ATTACHMENT 13

RAO Responder Instructions

CECO-C

MEMORANDUM FOR: RAO Responder

SUBJECT: RAO Responder Instructions

1. **GENERAL.** Thank you for volunteering to deploy as an RAO responder. You are about to deploy into an area that has been devastated by natural forces. Your willingness to be part of this effort shows your concern toward your country and the people in it who are suffering as a result of the disaster. These instructions were developed to provide you with information that you will need while deployed. While it does not cover all subjects and should not be considered definitive, it will provide you with much of the information that you will need. **Please read these instructions completely.** You are responsible for following the instructions in this memo during your deployment. Please keep it with you at all times. If you have questions, please contact the RAO office. The RAO office is the final authority on **all** deployment issues involving RAO employees. When in doubt, contact us first.

2. **MISSION.** Your mission, the mission number and the tasker number are shown on the tasker. If you change missions (from roofing to debris for example), or if the funding changes from pre-declaration to post-declaration, your funding will change. If this occurs, you **MUST** close out your travel and file a travel voucher because your travel orders will change. This includes travel (air, personal auto, etc.), hotel and other miscellaneous expenses. Closing out the contract for a rental car is not generally cost effective because rental car contracts are usually by the month and carry a penalty if closed out early. Instead, the costs should be pro-rated. We recognize that this is inconvenient, but it helps us keep the funding straight and ensures that you are properly paid and reimbursed for your travel expenses. Please be patient and do what needs to be done.

3. **SAFETY.** Safety is your number one priority! **Work Safely, drive safely, be safe!** Always keep safety in mind and during deployments follow the requirements of EM 385-1-1.

a. While on duty, **Be professional, be flexible, be cooperative and don't over do things.** Your normal work schedule should normally be no more than twelve hours per day. Working beyond twelve hours should only occasionally occur. Pace yourself for the long-term effort.

b. Required Dress and Personal Protection Equipment for Fieldwork:

- Boots/shoes with steel toe and insole
- Hard hat
- Safety glasses with side shields
- High visibility safety vest
- Ear plugs or muffs as required
- Respiratory protection as required

- Rubber or other water resistant gloves as required
- Sunscreen
- Long pants and short/long sleeve shirts; no shorts or sandals

c. **BE SECURE** in all of your actions. Here are a few tips:

- Don't leave anything of value in your car
- Always lock your car, even when you are in it
- **DO NOT** go where the situation looks risky
- Know where you are located at all times so that you can tell police if necessary. A portable GPS can be very helpful.
- Never work alone
- Do not flash money around or look like you have money
- Wear appropriate clothing

d. Things to be aware of:

- Ensure that you have an adequate supply (at least 30 day) of personal non-refrigerated medication. If you require refrigerated medication, you may not be deployable.
- Drink plenty of water (avoid drinks with caffeine and alcohol, they cause loss of water and increase your potential for heat related illnesses.
- Drinking of alcohol and working will not be tolerated (if you do you will be immediately sent home).
- Be prepared for reduced services and damaged infrastructure (examples – food and water distribution, electricity, waste management, transportation and housing).
- Carry emergency supplies, including adequate drinking water and food.
- Do not consume any food, ice, water, or beverages (including bottled water) that have not been approved.
- Protect yourself from the natural elements (ensure that you have appropriate clothing and supplies i.e. sunscreen, insect repellent, lip balm, foot powder, antifungal cream, bottled water, etc.).
- Drive defensively and take adequate time to become familiar with your rental vehicle. Check the oil and tire pressure. Map and locate your destinations prior to attempting to locate them. A portable GPS can prove very helpful and remove a lot of stress.
- Do not operate a vehicle while talking on a cell phone or eating.
- Drive with your headlights on and be aware of debris and other objects in the road.
- Do not transport non-DoD civilians in government owned or procured vehicles (it is prohibited).
- Stay out of damaged buildings and structures.

- Beware of leaking gas lines, downed/energized power lines and the potential for fire and explosions.
- Watch out for moving vehicles.
- Use the buddy system both during and after working hours.
- Stay alert and avoid questionable neighborhoods.
- Avoid exposure to blood or bodily fluids (if exposed wash with soap and water or a minimum of a 10% bleach/water solution and notify your supervisor.
- Note any allergic reactions to fungus or molds (notify your supervisor).
- Avoid conflict with hostile people (if encountered, leave the area and do not argue).

e. Accident Reporting

- All accidents must be reported to the RAs assigned supervisor as soon as possible. The supervisor will follow the reporting requirements and procedures set by the Field Operating Activity (FOA).
- If seeking medical treatment ensure that the applicable Workers' Compensation forms are filled out, signed by a supervisor and submitted to PECH-NCR-D (CPAC). PECH-NCR-D (CPAC) handles all Workers' Compensation claims for RAO employees.

f. Minimum immunization requirements

- TDP (tetanus, diphtheria, pertussis) – All
- Hepatitis A – All

g. Stress Management

- Give fellow team members moral support
- Care for your buddies and work together
- Be aware that support is available if an employee is overwhelmed with stress

4. **TRAVEL.**

a**. Travel Orders.** Your travel orders will be prepared by the RAO support staff.

b. **Travel Arrangements – Air and Rental Car (if approved).** You will make your travel arrangements through Carlson/SATO (1-800-953-7286).

c. Hotel Reservations. How and who makes hotel reservations is dependent on whether a Recovery Field Office (RFO) has been set up. If an RFO has been set up, they normally make hotel arrangements. To ensure that hotel arrangements have been made you should contact the Point of Contact (POC) shown on your tasker. If there is no RFO, it may be your responsibility

to make hotel reservations. Help in locating acceptable hotels will normally be available through the POC shown on your tasker.

d. **Travel Vouchers.** You are required to prepare and submit a travel voucher **every 14 days** while deployed. The travel voucher and **all travel receipts** will be faxed to 202-761-5611. **All travel vouchers must be signed by the traveler and their supervisor**. All travel vouchers are processed by the RAO support staff. If you have questions concerning travel or travel vouchers contact Mary Jane Brown at 202-761-1950 or Vickie McArthur at 202-761-1043.

e. **Things to remember when filing travel vouchers:**

- Do not send a copy of your travel orders with the travel voucher. The RAO office has a copy of the travel orders.
- Travel vouchers should be clearly marked as a continuation or final travel voucher. (Done in Block 29. Remarks) If R&R has been taken during the period of time covered by the travel voucher, it should be clearly marked (also Block 29. Remarks)
- If you are a travel card holder, you must ensure that split disbursement is checked and that the voucher specifies the amount to be sent to the travel card company. Not doing so could delay processing of your travel voucher.
- Do not include receipts that are dated before or after the beginning or ending dates of travel shown on the itinerary. CEFMS will not allow the inclusion of these items for payment.
- Include an explanation of any expenses that might be considered questionable in the "Remarks" block of the travel voucher.
- All receipts must fall within the time frame of the lodging receipts (eg. if the lodging receipt is from 12/1 to 12/14 all other receipts must fall within that time frame.
- All gasoline receipts must accompany your travel voucher.
- Rental car receipts must be on a separate page from other receipts.
- **A phone number where the RA can be reached should be provided**. A home phone number is of no value if you cannot be reached there.
- The RAO office must be notified before you switch modes of transportation (eg. switching from a rental vehicle to a private vehicle).
- If additional space is needed for reimbursable expenses use DD Form 1351-2C.
- Under no circumstances are Travel Vouchers to be mailed. They must be faxed or scanned and emailed.

Most Common Problems with Travel Vouchers

- They are not legible
- Receipts have been marked on
- Incorrect dates are used
- The vouchers are not signed and dated

f. **Authorized Travel Voucher Expenses.** **<u>Only travel related expenses can be reimbursed using a travel voucher</u>.** Typical expenses include, but are not limited to; plane, bus, and train fare; personal vehicle mileage; rental car costs (if authorized); taxi, bus, and subway fees; hotel costs; laundry; etc. Other fees, such as for additional baggage are also allowed if authorized on your travel orders. **There are some other expenses that may be allowed, but cannot be reimbursed using a travel voucher.** These include such items as safety shoes **(maximum of $120.00 per pair),** safety glasses, hearing protection and flashlights and batteries. With proper documentation and approvals these items can be reimbursed using an SF-1164 **(**Claim for Reimbursement of Expenditures on Official Business). If you have a question concerning whether the cost of an item is reimbursable, contact the RAO office.

g. **Extensions.** You may be asked to, or request to extend your appointment. If an extension is agreed to, the RFO must send an extension tasker to RAO and it must be approved by the RAO Program Manager (PM). Once the extension tasker has been approved and RAO has received funding, your travel orders will be amended. If the extension tasker is not approved, you must return home at the end of your tour.

h. **Temporary Return to Permanent Duty Station during Extended TDY (commonly referred to as R&R).** If you are deployed for a period of 60 days or more you may be authorized R&R after 30 consecutive days of duty (TDY) and after every 30 consecutive days thereafter. R&R is to be coordinated by you and your field supervisor. The standard time period for R&R is four days (2 days for travel and 2 days off) but it can be extended up to 10 days with supervisory approval and in rare and unusual circumstances may exceed that time with the prior approval of the RAO PM. Authorization for R&R must be requested on a "Return to Home of Record (HOR)/Alternate Location (AL) During TDY – RAO Personnel" form and approved by the Field Supervisor and Mission Manager. R&R can be taken at your home of record or at an alternate location, so it is very important that the location be stated on the Return to PDS during TDY (Authorization for R&R) form. If you need to make travel arrangements for R&R (e.g., airline tickets or to extend the car rental agreement) you should contact Carlson/SATO (1-877-634-7705). The RAO staff will be notified in advance of upcoming R&R and will be available to answer any questions that you may have. Travelers are reimbursed as follows for R&R.

- **Travel to Home of Record.** The traveler will receive transportation (actual cost of airfare, rental car, etc.) to their home of record and three-fourths of the daily per diem for the day in route home and the day they return to duty. They will not receive per diem for the days home.

- **Travel to an Alternate Location.** The traveler is not authorized compensation or reimbursement for transportation expenses. The traveler is authorized reimbursement for only per diem related expenses and reimbursable miscellaneous expenses that would have been allowable had the employee remained at the TDY location. These expenses will be equal to that of their TDY work site for the non workdays (2 travel days plus 2 days R&R). Expenses incurred during the employee's time off, with the exception of those discussed above, are not reimbursable.

5. **TIME ANDATTENDANCE.** When deployed for disaster related purposes, time and attendance must be reported weekly, using the 7 Day Time and Attendance sheet (supplied). **It must be signed by you and your field supervisor** and verified by the RFO RM office or other appropriate organization and then faxed or scanned and emailed to the RAO timekeeper (fax no: 202-761-5606, email: patsy.c.howard@usace.army.mil) every week, to be received by the RAO timekeeper as follows: First week – on Sunday morning after the first week of the time period. Second week – on Saturday (before the end of the time period). Since all Reemployed Annuitants work an intermittent schedule, all time is recorded as "regular" or "overtime". There is no night differential, Sunday premium or holiday pay. The following rules apply when completing your timesheet

- Only 40 "regular" hours will be recorded for any week (Sunday through Saturday). Any additional hours worked will be recorded as "overtime".
- The first 8 hours in a day must be worked before any overtime can be recorded. All hours worked over 8 in a day will be recorded as overtime.
- If you work 6 hours or more in a day, you must show a 30 minute (minimum) lunch period, whether you take it or not.
- "R&R" periods and "end of tour" should be notated on your timesheet.
- **Travel time will be paid only** when initially traveling to the location of your deployment and when returning home at the end of deployment. Travel time will not be recorded for travel during R & R. Travel time is limited to the amount of time it would take to travel from your home to your deployment location by the quickest means possible (generally air travel and includes ground transportation to and from the airports, flight time and time spent at the airports between flights and retrieving luggage). If you choose travel by any other means you will not be compensated for any additional time.
- **Pay Cap** – Deployment to disaster worksites often means work schedules of 12 or more hours per day 7 days per week. This means that some individuals will exceed the **pay cap** that limits pay to that of a GS-15 Step 10 (including any applicable locality-based comparability payment) or Executive Level V, which ever is greater. In certain circumstances this limitation is waived by the head of the organization or their designee. When this occurs, the RAO support staff will take the necessary steps to ensure that the waiver is put into affect for those that will normally exceed the pay cap. RAO employees are also subject to an **annual pay cap** not to exceed that of a GS-15 Step 10 (including any applicable locality-based comparability payment) or Executive Level V, which ever is greater. This includes pay for regular time (40 hours per week), overtime and any compensation carried over from the previous calendar year.

6. **REQUIRED ITEMS WHEN DEPLOYING**

- CAC
- Government Credit Card (if you have one)
- Driver's License
- Immunization Record
- Safety Shoes (steel toed)

- Work Gloves, safety glasses, hearing protection
- Hard Hat (if you have one)
- High Visibility Vest (if you have one)
- Work Shirts (if required and if you have them - red or white)
- Antibacterial wipes/bleach-containing spray cleaner (not aerosol)
- Goggles as required
- Flashlight

7. **RECOMMENDED PERSONAL ITEMS WHEN DEPLOYING TO A FIELD SITE**

- Clothing for 14 days
- 2 days worth of non-perishable food
- Cash and personal credit cards
- Health Insurance Card
- Non-refrigerated medicine
- Pain reliever
- Eye drops
- Insect repellant
- Chap stick
- Sunscreen
- Small first aid kit
- Wet ones and antibacterial soap
- Bee Sting kit
- Extra eye glasses/contacts

8. **THINGS TO CONSIDER BEFORE LEAVING HOME**

- Make arrangements to pay bills (if applicable)
- Execute a will or trust
- Prepare a Power of Attorney
- Provide emergency notification information
- Stop or transfer mail (as applicable)
- Ensure that pets are taken care of (if applicable)
- Make arrangements to get your yard mowed
- Winterize your home (if applicable)