
Unit 5: General Staff Functions

Objective

At the end of this unit, the participants should be able to describe the roles and functions of the General Staff, including:

- Operations Section.
 - Planning Section.
 - Logistics Section.
 - Finance/Administration Section.
-

Scope

- Unit Introduction
 - Unit Objective
 - General Staff Overview
 - Expanding Incidents
 - ICS Supervisory Position Titles
 - Activity: ICS Section Chiefs and Deputies
 - Increasing Interagency Coordination
 - Operations Section
 - Operations Section: Major Activities
 - Audio: Operations Section Chief
 - Video: Operations Section: Expanding and Contracting
 - Operations: Single Resources
 - Operations: Teams
 - Sample Strike Teams and Task Forces
 - Activity
 - Operations: Too Many Teams!
 - The Solution: Add Functional Groups
 - Geographic Divisions & Groups
 - Complex Incidents
 - Activity: What Is the Correct Title?
 - Planning Section
 - Planning Section: Major Activities
 - Audio: Planning Section Chief
 - Planning Section: Units
 - Knowledge Review
 - Logistics Section
 - Logistics Section: Major Activities
 - Audio: Logistics Section Chief
 - Logistics Section: Branches and Units
 - Finance/Administration Section
 - Finance/Administration Section: Major Activities
 - Audio: Finance/Administration Section Chief
 - Finance/Administration Section: Units
 - Review Activity: Which Section Chief?
 - Case Study: General Staff Functions
 - Summary
-

Methodology

The instructors will outline this unit's objective. They will then explain that as incidents expand, there may be need to add supervisory layers to the organization structure. This unit will describe these layers in depth and, specifically, will explain the role of the General Staff in the ICS structure.

The instructors will then explain the importance of using specific ICS position titles. They will identify the titles for all ICS supervisory levels.

The instructors will start with the Operations Section, having the participants listen to an audio clip of an Operations Section Chief describing her role. The participants will then watch a video describing how the Operations Section may expand or contract. The instructors will further explain the role of Task Forces, Strike Teams, and Single Resources. The participants will complete an activity applying ICS position titles within an expanding Operations Section.

To introduce the Planning Section, the instructors will present an audio clip of a Planning Section Chief describing his job. The instructors will then overview the key Planning Section tasks, and discuss the roles of the four Planning Section Units. They will also explain the use of Technical Specialists. The participants will complete a Knowledge Review matching particular Planning Section Units to specific functions.

The instructors will then identify the tasks of the Logistics Section. The participants will listen to an audio clip of the Logistics Section Chief describing his role. The instructors will then describe the Service Branch and the Support Branch and their corresponding Units.

The instructors will then present an audio clip of a Finance/Administration Section Chief describing her role. The instructors will then outline the major tasks of the Finance/Administration Section. The instructors will then describe each of the four Finance/Administration Section Units.

The participants will then complete an activity that allows them to apply the information they have learned about General Staff roles and responsibilities.

To summarize the unit, the instructors will present a case study scenario in which the participants must answer questions that assess their understanding of the role of the General Staff. After discussing the questions based on the scenario, the instructors will ask the participants if they have met the learning objective for this unit.

Time Plan

A suggested time plan for this unit is shown below. More or less time may be required, based on the experience level of the group.

Topic	Time
Unit Introduction and Unit Objectives	5 minutes
General Staff	10 minutes
Operations Section	15 minutes
Activities	20 minutes
Planning Section	10 minutes
Logistics Section	10 minutes
Finance/Administration Section	10 minutes
Activity	5 minutes
Case Study: General Staff Functions	15 minutes
Summary	5 minutes
Total Time	1 hour 45 minutes

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Visual 5.1



Visual Description: Unit Introduction

Instructor Notes

Tell the participants that this unit will provide an overview of ICS General Staff functions, including the following topics:

- Operations Section
- Planning Section
- Logistics Section
- Finance/Administration Section

The unit concludes with a case study exercise in which the students will apply what they have learned about the General Staff.



Visual 5.2

Unit Objective

Describe the roles and functions of the General Staff including:

- Operations Section
- Planning Section
- Logistics Section
- Finance/
Administration
Section



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Visual 5.2
General Staff Functions

Visual Description: Unit Objective

Instructor Notes

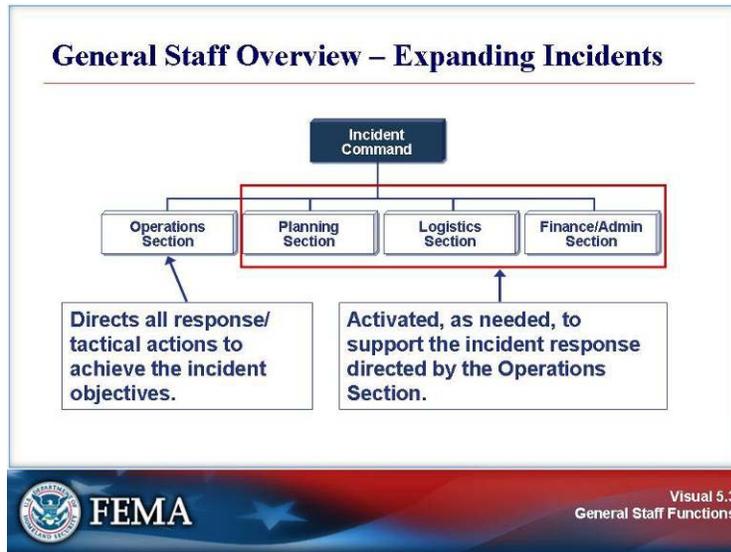
Tell participants that by the end of this unit, they should be able to describe the roles and functions of the General Staff including:

- Operations Section
- Planning Section
- Logistics Section
- Finance/Administration Section

Remind the participants that most incidents usually are small, managed in a short period of time, and require few outside response resources. However, an institution may become involved in a larger incident affecting the whole community and may be isolated. In such cases, a larger ICS organization may be required to manage the incident.



Visual 5.3

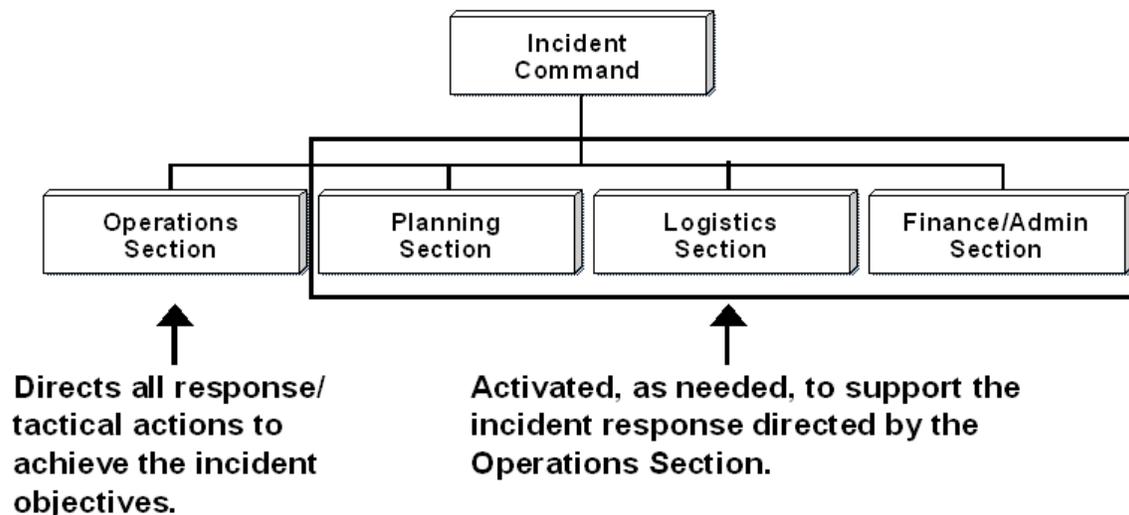


Visual Description: General Staff Overview – Expanding Incidents

Instructor Notes

Tell participants that the General Staff overall responsibilities are summarized in the graphic.

In an expanding incident, the Incident Command first establishes the Operations Section. The remaining Sections are established as needed to support the operation.





Visual 5.4



Visual Description: Expanding Incidents

Instructor Notes

Tell the participants that the definitions of ICS organizational components are shown in the Student Manual.

Note that later they will learn more about the different organizational elements.

- **Sections:** The organizational levels with responsibility for a major functional area of the incident (e.g., Operations, Planning, Logistics, Finance/Administration). The person in charge of each Section is designated as a Chief.
- **Divisions:** Used to divide an incident geographically. The person in charge of each Division is designated as a Supervisor.
- **Groups:** Used to describe functional areas of operations. The person in charge of each Group is designated as a Supervisor.
- **Branches:** Used when the number of Divisions or Groups exceeds the span of control. Can be either geographical or functional. The person in charge of each Branch is designated as a Director.
- **Task Forces:** A combination of mixed resources with common communications operating under the direct supervision of a Task Force Leader.
- **Strike Teams:** A set number of resources of the same kind and type with common communications operating under the direct supervision of a Strike Team Leader.
- **Single Resources:** May be individuals, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified supervisor that can be used at an incident.



Visual 5.5

ICS Supervisory Position Titles

Organizational Level	Supervisor Title	Support Position Title
Incident Command	Incident Commander	Deputy
Command Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A
Unit	Leader	Manager
Strike Team/Task Force	Leader	Single Resource Boss

Visual 5.5
General Staff Functions

Visual Description: ICS Supervisory Position Titles

Instructor Notes

Tell the participants that additional levels of supervision are added as the ICS organization expands.

The ICS supervisory titles are shown in the graphic.

Organizational Level	Supervisor Title	Support Position Title
Incident Command	Incident Commander	Deputy
Command Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A
Unit	Leader	Manager
Strike Team/Task Force	Leader	Single Resource Boss

Topic

Activity

Instructions: Match the title below with the correct description by placing the correct description number in the box.

- | | | |
|--------------------------|------------|---|
| <input type="checkbox"/> | Commander | 1. Responsible for supervision of a Branch. |
| <input type="checkbox"/> | Chief | 2. Responsible for a Task Force, Strike Team, or functional Unit. |
| <input type="checkbox"/> | Director | 3. Responsible for a Division or Group. |
| <input type="checkbox"/> | Supervisor | 4. Responsible for the overall management of the incident. |
| <input type="checkbox"/> | Leader | 5. Responsible for a functional Section, such as Operations. |

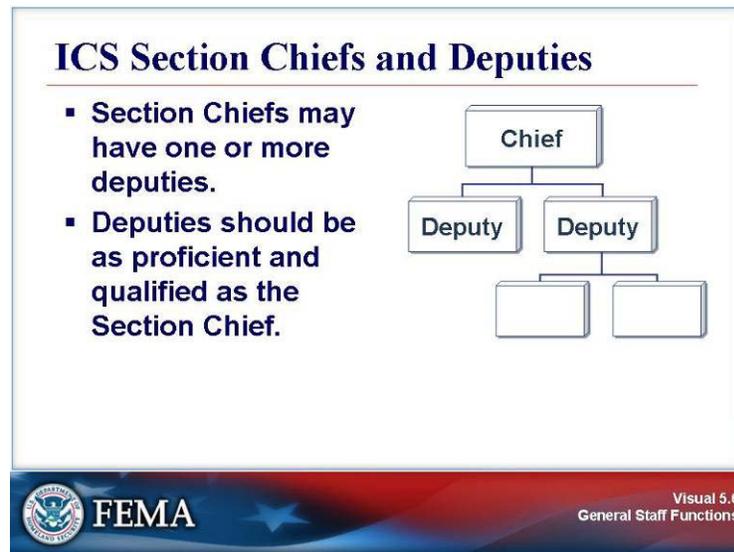
Allow the participants 2 minutes to mark their responses in their Student Manuals.

Review the correct answers as shown below:

- | | |
|----------------------------|--|
| <input type="checkbox"/> 4 | The Incident Commander is responsible for the overall management of the incident. |
| <input type="checkbox"/> 5 | A Section Chief is responsible for a functional Section, such as Operations. |
| <input type="checkbox"/> 1 | A Branch Director is responsible for supervision of a Branch. |
| <input type="checkbox"/> 3 | A Supervisor is responsible for a Division or Group. |
| <input type="checkbox"/> 2 | A Leader is responsible for a Task Force, Strike Team, or functional Unit. |



Visual 5.6



Visual Description: ICS Section Chiefs and Deputies

Instructor Notes

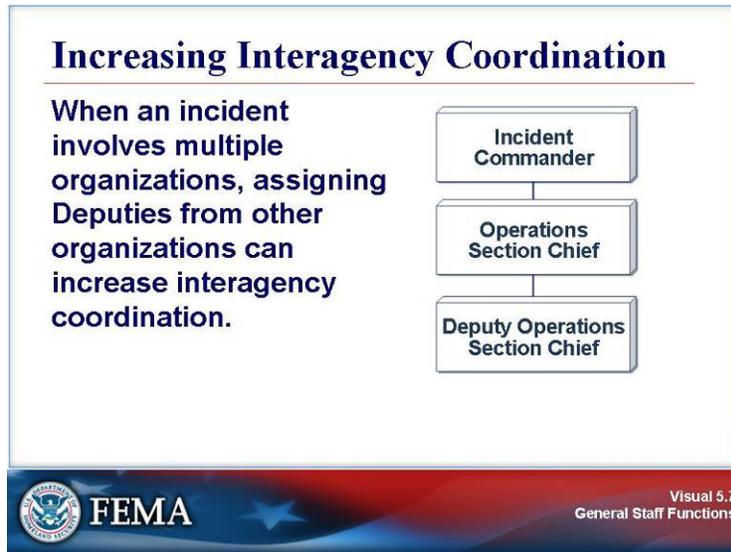
Tell the participants that, as mentioned previously, the person in charge of each Section is designated as a Chief. Section Chiefs have the ability to expand their Sections to meet the needs of the situation.

Each of the Section Chiefs may have a Deputy, or more than one, if necessary. The Deputy:

- May assume responsibility for a specific portion of the primary position, work as relief, or be assigned other tasks.
- Should always be as proficient as the person for whom he or she works.



Visual 5.7



Visual Description: Increasing Interagency Coordination

Instructor Notes

Explain that when an incident involves multiple organizations, assigning Deputies from other organizations can increase interagency coordination.

For example, in the case of a bomb threat on campus, command may be transferred to a first response organization while a campus public safety officer may serve as a Deputy. When first responders and campus personnel are integrated into the same ICS organizational structure, valuable information can be shared and crisis decisionmaking improved.



Visual 5.8

Operations Section: Major Activities

- Directs and coordinates all incident tactical operations.
- Is typically one of the first organizations to be assigned to the incident.
- Expands from the bottom up.
- Has the most incident resources.
- May have Staging Areas and special organizations.



Visual Description: Operations Section: Major Activities

Instructor Notes

Explain that the Operations Section is responsible for directing and coordinating all incident tactical operations.

Review the following key points with the group:

The Operations Section:

- Is typically one of the first organizations to be assigned to the incident.
- Develops from the bottom up.
- Has the most incident resources.
- May have Staging Areas and special organizations.



Visual 5.9

Audio: Operations Section Chief

Audio Key Points:

The Operations Section Chief:

- Develops and implements strategy and tactics to carry out the incident objectives.
- Organizes, assigns, and supervises the tactical field resources.
- Supervises air operations and those resources in a Staging Area.

 Click icon to play.

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Visual 5.9
General Staff Functions

Visual Description: Audio: Operations Section Chief

Instructor Notes

Present the following points to the participants:

Typically, the Operations Section Chief is the person with the greatest technical and tactical expertise in dealing with the problem at hand. The Operations Section Chief:

- Develops and implements strategy and tactics to carry out the incident objectives.
- Organizes, assigns, and supervises the response resources.

Tell the participants that they will listen to an audio clip of an Operations Section Chief explaining her role.

Audio Transcript:

I take direction from the Incident Commander. I'm responsible for developing and implementing strategy and tactics to accomplish the incident objectives. This means that I organize, assign, and supervise all the tactical or response resources assigned to the incident. I would also manage the Staging Area, if one were established.



Visual 5.10



Visual Description: Video: Operations Section: Expanding and Contracting

Instructor Notes

Tell the participants that you are going to play a short video that explains how the Section Chief manages the Operations Section. The video summarizes the expansion and contraction of an Operations Section.

Video Transcript:

The Operations Section Chief at an incident may work initially with only a few single resources or staff members.

The Operations Section usually develops from the bottom up. The organization will expand to include needed levels of supervision as more and more resources are deployed.

Single resources may be grouped into Strike Teams or Task Forces who report to a Leader. Remember, Strike Teams are comprised of similar resources while Task Forces combine different types of resources.

Groups may be added to supervise the growing number of resources, Teams, or Task Forces. Or, geographic Divisions along with Groups may be used. The Operations Section Chief may add Branches to supervise the Groups and Divisions and further reduce his or her span of control.

At some point, the Operations Section and the rest of the ICS organization will contract. The decision to contract will be based on the achievement of incident objectives.

Demobilization planning begins upon activation of the first personnel and continues until the ICS organization ceases operation.



Visual 5.11

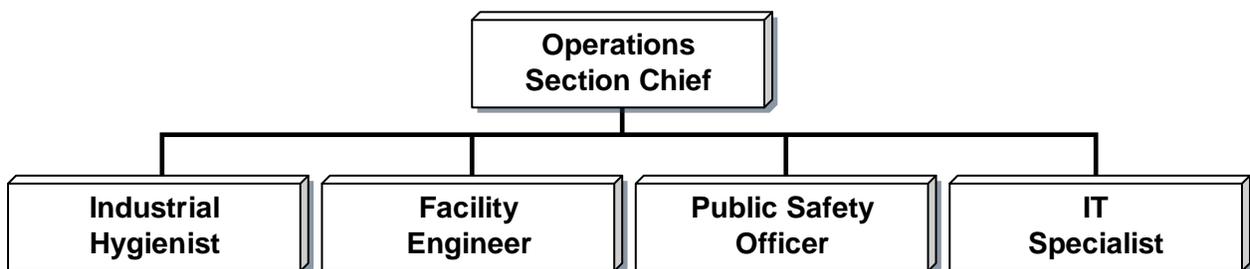


Visual Description: Operations: Single Resources

Instructor Notes

Present the following points:

Single Resources are individuals, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified supervisor. On a smaller incident, the Operations Section may be comprised of an Operations Section Chief and single resources.





Visual 5.12

Operations: Teams

Single resources may be organized into teams. Using standard ICS terminology, the two types of team configurations are:

- **Task Forces**, which are a combination of mixed resources with common communications supervised by a Leader.
- **Strike Teams**, which include all similar resources with common communications supervised by a Leader.



Visual Description: Operations: Teams

Instructor Notes

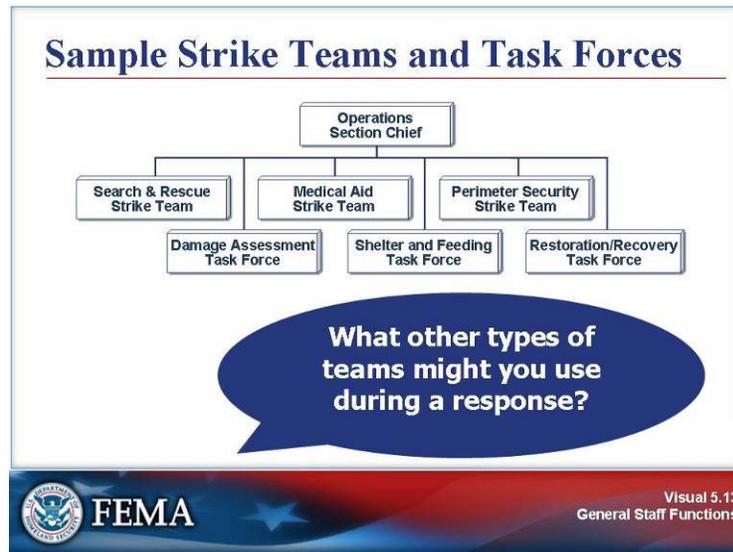
Summarize the following key points:

Single resources may be organized into teams. Using standard ICS terminology, the two types of team configurations are:

- **Task Forces**, which are a combination of mixed resources with common communications operating under the direct supervision of a Leader.
- **Strike Teams**, which include all similar resources with common communications operating under the direct supervision of a Leader.



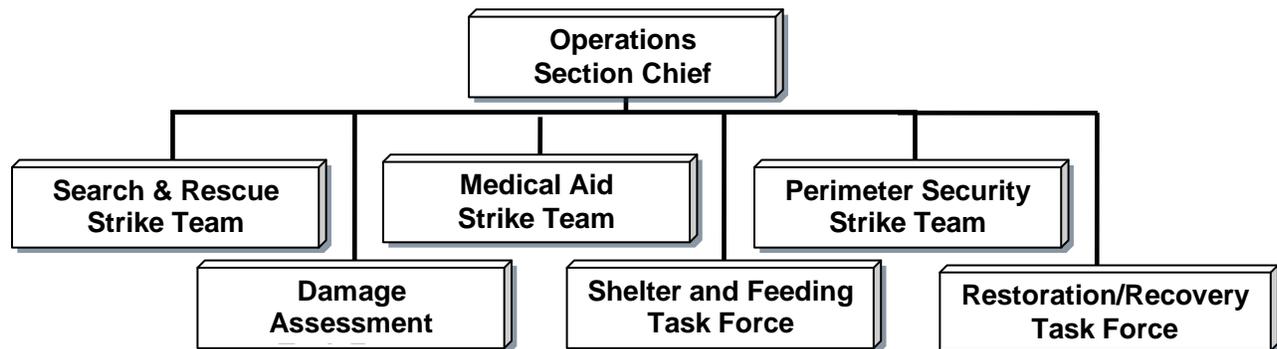
Visual 5.13



Visual Description: Sample Strike Teams and Task Forces

Instructor Notes

Point out that the Operations Section organization chart shows possible team assignments in a campus incident. Each team would have a Team Leader reporting to the Operations Section Chief.



Note that these are examples of possible teams. Teams should be established based on the type of incident and unique requirements of the campus.

Ask the participants: What other types of teams might you use during a response?



Visual 5.14

Activity

Scenario: Heavy rains have caused flash flooding. Your campus is isolated, and students and staff cannot leave. Help may not arrive for several hours.

Instructions: In your table groups:

1. Develop an organizational chart depicting how the Operations Section could be organized into teams.
2. List the responsibilities of each team.
3. Be prepared to present in 15 minutes.



Visual Description: Activity

Instructor Notes

Review the following scenario: Heavy rains have caused flash flooding. Your campus is isolated and students and staff cannot leave. Help may not arrive for several hours.

Next, ask the participants to work in table groups to complete the following steps:

- Develop an organizational chart depicting how the Operations Section could be organized into teams. Draw the team structure on chart paper as large as possible.
- List the responsibilities of each team.
- Be prepared to present in 15 minutes.

Instructor Note: There is no single correct answer. Have the teams hang up their charts on one wall. Compare the similarities and differences among the team structures.



Visual 5.15

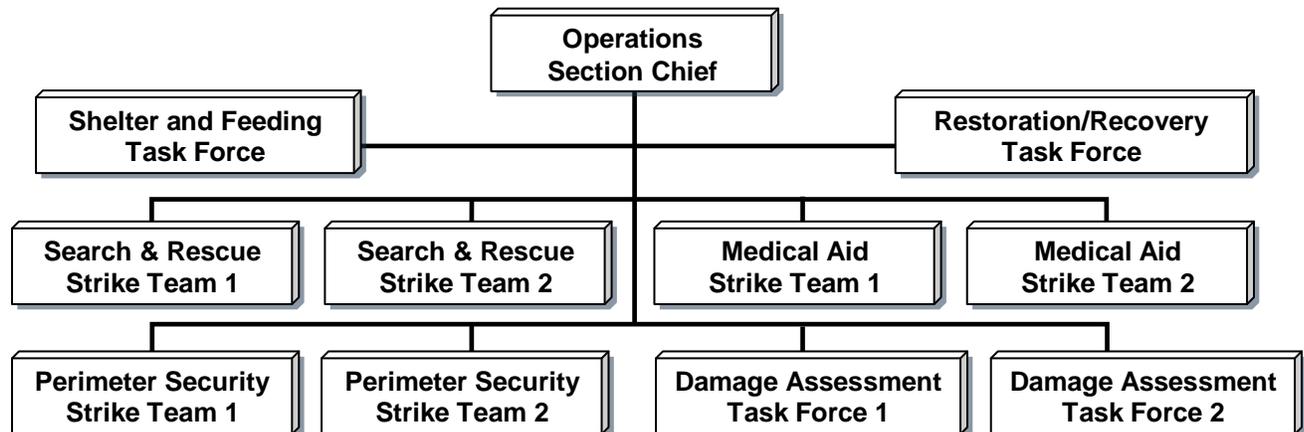


Visual Description: Operations: Too Many Teams!

Instructor Notes

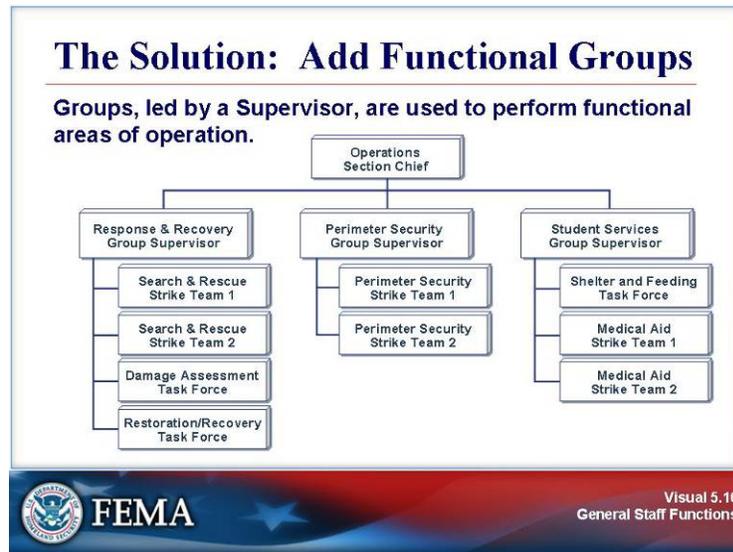
Explain to the participants that, to maintain span of control, each team should be comprised of a Team Leader and no more than 5 to 7 team members.

Ask the participants: As teams are added, what happens to the Operations Section Chief's span of control?





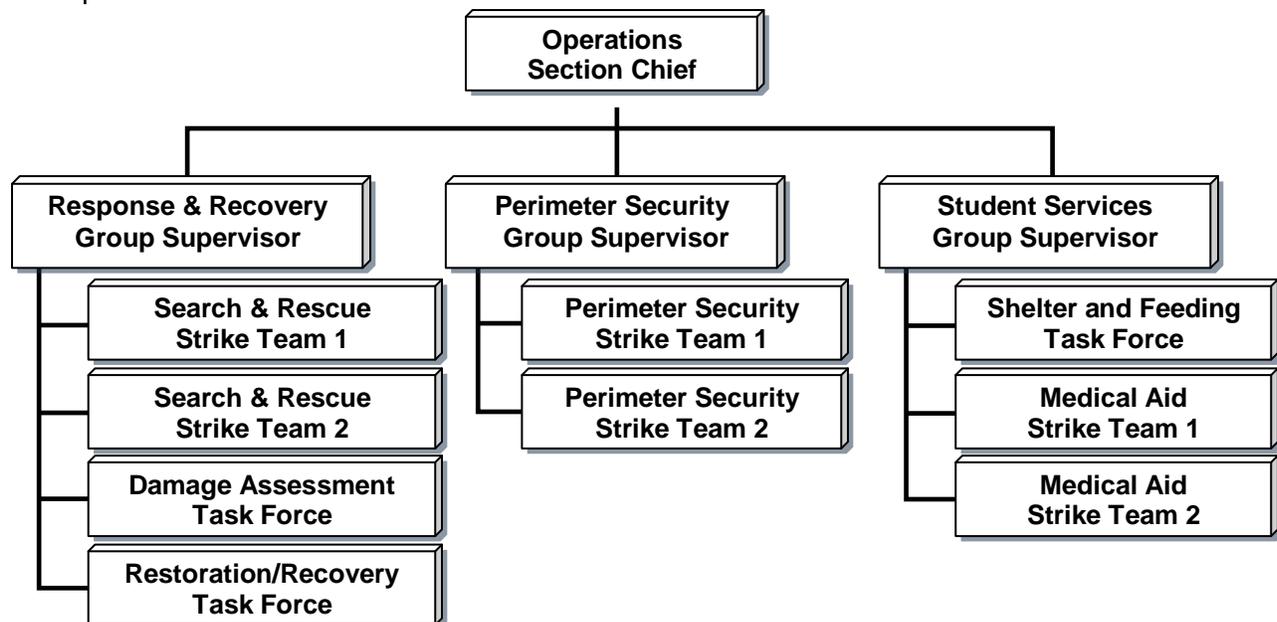
Visual 5.16



Visual Description: The Solution: Add Functional Groups

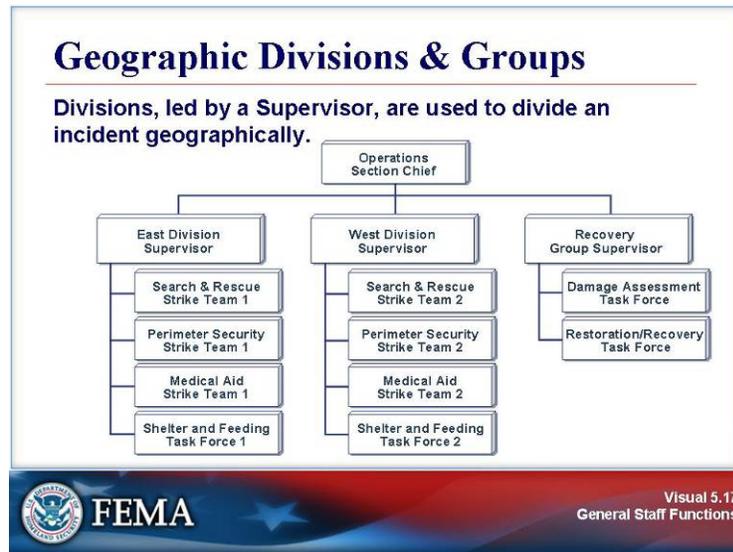
Instructor Notes

Point out that, on a large, complex incident the Operations Section may become very large. Using the ICS principle of modular organization, the Operations Section may add elements to manage span of control. **Groups are used to perform functional areas of operation.** The organizational chart below illustrates how Groups can be used to maintain span of control within the Operations Section.





Visual 5.17

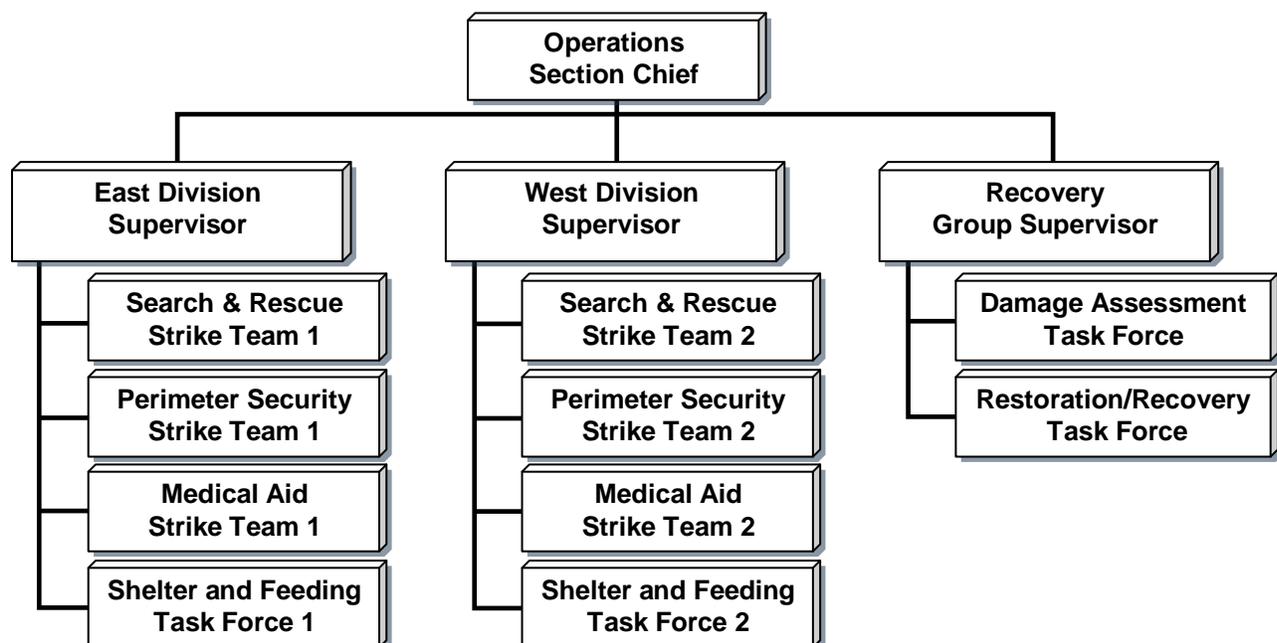


Visual Description: Geographic Divisions & Groups

Instructor Notes

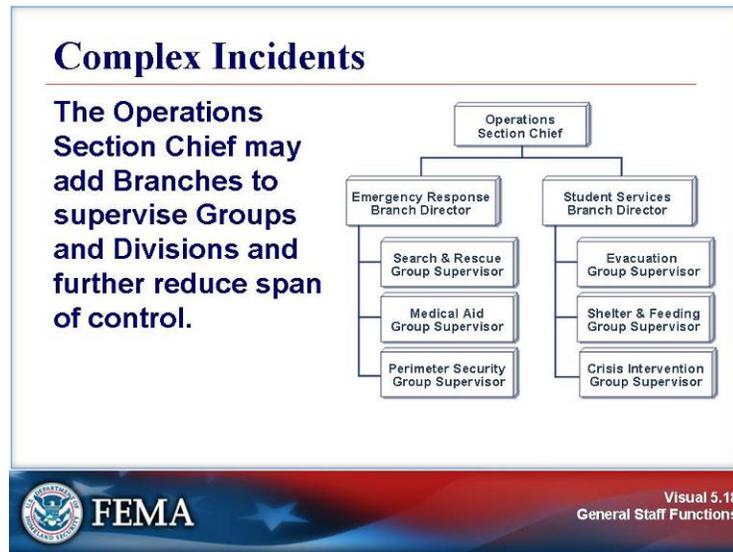
Summarize the following key points:

Divisions can be used to add a level of supervision. Divisions are used to divide an incident geographically. The organizational chart below illustrates how Groups and Divisions can be used together to maintain span of control within the Operations Section. The use of Divisions would be effective if the incident covered a large or isolated area of the campus.





Visual 5.18

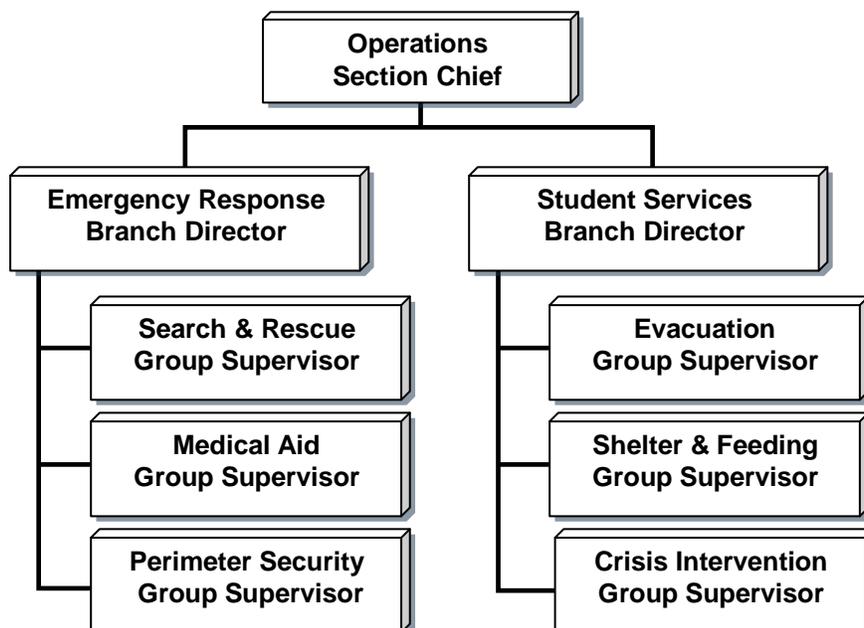


Visual Description: Complex Incidents

Instructor Notes

The Operations Section Chief may add Branches to supervise Groups and Divisions and further reduce his or her span of control. The person in charge of each Branch is designated as a Director.

Review the chart. Ask the participants: What are the advantages of reducing the Operations Section Chief's span of control?





Visual 5.19

Activity: What Is the Correct Title? (1 of 3)

Instructions: Read each scenario and question. Mark the answer in your Student Manual.

Scenario: As incident objectives and resources expand, the Operations Section Chief begins organizing resources into functional areas.

What title is the correct addition to the organizational chart?

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graph TD
    OSC[Operations Section Chief] --- ES[Emergency Services ?]
    OSC --- SS[Student Services ?]
  
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Visual 5.19
General Staff Functions

Visual Description: Activity: What Is the Correct Title? (1 of 3)

Instructor Notes

Instructions: Read each scenario and question. Mark the answers in your Student Manual.

Scenario: As incident objectives and resources expand, the Operations Section Chief begins organizing resources into functional areas. What title is the correct addition to the organizational chart?

- Unit Supervisor
- Team Supervisor
- Group Supervisor

Provide feedback on the question:

The correct addition to the organizational chart is: Group Supervisor.

Groups are used to describe functional areas of operations. The person in charge of each Group is designated as a Supervisor.

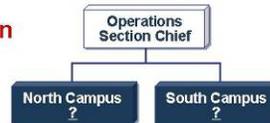


Visual 5.20

Activity: What Is the Correct Title? (2 of 3)

Scenario: The incident has isolated part of the campus. Given this isolation, the Operations Section Chief has decided to organize resources by geographical areas.

What title is the correct addition to the organizational chart?



Visual 5.20
General Staff Functions

Visual Description: Activity: What Is the Correct Title? (2 of 3)

Instructor Notes

Scenario: The incident has isolated part of the campus. Given this isolation, the Operations Section Chief has decided to organize resources by geographical areas. What title is the correct addition to the organizational chart?

Task Force Supervisor

Division Supervisor

Sector Supervisor

Provide feedback on the question:

The correct addition to the organizational chart is: Division Supervisor.

Divisions are used to divide an incident geographically. The person in charge of each Division is designated as a Supervisor.



Visual 5.21

Activity: What Is the Correct Title? (3 of 3)

Scenario: As the incident expands even further, the Operations Section Chief determines that there is a need to add another level of supervisor to manage the Groups.

What title is the correct addition to the organizational chart?

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graph TD
    OSC[Operations Section Chief] --- ES[Emergency Services ?]
    ES --- SR[Search & Rescue Group Supervisor]
    ES --- MA[Medical Aid Group Supervisor]
  
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Visual 5.21
General Staff Functions

Visual Description: Activity: What Is the Correct Title? (3 of 3)

Instructor Notes

Scenario: As the incident expands even further, the Operations Section Chief determines that there is a need to add another level of supervisor to manage the Groups. What title is the correct addition to the organizational chart?

- Branch Director
- Department Director
- Field Director

Provide feedback on the question:

The correct addition to the organizational chart is: Branch Director.

Branches may be added when the number of Divisions or Groups exceeds the span of control and can be either geographical or functional. The person in charge of each Branch is designated as a Director.

Tell the participants you will look at the Planning Section next.



Visual 5.22

Planning Section: Major Activities

- Collecting, evaluating, and displaying incident intelligence and information.
- Preparing and documenting Incident Action Plans.
- Tracking resources assigned to the incident.
- Maintaining incident documentation.
- Developing plans for demobilization.



Visual Description: Planning Section: Major Activities

Instructor Notes

Tell the participants that the major activities of the Planning Section may include:

- Collecting, evaluating, and displaying incident intelligence and information.
- Preparing and documenting Incident Action Plans.
- Tracking resources assigned to the incident.
- Maintaining incident documentation.
- Developing plans for demobilization.



Visual 5.23

Audio: Planning Section Chief



Planning Section Chief

 Click icon to play.

Audio Key Points:

The Planning Section Chief:

- Helps provide accurate information.
- Provides resources such as maps and floor plans.
- Develops Incident Action Plans.
- Maintains chronology of events.



Visual 5.23
General Staff Functions

Visual Description: Audio: Planning Section Chief

Instructor Notes

Summarize the following key points:

- The Incident Commander will determine if there is a need for a Planning Section and if so, will designate a Planning Section Chief.
- If no Planning Section is established, the Incident Commander will perform all planning functions.
- It is up to the Planning Section Chief to activate any needed additional staffing.

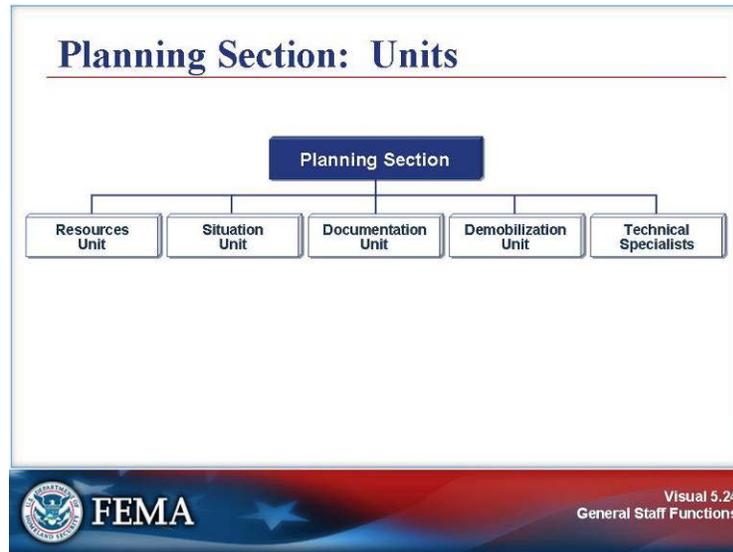
Tell the participants that you will play a short audio of a Planning Section Chief describing the role of the Planning Section in the ICS organization.

Audio Transcript:

The Incident Commander will determine if there is a need for a Planning Section, and if so, will designate a Planning Section Chief. In a campus incident, the Planning Section helps ensure responders have accurate information, such as the number of students remaining in the building. We can also provide resources such as maps and floor plans. In addition to developing plans, we can provide an invaluable service by recording a chronology of incident events for legal, analytical, fiscal, and historical purposes.



Visual 5.24

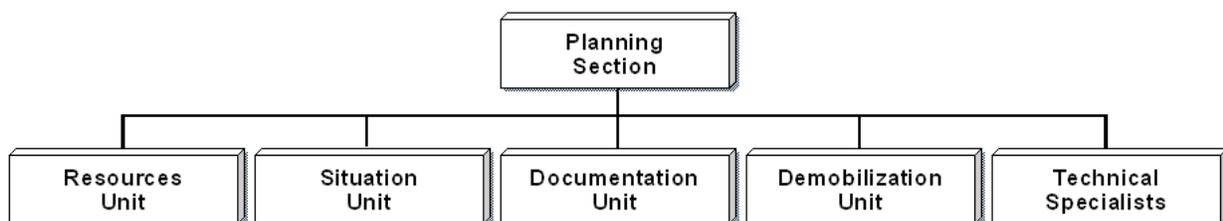


Visual Description: Planning Section: Units

Instructor Notes

Summarize the following key points:

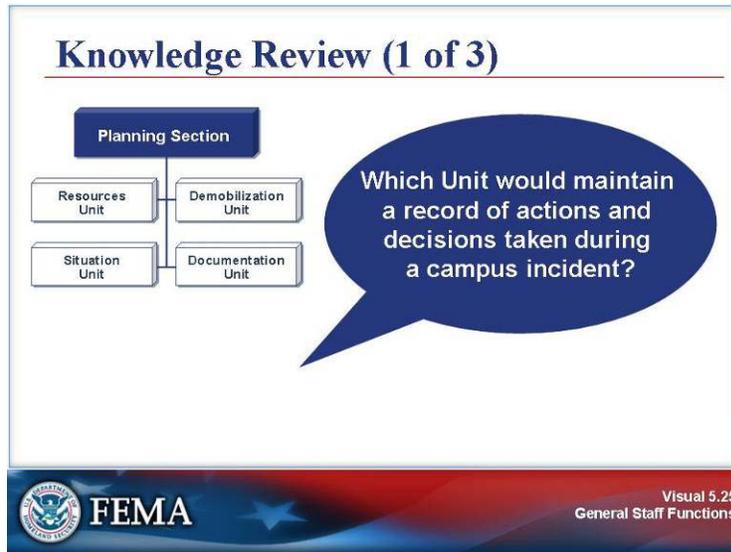
The Planning Section can be further staffed with four Units. In addition, Technical Specialists who provide special expertise useful in incident management and response may also be assigned to work in the Planning Section. Depending on the needs, Technical Specialists may also be assigned to other Sections in the organization.



- **Resources Unit:** Conducts all check-in activities and maintains the status of all incident resources. The Resources Unit plays a significant role in preparing the written Incident Action Plan.
- **Situation Unit:** Collects and analyzes information on the current situation, prepares situation displays and situation summaries, and develops maps and projections.
- **Documentation Unit:** Provides duplication services, including the written Incident Action Plan. Maintains and archives all incident-related documentation.
- **Demobilization Unit:** Assists in ensuring that resources are released from the incident in an orderly, safe, and cost-effective manner.



Visual 5.25



Visual Description: Knowledge Review (1 of 3) – Which Unit would maintain a record of actions taken during a campus incident? The options are Resources Unit, Demobilization Unit, Situation Unit, or Documentation Unit.

Instructor Notes

Ask the participants the following question:

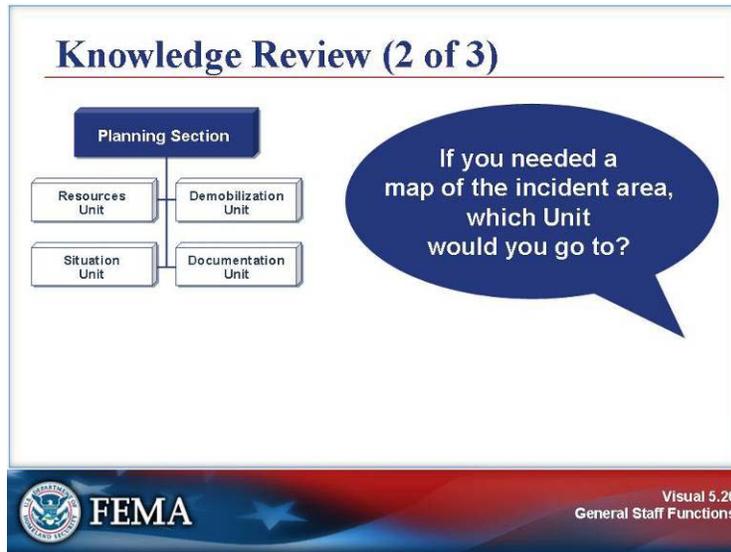
Which Planning Section Unit would maintain a record of actions taken during a campus incident?

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Documentation Unit. The Documentation Unit maintains and archives documentation on incident actions.



Visual 5.26



Visual Description: Knowledge Review (2 of 3) – If you needed a map of the incident area, which Unit would you go to? The options are Resources Unit, Demobilization Unit, Situation Unit, or Documentation Unit.

Instructor Notes

Ask the group the following question:

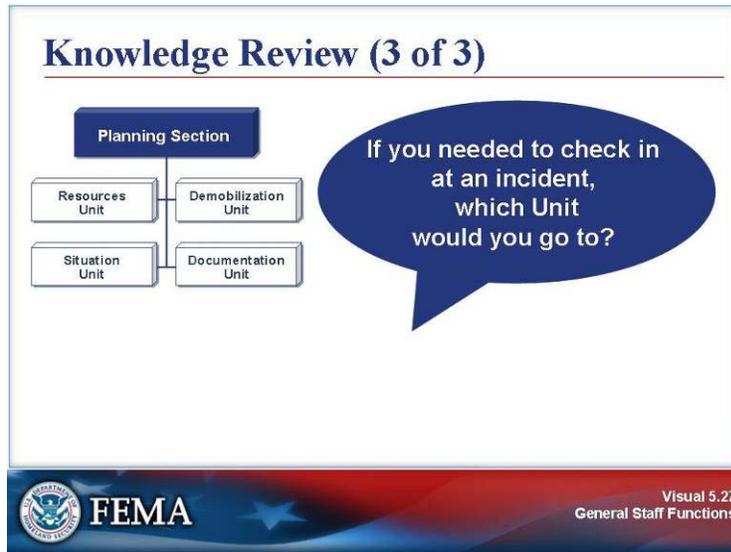
If you needed a map of the incident area, which Planning Section Unit would you go to?

Allow time to respond.

If not mentioned, tell the participants that the correct answer is the Situation Unit. The Situation Unit develops maps and projections and prepares situation displays and situation summaries.



Visual 5.27



Visual Description: Knowledge Review (3 of 3) – If you needed to check in at an incident, which Unit would you go to? The options are Resources Unit, Demobilization Unit, Situation Unit, or Documentation Unit.

Instructor Notes

Ask the participants the following question:

If you needed to check in at an incident, which Planning Section Unit would you go to?

Allow time to respond.

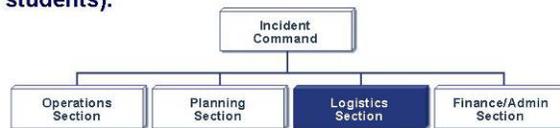
If not mentioned, tell the participants that the correct answer is the Resources Unit. The Resources Unit conducts all check-in activities and maintains the status of all incident resources.



Visual 5.28

Logistics Section: Major Activities

- Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies.
- Providing communication planning and resources.
- Setting up food services for responders.
- Setting up and maintaining incident facilities.
- Providing support transportation.
- Providing medical services for responders (not injured students).



Visual Description: Logistics Section: Major Activities

Instructor Notes

Summarize the following key points:

The Logistics Section is responsible for all of the services and support needs, including:

- Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies.
- Providing communication planning and resources.
- Setting up food services for responders.
- Setting up and maintaining incident facilities.
- Providing support transportation.
- Providing medical services to **incident personnel (not injured students)**.



Visual 5.29

Audio: Logistics Section Chief



Logistics Section Chief



Click icon to play.

Audio Key Points:

The Logistics Section Chief:

- Provides resources and services required to support incident activities.
- Develops portions of Incident Action Plan and forwards them to the Planning Section.
- Contracts for and purchases goods and services needed at the incident.

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Visual 5.29
General Staff Functions

Visual Description: Audio: Logistics Section Chief

Instructor Notes

Summarize the following key points:

- The Incident Commander will determine if there is a need for a Logistics Section at the incident, and if so, will designate an individual to fill the position of the Logistics Section Chief.
- The Logistic Section Chief helps make sure that there are adequate resources (personnel, supplies, and equipment) for meeting the incident objectives.

Tell the participants that you will play a short audio of a Logistics Section Chief describing his role in the ICS organization.

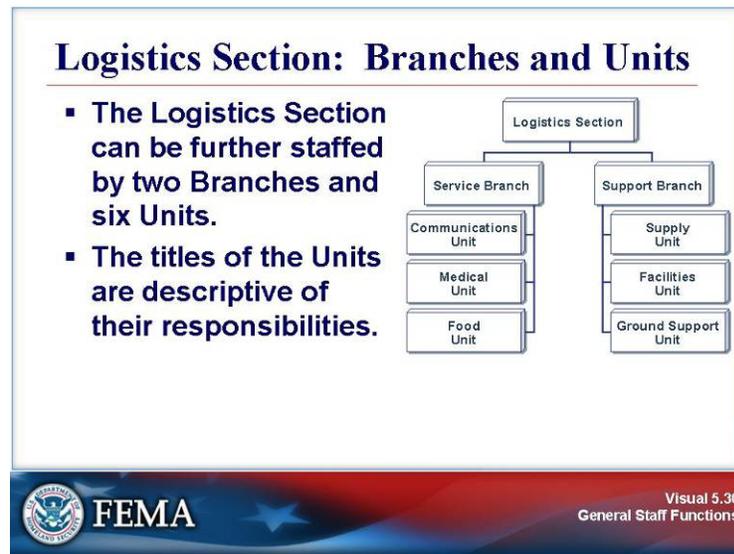
Audio Transcript:

Logistics can make or break an incident response. I assist the Incident Commander and Operations Section Chief by providing the resources and services required to support incident activities. During an incident, Logistics is responsible for ensuring that there are sufficient food, water, and sanitation supplies. We are also responsible for arranging buses for evacuations and communication equipment.

Logistics and Finance have to work closely to contract for and purchase goods and services needed at the incident.



Visual 5.30



Visual Description: Logistics Section: Branches and Units

Instructor Notes

Summarize the following key points:

- The Logistics Section can be further staffed by two Branches and six Units.
- The titles of the Units are descriptive of their responsibilities.

Service Branch

The Logistics Service Branch can be staffed to include a:

- **Communications Unit:** Prepares and implements the Incident Communications Plan (ICS-205), distributes and maintains communications equipment, supervises the Incident Communications Center, and establishes adequate communications over the incident.
- **Medical Unit:** Develops the Medical Plan (ICS-206), provides first aid and light medical treatment for personnel assigned to the incident, and prepares procedures for a major medical emergency.
- **Food Unit:** Supplies the food and potable water for all incident facilities and personnel, and obtains the necessary equipment and supplies to operate food service facilities at Bases and Camps.

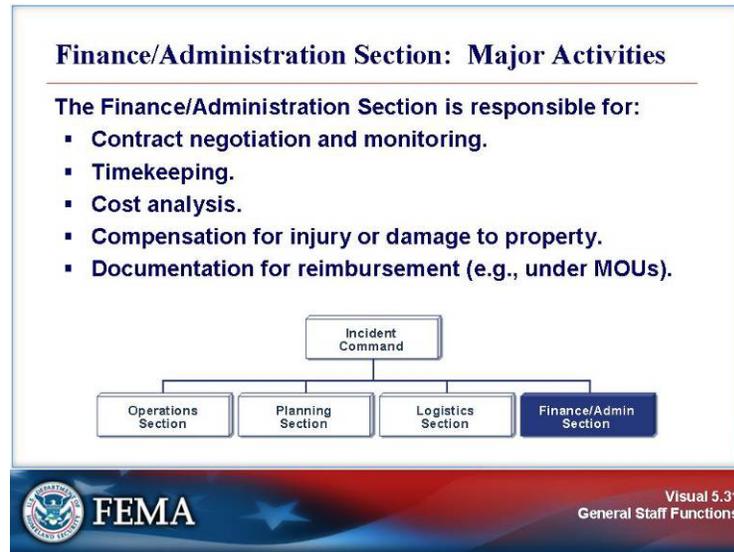
Support Branch

The Logistics Support Branch can be staffed to include a:

- **Supply Unit:** Determines the type and amount of supplies needed to support the incident. The Unit orders, receives, stores, and distributes supplies, services, and nonexpendable equipment. All resource orders are placed through the Supply Unit. The Unit maintains inventory and accountability of supplies and equipment.
- **Facilities Unit:** Sets up and maintains required facilities to support the incident. Provides managers for the Incident Base and Camps. Also responsible for facility security and facility maintenance services such as sanitation, lighting, and cleanup.
- **Ground Support Unit:** Prepares the Transportation Plan. Arranges for, activates, and documents the fueling, maintenance, and repair of ground resources. Arranges for the transportation of personnel, supplies, food, and equipment.



Visual 5.31



Visual Description: Finance/Administration Section: Major Activities

Instructor Notes

Summarize the following key points:

The Finance/Administration Section is set up for any incident that requires incident-specific financial management. The Finance/Administration Section is responsible for:

- Contract negotiation and monitoring.
- Timekeeping.
- Cost analysis.
- Compensation for injury or damage to property.
- Documentation for reimbursement (e.g., under Memorandums of Understanding (MOUs)).



Visual 5.32

Audio: Finance/Administration Section Chief



Finance/Administration
Section Chief



Click icon to play.

Audio Key Points:

The Finance/Admin Section Chief:

- Is responsible for financial and cost analysis.
- Oversees contract negotiations.
- Tracks personnel and equipment time.
- Processes claims for accidents and injuries.
- Works with Logistics to ensure resources are procured.



Visual 5.32
General Staff Functions

Visual Description: Audio: Finance/Administration Section Chief

Instructor Notes

Summarize the following key points:

The Incident Commander will determine if there is a need for a Finance/Administration Section at the incident, and if so, will designate an individual to fill the position of the Finance/Administration Section Chief.

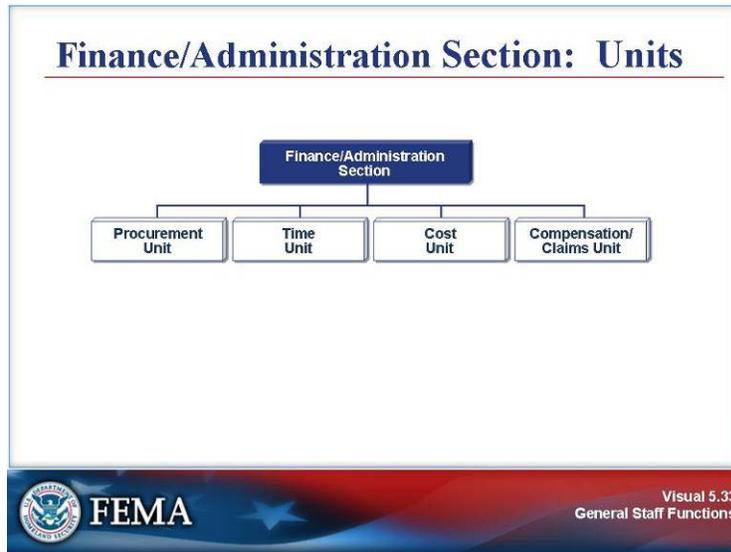
Tell the participants you will play a short audio of a Finance/Administration Section Chief describing her role in the ICS organization.

Audio Transcript:

I'm the one who worries about paying for the response efforts. I'm responsible for all of the financial and cost analysis aspects of an incident. These include contract negotiation, tracking personnel and equipment time, documenting and processing claims for accidents and injuries occurring at the incident, and keeping a running tally of the costs associated with the incident. I work most closely with Logistics to be sure that we are able to contract for and procure the resources necessary to manage an incident.



Visual 5.33



Visual Description: Finance/Administration Section: Units

Instructor Notes

Summarize the following key points:

- **Procurement Unit:** Responsible for administering all financial matters pertaining to vendor contracts, leases, and fiscal agreements.
- **Time Unit:** Responsible for incident personnel time recording.
- **Cost Unit:** Collects all cost data, performs cost effectiveness analyses, provides cost estimates, and makes cost savings recommendations.
- **Compensation/Claims Unit:** Responsible for the overall management and direction of all administrative matters pertaining to compensation for injury-related and claims-related activities kept for the incident.



Visual 5.34

Review Activity

Instructions: Read the following statements and identify the correct Section Chief. Write your answers in your Student Manual.

- My Section is working on getting 50 buses for an immediate evacuation of the campus in advance of floodwaters.
- When SWAT responders appeared on the scene of a hostile intruder incident, we provided campus maps and class schedules for the day.
- Teams within my Section are providing triage, treatment, and psychological first aid services to injured students.
- We oversee the documenting and processing of claims for accidents and injuries occurring at the incident.



FEMA

Visual 5.34
 General Staff Functions

Visual Description: Review Activity

Instructor Notes

Instructions: Use the following activity to review the General Staff Section responsibilities. Ask the participants to identify the correct Section Chief.

	Statement	Which Section?
A	My Section is working on getting 50 buses for an immediate evacuation of the campus in advance of floodwaters.	
B	When SWAT responders appeared on the scene of a hostile intruder incident, we provided campus maps and class schedules for the day.	
C	Teams within my Section are providing triage, treatment, and psychological first-aid services to injured students.	
D	We oversee the documenting and processing of claims for accidents and injuries occurring at the incident.	

Ask for volunteers to identify the correct Section Chief for each statement. If not mentioned, tell the participants that the correct answers are:

- A. Logistics Section Chief
- B. Planning Section Chief
- C. Operations Section Chief
- D. Finance/Administration Section Chief



Visual 5.35

Case Study: General Staff Functions

Instructions:

1. Working as a team, review the case study presented in your Student Manuals.
2. Use what you've learned to answer the questions in your Student Manuals. Write your answers on chart paper.
3. Select a spokesperson and be prepared to discuss with the class in 15 minutes.



Visual Description: Case Study: General Staff Functions

Instructor Notes

Provide the following instructions to the participants for the case study.

Instructions:

1. Working as a team, review the case study presented in your Student Manuals.
2. Use what you've learned to answer the questions for each part of the case study before proceeding to the next page. Write your answers on chart paper.
3. When you've answered each set of questions, move on to the next page.
4. Select a spokesperson and be prepared to discuss your answers to all the questions in 15 minutes.

Scenario Part 1: A graduate student discovers a package leaking mercury in a campus laboratory classroom. The label on the box indicates it was shipped from another local university, but no one is sure how long the box has been there, or how long it has been leaking. The student notifies a faculty member, who establishes the initial ICS organization.

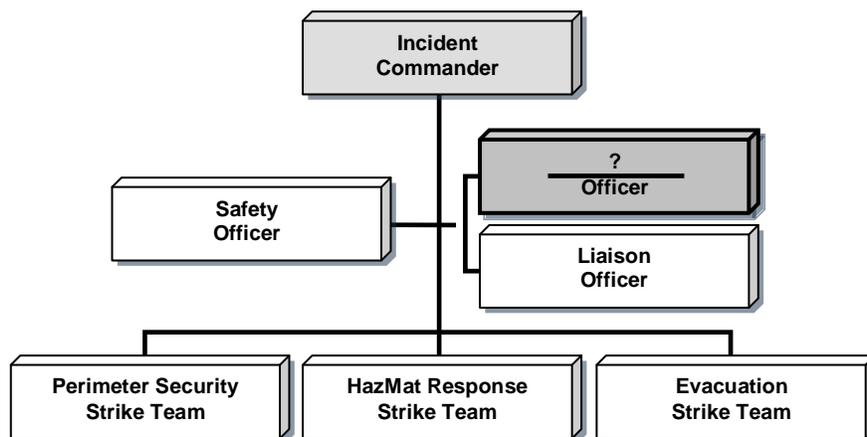
Question:

In the ICS organization described above, the faculty member has assumed which role?

Scenario Part 3: A transfer of command occurs and the police chief assumes the Incident Commander role. The Command and General Staff positions are filled as shown on the chart.

Questions:

- Does the Incident Commander have a manageable span of control?
- What is the title of the person in charge of the Perimeter Security Strike Team?
- What member of the Command Staff would go in the box with the question mark?

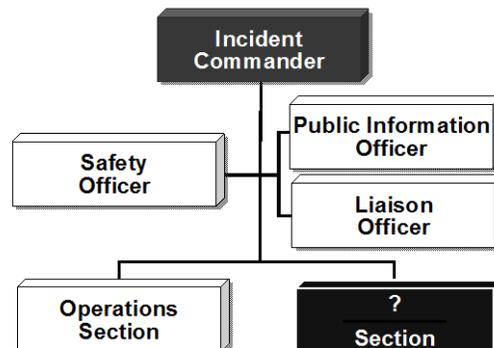


Caption: Organizational chart with Incident Commander, Safety Officer, [?] Officer, Liaison Officer, Perimeter Security Strike Team, HazMat Response Strike Team, and Evacuation Strike Team.

Scenario Part 5: After the first hour, the Incident Commander establishes a second Section that will develop the Incident Action Plan and track the status of resources on the scene.

Question:

- What is the correct title of this Section?



Caption: Organizational chart with Incident Commander, Command Staff, and Operations Section. A second Section has been added.

Scenario Part 6: Because it remains unclear how long the package has been leaking, there is a need to find students and staff who may have come in contact with the mercury. Given the number of personnel on the scene, there is a need to provide meals, food, first aid, and rest areas for responders.

Question:

Which Section is responsible for providing these support resources?

Scenario Part 7: It is determined that the package was delivered through the campus mail service several hours earlier, and the spill was discovered during the first class of the day. No traces of mercury are found in the campus mail facility. Cleanup in the lab is complete, and the few exposed students and staff have been located and are undergoing treatment.

Question:

Which resources would you demobilize first? Why?

Instructions: Monitor the time. After 15 minutes has passed, ask the groups to present their answers. If not mentioned by participants, provided the following correct answers:

In the ICS organization described above, the faculty member has assumed which role?

The Incident Commander. The faculty member was the first on the scene and was responsible for establishing the initial ICS organization. He or she was functioning as the Incident Commander.

What must happen before the police chief assumes the Incident Commander role? *There must be a transfer of command briefing for the incoming Incident Commander. In this case, the police chief must be briefed by the faculty member.*

What is the police officer in the ICS organization? *The police officer is a Single Resource in the ICS organization.*

Does the Incident Commander have a manageable span of control? *The Incident Commander does have a manageable span of control.*

What is the title of the person in charge of the Perimeter Security Strike Team? *A Leader would be in charge of the Perimeter Security Strike Team.*

What member of the Command Staff should go in the box with the question mark? *The Public Information Officer is the other member of the Command Staff.*

What is the role of the Operations Section? *The Operations Section directs and controls all tactical operations for the incident.*

What is the ICS title of the person in charge of the Operations Section? *The correct title of the person in charge of the Operations Section is "Chief."*

What is the correct title of the Section in Part 5?

If not mentioned, tell the participants that the correct answer is the Planning Section. As part of its many responsibilities, the Planning Section prepares and documents the Incident Action Plan (IAP).

Which Section is responsible for providing the support resources described in Part 6?

If not mentioned, tell the participants that the correct answer is the Logistics Section. As part of its responsibilities, the Logistics Section is responsible for all services and support needs, such as food and medical services.

Which resources would you demobilize first? Why?

There is no single correct answer. Use this activity as an opportunity to have the participants think about the need for demobilization planning. Some of the factors that should be considered during the demobilization of this incident include: continued need for investigative resources, continued media coverage, recognition of volunteers, etc.



Visual 5.36

Summary

Are you able to describe the roles and functions of the:

- Operations Section?
- Planning Section?
- Logistics Section?
- Finance/Administration Section?



 **FEMA** 

Visual 5.36
General Staff Functions

Visual Description: Summary

Instructor Notes

Ask the participants if they are able to describe the roles and functions of the:

- Operations Section.
- Planning Section.
- Logistics Section.
- Finance/Administration Section.

Ask if anyone has any questions about anything covered in this unit.

The next unit will focus on the features and organizational structures related to Unified Command.

Your Notes: