayed through the dispatch system. If you are driving, the above responsibility still applies. If you choose to make travel deviations, you should also understand that per diem will not be covered while you are in non-pay status.

Reassignments may occur if:

1. You are qualified for the position being ordered
2. You have at least 7 days left out of your total assignment

If we are releasing personnel excess to our needs, we will attempt to offer you some options for reassignment, however this is not guaranteed. Please remain flexible.

Southern Area Coordination Center
2011/2012
Detailer Survey

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your constructive feedback is very important to help us in our continuous improvement process.

SACC detailers are asked to complete the following survey.

All sensitive comments will be kept confidential. Please feel free to use the back of this form, or attach additional sheets, if space provided isn't enough to sufficiently answer the questions.

1. What recommendations or changes would you suggest to our office procedures to help us streamline operations?

2. Did SACC provide adequate Center orientation and detailer materials? What information was not provided by SACC to you that would be beneficial to other detailers during their assignments to SACC in the future?

3. Was the SACC staff helpful to you during your detail?

4. Were the facilities adequate? If not, what improvements would you suggest?

5. What did you enjoy most about your detail to the SACC?

Optional – Submitted by: _____ **. Unit:** _____ **. Date:** _____.

*Please submit completed survey to the current Acting Center Manager or by mailing to Southern Area Coordination Center, Attention: Acting Center Manager, 1200 Ashwood Parkway, Suite 230, Atlanta, GA 30338

Thank you for participating in this survey!