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NWCG Incident Position Standards for Compensation/Claims Unit Leader

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The *NWCG Incident Position Standards for Compensation/Claims Unit Leader* establishes national interagency standards for operating as a Compensation/Claims Unit Leader (COMP) on wildland fires. These standards are meant to ensure safe, efficient, and effective operations in support of interagency goals and objectives and should serve as a guide to promote effective and consistent on-incident training. By definition, NWCG standards encompass guidelines, procedures, processes, best practices, specifications, techniques, and methods.

The Compensation/Claims Unit Leader Position Page, <https://www.nwcg.gov/positions/compensation-claims-unit-leader>, in the NWCG position catalog, includes the Incident Position Description (IPD) and Position Qualification Requirements, as well as links to standards and references needed to perform the duties of a Compensation/Claims Unit Leader.

Tasks that are identified by a (*) are those tasks included for evaluation in the Position Task Book (PTB). Tasks not identified for evaluation in the PTB still represent standards for successful performance in the position and should be included in a comprehensive training assignment.

Where references are identified by a (**), refer to your home unit, agency, or organization for specific guidance and policy documentation. For example:

***Interagency Standards for Fire and Fire Aviation Operations (Red Book)*

The National Wildfire Coordinating Group (NWCG) provides national leadership to enable interoperable wildland fire operations among federal, state, Tribal, territorial, and local partners. NWCG operations standards are interagency by design; they are developed with the intent of universal adoption by the member agencies. However, the decision to adopt and utilize them is made independently by the individual member agencies and communicated through their respective directives systems.

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General References

- *NWCG Incident Response Pocket Guide (IRPG)*, PMS 461, <https://www.nwcg.gov/publications/pms461>
- *Leading in the Wildland Fire Service*, PMS 494-2, <https://www.nwcg.gov/publications/pms494-2>
- *A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600, <https://www.nwcg.gov/publications/pms600>
- *NWCG Standards for Interagency Incident Business Management*, PMS 902, <https://www.nwcg.gov/publications/pms902>
- Incident Command System (ICS) Forms, <https://www.nwcg.gov/ics-forms>
 - Incident Status Summary (ICS 209)
 - General Message (ICS 213)
 - Activity Log (ICS 214)
 - Demobilization Check-Out (ICS 221)
 - Incident Personnel Performance Rating (ICS 225 or ICS 225 WF)
- Standard (SF) and Optional (OF) Forms, <https://www.nwcg.gov/publications/pms902>
 - Motor Vehicle Accident Report, SF 91
 - Statement of Witness, SF 94
 - Claim for Damage, Injury, or Death, SF 95
 - Crew Time Report (CTR), SF 261
 - Property Loss or Damage Report – Fire Suppression, OF 289
 - Incident Injury Case File Envelope, OF 313
 - Incident Claims Case File Envelope, OF 314
- Job Aids, <https://www.nwcg.gov/training/job-aids>
 - J-006, *How to Properly Complete a Property Loss or Damage Report, OF 289 (PSM-006)*
 - J-007, *How to Complete Office of Workers' Compensation Program (OWCP) Paperwork for Injuries or Illnesses on an Incident (PSM-007)*
 - J-102, *Packing List for Wildland Fire Support Staff*
 - J-301, *Thinking Skills for Risk Management*
- Agency Provided Medical Care (APMC) Authorization and Medical Report, FS 6100-16, <https://gacc.nifc.gov/gbcc/admin/IBCdocs/FS-6100-16%20APMC%20Report.pdf>
- Attending Physician's Report, CA-20, <https://www.dol.gov/sites/dolgov/files/owcp/regs/compliance/ca-20.pdf>
- Duty Status Report, CA-17, <https://www.dol.gov/sites/dolgov/files/owcp/regs/compliance/ca-17.pdf>
- Employee Claim for Loss or Damage to Personal Property, AD-382, <https://www.usda.gov/sites/default/files/documents/ad-382.pdf>
- Employee Claim for Loss or Damage to Personal Property, DI-570, <https://gacc.nifc.gov/nrcc/nrcg/committees/business/toolbox/Comp-Claims/DI-570-Property-Claim-DOI.pdf>
- Federal Employees' Compensation Act (FECA), <https://www.dol.gov/agencies/owcp/FECA/regs/statutes/feca>
- Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, CA-1, <https://www.dol.gov/sites/dolgov/files/owcp/regs/compliance/ca-1.pdf>

- Guidance for Incident Finance Electronic File Management, <https://www.nwcg.gov/announcement/general/guidance-for-incident-finance-electronic-file-management-memo-23-08>
- Incident Management Situation Report (IMSR), <https://www.nifc.gov/nicc/incident-information/imsr>
- Incident Management Team (IMT) Instructions for Managing Incident Records, <https://www.nwcg.gov/committee/incident-planning-subcommittee>
- InciWeb, <https://inciweb.wildfire.gov/>
- Notice of Occupational Disease and Claim for Compensation, CA-2, <https://www.dol.gov/sites/dolgov/files/owcp/regs/compliance/ca-2.pdf>
- Risk Management Assistance (RMA) Dashboard, <https://experience.arcgis.com/experience/f9d7f7f920494c3db43a23a8dffe4664>
- State Workers' Compensation Officials, <https://www.dol.gov/agencies/owcp/wc>
- U.S. General Services Administration (GSA) Travel Page, <https://www.gsa.gov/travel>
- Wildland Fire Leadership Development Program (WFLDP), <https://www.nwcg.gov/training/wildland-fire-leadership-development-program>

Agency-Specific References

- ***Interagency Standards for Fire and Fire Aviation Operations (Red Book)*, <https://www.nifc.gov/standards/guides/red-book>
- ***National Interagency Standards for Resource Mobilization*, <https://www.nifc.gov/nicc/logistics/reference-documents>

***Leadership Level 3, Leader of People (Develop Intent)**

Leaders of people have increasing challenges. They accept responsibility, not only for their own actions, but for those of their team. Leaders of people act to develop credibility as leaders: placing the team ahead of themselves, demonstrating trustworthiness, mastering essential technical skills, and instilling the values of the organization in their teams <https://www.nwcg.gov/committee/leadership-committee/leadership-levels>.

Description

- Lead a large group or unit of people.
- Quickly assemble and lead a cohesive team to accomplish mission objectives.
- Provide an inclusive environment that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolutions of conflict.
- Continue to build personal leadership skills, and lead by example.

Behaviors

- Demonstrates expertise in job skills to provide guidance and training to team members.
- Develops credibility and reputation to increase one's personal sphere of influence.
- Uses experience and training to develop novel solutions to tactical problems.
- Directly mentors new leaders to develop counseling skills and ensure the organization has a leadership pipeline.
- Demonstrates an appropriate response and aftercare of a traumatic event involving a team member.
- Utilizes a risk-refusal process to ensure team safety while considering options for mission accomplishment.
- Conducts an effective briefing to ensure mission accomplishment and unity of action.
- Practices effective debriefing facilitation techniques to improve team performance and increase team cohesion.
- Demonstrates direct statements, active listening, and message confirmation, and allows effective feedback.
- Effectively demonstrates the five communication responsibilities and adapts to the unique needs of people and situations.
- Demonstrates risk management and recognition-primed decision making.
- Demonstrates the appropriate leadership styles to accomplish the mission and build the team.
- Identifies and manages acute and chronic fatigue to improve health and performance.
- Exercises appropriate sources of influence to ensure mission accomplishment and maintain team cohesion.
- Applies an appropriate leadership style (directing, delegating, or participatory) for a given team and situation to develop team members and increase team cohesion.

Knowledge

- Describe how core values, principles, and traits guide tactical and ethical decisions.
- Understand a leader's role in influencing decisions up and down the chain of command and knowing when to lead up.

- Understand application of various leadership styles to ensure high team performance and cohesion.
- Describe the traits and principles which guide a leader's role to ensure team performance and a positive work environment when responding to harassment, substance abuse, conflict resolution, and hazing.
- Identify the consequences and understand the positive use of position power and authority.
- Describe human stress reactions to understand the impact of stress on team performance and individual decision making.
- Define the leader's role in each phase of teambuilding to enhance cohesion, effectiveness, and trust.
- Establish or validate crew standards (standard operating procedures [SOP] or standard operation guide [SOG]) to ensure a common operating picture.
- Ensure a positive and healthy work environment, and promote team cohesion by dealing with conflict, harassment, and substance abuse.
- Understand various techniques for counseling and mentoring subordinates to ensure trust and open communication within the team.
- Define techniques for rapid teambuilding.
- Define characteristics of high-performing teams.
- Understand how to use the situation awareness cycle and how to evaluate whether a leader's perception matches the reality of the situation.
- Recognize and exercise the ability to control operational tempo.
- Analyze barriers to communication to establish and maintain open lines of communication.
- Develop and communicate leader's intent.
- Understand the error chain (i.e., Swiss Cheese Model) to promote a safety-conscious team.
- Understand how to integrate contingency planning into operations and anticipate upstream or systematic errors.
- Evaluate and update one's leadership individual development plan using peer feedback and self-assessment.
- Explain how building a positive command climate relates to team cohesion.
- Understand the importance of command and control.



Prepare and Mobilize

*Ensure individual readiness

When to start task: Prior to the assignment.

Resources to complete task: *IRPG; A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600; *NWCG Standards for Interagency Incident Business Management*, PMS 902; General Message (ICS 213); Activity Log (ICS 214); Incident Personnel Performance Rating (ICS 225 or ICS 225 WF); Motor Vehicle Accident Report, SF 91; Statement of Witness, SF 94; Claim for Damage, Injury, or Death, SF 95; Crew Time Report (CTR), SF 261; Property Loss or Damage Report – Fire Suppression, OF 289; J-006, *How to Properly Complete a Property Loss or Damage Report*, OF 289 (PSM-006); J-007, *How to Complete Office of Workers' Compensation Program (OWCP) Paperwork for Injuries or Illnesses on an Incident* (PSM-007); J-102, *Packing List for Wildland Fire Support Staff*; Employee Claim for Loss or Damage to Personal Property, AD-382; Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, CA-1; Notice of Occupational Disease and Claim for Compensation, CA-2; Authorization for Examination and/or Treatment, CA-16; Duty Status Report, CA-17; Attending Physician's Report, CA-20; Employee Claim for Loss or Damage to Personal Property, DI-570; APMC Authorization and Medical Report, FS 6100-16; state-specific workers' compensation forms; ***Interagency Standards for Fire and Fire Aviation Operations* (Red Book); ***National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Ensure you complete any mandatory annual training, per agency requirements.
- With your home unit's approval, verify your data/status is current in resource ordering applications (e.g., Interagency Resource Ordering Capability [IROC]).
- Build a COMP kit or ensure your existing kit is up to date (electronic versions acceptable).
 - Kit contents
 - *IRPG*
 - *NWCG Standards for Interagency Incident Business Management*, PMS 902
 - OWCP FECA forms
 - ❖ Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, CA-1
 - ❖ Notice of Occupational Disease and Claim for Compensation, CA-2
 - ❖ Authorization for Examination and/or Treatment, CA-16 (available from a qualified COMP or Finance/Administration Section Chief [FSC])
 - ❖ Duty Status Report, CA-17
 - ❖ Attending Physician's Report, CA-20
 - State-specific workers' compensation forms (as applicable)
 - APMC Authorization and Medical Report, FS 6100-16
 - APMC Treatment Log
 - Incident Injury/Illness Log
 - Incident Claims Log
 - Motor Vehicle Accident Report, SF 91
 - Statement of Witness, SF 94
 - Claim for Damage, Injury, or Death, SF 95
 - Property Loss or Damage Report – Fire Suppression, OF 289
 - Employee Claim for Loss or Damage to Personal Property, AD-382 (used by the U.S. Forest Service [USFS])



- Employee Claim for Loss or Damage to Personal Property, DI-570 (used by the Department of the Interior [DOI])
- Incident Claims Case File Envelope, OF 314
- Incident Injury Case File Envelope, OF 313
- Documentation forms
 - Resource order
 - Incident Qualifications Card (Red Card)
 - Crew Time Report (CTR), SF 261
 - Agency-specific forms
 - General Message (ICS 213)
 - Activity Log (ICS 214)
 - Incident Personnel Performance Rating (ICS 225 or ICS 225 WF)
- Suggested items
 - Office supplies (e.g., pens, pencils, highlighters, large manilla envelopes)
 - Cell phone and chargers
 - Pocket notepad
 - Second computer monitor
 - Keyboard and mouse/mousepad
 - USB flash drive
 - Power strip
 - Extension cord
 - Chair cushion
 - Headphones or earbuds
- Pack a personal gear bag for 14 to 21 days and adhere to the weight limitations in ***National Interagency Standards for Resource Mobilization*.
 - Refer to J-102, *Packing List for Wildland Fire Support Staff*.
- Be aware of the physical and cognitive demands needed to safely and effectively perform the assignment under varying incident conditions.
- Prepare to be absent from home/family.
 - Refer to *A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600.

***Gather critical information pertinent to the assignment.**

When to start task: Upon receipt of resource order.

Resources to complete task: Agency-specific and/or local guidelines; Incident Action Plan (IAP); local in-brief package; maps; predicted weather; resource order; ***Interagency Standards for Fire and Fire Aviation Operations* (Red Book); ***National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Review the resource order for pertinent incident information, including the following:
 - Incident name
 - Incident order number
 - Request number
 - Incident phone number
 - Reporting time
 - Reporting location
 - Transportation method documented/authorized
 - Authorization for use of government-owned equipment and authorized special needs (e.g., laptops, Global Positioning System [GPS], cell phones, rental vehicle)



- Request updates from the incident supervisor as needed, including:
 - Contact procedures during travel (e.g., telephone/radio).
 - Transportation arrangements/travel routes.
 - Any additional updates to the reporting time and location.
- Gather situational awareness about the assignment, such as:
 - Assignment details from the incident supervisor or dispatch.
 - Incident-specific references.
 - Obtain the IAP, if available.
 - Agency-specific and/or local guidelines.
 - Predictive services and intelligence information (e.g., weather, fire behavior, IMSR).
 - Fire status applications (e.g., InciWeb, RMA Dashboard).

***Travel to and check in at assignment.**

When to start task: Upon receipt of resource order.

Resources to complete task: *NWCG Standards for Interagency Incident Business Management*, PMS 902; agency-specific travel policies; agency-specific travel program; resource order; ***National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Obtain a travel itinerary.
 - Access the agency-specific travel portal or coordinate with dispatch regarding:
 - Mode of travel.
 - Estimated time of departure (ETD) and location of departure.
 - Estimated time of arrival (ETA) and location of destination.
 - Location to remain overnight (RON) if you are unable to reach the end destination within that operational shift.
- Establish travel plans and ensure they follow agency policy.
- Follow air and ground travel guidelines.
 - Air travel considerations
 - Follow agency policy for commercial air travel.
 - Ground travel considerations
 - Follow time limitations/driver duty day limitations.
 - Follow your employing agency policy for obtaining a rental vehicle.
 - Ensure your rental, agency-owned vehicle (AOV), or privately owned vehicle (POV) is on the resource order, if applicable.
 - Refer to the GSA website or agency-specific travel policy for per diem and lodging rates.
 - Follow agency procedures for exceeding the per diem allowance.
- Arrive at the incident and check in.
 - Arrive properly equipped (e.g., camping equipment, weather appropriate clothing) at the assigned location within acceptable time limits.
 - Notify dispatch of any time delays.
 - Notify the resource order point of contact upon arrival.
 - Follow required check-in procedures.



***Review Incident Action Plan (IAP) and obtain briefing, objectives, and intent from supervisor.**

When to start task: Upon arrival and throughout the incident.

Resources to complete task: Briefing Checklist section of the *IRPG*; IAP; local in-brief package.

How to accomplish task:

- Receive an in-brief from the incident host agency/outgoing IMT to gather information about the assignment, including:
 - Names, contact number, and positions/functions of host unit administrative personnel (e.g., hospital liaison) and cooperating/assisting agencies.
 - Local administrative guidelines and roles and responsibilities of the incident host agency hospital liaison, if applicable.
- Obtain and review a local in-brief package, including:
 - Local maps.
 - Local safety concerns.
 - Pocket cards.
 - Radio communications, if applicable.
- Obtain and review the IAP and other relevant plans.
- Receive an initial briefing from the FSC or incident supervisor to obtain leader's intent and information about the assignment, including:
 - Resources assigned and ordered for the incident.
 - Logistical information (e.g., eating, sleeping, shower hours).
 - Expectations and section operating procedures.
 - Section- and IMT-specific information.
- Gather, update, and apply situational information relevant to the assignment, including:
 - Tactical assignment.
 - Special considerations and hazards.
 - Values to be protected.



Build the Team

***Obtain equipment/personnel to complete assigned tasks and organize workspace.**

When to start task: Prior to engaging in assigned tasks.

Resources to complete task: Additional staff; office equipment and supplies; Guidance for Incident Finance Electronic File Management.

How to accomplish task:

- Coordinate with the FSC and other functional areas to obtain resources using established procedures.
 - Order materials and supplies (e.g., radio, telephones, computers).
 - Obtain a COMP-dedicated phone number, if available.
- Organize and manage the work area to facilitate efficient and safe unit operations.
 - Establish a filing system.
 - Establish a process to receive documents (e.g., physical area, digital platform).
 - Ensure adequate signage for work locations (e.g., Compensation/Claims Unit signage).
 - Maintain sufficient quantities of forms, supplies, and materials.
 - Coordinate with the FSC for the appropriate number of personnel to support the unit (i.e., increase/reduce resources).

***Model professionalism and leadership values and principles.**

When to start task: At the beginning of and throughout the assignment.

Resources to complete task: Operational Leadership section of the *IRPG*; *Leading in the Wildland Fire Service*, PMS 494-2; J-301, *Thinking Skills for Risk Management*; WFLDP.

How to accomplish task:

- Provide a positive influence.
- Emphasize teamwork (internal and external).
- Exhibit the principles of duty.
 - Be proficient in your job, both technically and as a leader.
 - Make sound and timely decisions.
 - Ensure your Personal Injury Compensation and Claims tasks are understood, well documented, and completed.
- Exhibit the principles of respect.
- Exhibit the principles of integrity.
 - Know yourself and seek improvement.
 - Seek responsibility and accept responsibility for your actions.
 - Set the example.
 - Exercise sound judgment based on available information.
 - Employ a pragmatic approach to the situation at hand.



Perform Compensation/Claims Unit Leader-Specific Duties

***Identify, analyze, and use relevant situational information to establish objectives, make informed decisions, and take appropriate actions.**

When to start task: At the beginning of and throughout the assignment.

Resources to complete task: General Message (ICS 213); Activity Log (ICS 214); IAP; team members.

How to accomplish task:

- Establish cohesiveness among team members.
 - Encourage open communication.
 - Seek commitment.
 - Focus on the team result.
- Adjust actions based on changing information and evolving situational awareness and communicate changing conditions to team members.
- Ensure relevant information is exchanged during briefings and debriefings (i.e., section meetings).
 - Have a clear understanding of expectations, intent, and incident objectives.
 - Understand responsibilities and how they fit into the bigger picture.
- Establish objectives based on relevant incident information.
- Complete relevant documentation (e.g., General Message [ICS 213], Activity Log [ICS 214]).

***Establish communications and exchange necessary information with other resources.**

When to start task: Throughout the assignment.

Resources to complete task: IAP; in-brief package; local operating guides.

How to accomplish task:

- Establish and maintain positive interpersonal working relationships.
 - Assist other sections to meet priorities and timeframes.
 - Receive and relay needed information.
- Coordinate with other functional areas within the ICS structure to complete work assignments and exchange information, including:
 - Medical Unit Leader (MEDL).
 - Safety Officer (SOF).
 - Logistics Section (e.g., Ground Support Unit Leader [GSUL], Supply Unit Leader [SPUL]).
 - Planning Section (e.g., Resources Unit Leader [RESL], Planning Section Chief [PSC]).
- Coordinate with the Procurement Unit Leader (PROC) on all potential contract claims you receive.
- Report all accidents or injuries to the FSC and identify and communicate issues of concern, including:
 - Injury/illness trends.
 - Time loss.
 - Claims trends.
 - Missing documentation.



- Provide relevant information to the Time, Cost, and Procurement Units for posting.
 - Follow pay guidelines for compensation regarding sickness and medical treatment.
 - Coordinate with the Time Unit Leader (TIME), PROC, MEDL, and SOF for follow-up action as necessary.
- Communicate and coordinate with incident/agency units and medical facilities to obtain and exchange information, including:
 - Agency or crew representative.
 - Home unit compensation and/or claims specialist.
 - Incident host agency claims liaison.
 - Incident host agency hospital liaison.
 - Law enforcement.
 - Investigation team.
 - Hospitals, clinics, and pharmacies.

***Establish a system for documentation.**

When to start task: After initial briefing at the incident.

Resources to complete task: Activity Log (ICS 214); APMC Treatment Log; COMP kit; Guidance for Incident Finance Electronic File Management; IMT Instructions for Managing Incident Records; Incident Claims Log; Incident Injury/Illness Log.

How to accomplish task:

- Establish and maintain the following logs:
 - Incident Claims Log
 - Incident Injury/Illness Log (not to contain personally identifiable information [PII])
 - APMC Treatment Log when authorized (not to contain PII)
 - Activity Log (ICS 214)
- Ensure the correct NWCG electronic naming convention or hardcopy file structure is used.
 - Refer to Guidance for Incident Finance Electronic File Management.
 - Refer to IMT Instructions for Managing Incident Records (for hardcopy records).
- Secure and maintain claims documentation and evidence.
- Secure all materials containing PII.
 - Ensure no PII is filed in incident records.
- Return medical documents to the claimant.

***Ensure proper information and documentation are provided to and received from claimant.**

When to start task: Upon request from potential claimant.

Resources to complete task: Claims chapter of *NWCG Standards for Interagency Incident Business Management*, PMS 902; J-006, *How to Properly Complete a Property Loss or Damage Report, OF 289 (PSM-006)*; COMP kit.

How to accomplish task:

- Based on the nature of the claim and as applicable, provide the appropriate form(s) and claim filing process to the claimant.
 - Follow the appropriate guidance as outlined in *NWCG Standards for Interagency Incident Business Management*, PMS 902.



- Collect all supporting documentation from the claimant, such as:
 - Photos.
 - Damaged government-owned property (unless otherwise directed by the incident host agency).
 - Appropriate claim form(s) (e.g., Property Loss or Damage Report – Fire Suppression, OF 289; Employee Claim for Loss or Damage to Personal Property, DI-570 [used by DOI] or AD-382 [used by USFS]).
 - General Message (ICS 213) (e.g., estimated cost of property, estimated cost of repair, property details).
 - Statement of Witness, SF 94.
 - Motor Vehicle Accident Report, SF 91.
 - Police reports.

***Ensure thorough documentation and investigation of actual and potential claims are completed and provided for agency adjudication.**

When to start task: When an event resulting in an actual or potential claim occurs.

Resources to complete task: *NWCG Standards for Interagency Incident Business Management*, PMS 902; COMP kit; Incident Claims Log; verbal communication skills.

How to accomplish task:

- Initiate investigations as appropriate and document the claim(s) on the Incident Claims Log.
- Ensure all claims packages contain pertinent information.
- Coordinate with incident personnel who have pertinent information to be included in the claim (e.g., witnesses, logistics, law enforcement, security personnel).
- In the event of damaged or lost government-provided equipment, provide a completed Property Loss or Damage Report – Fire Suppression, OF 289 and supporting documentation to the FSC and/or Incident Business Advisor (INBA) for review.
 - Upon receipt of approved forms and documentation, route them as directed by the incident supervisor.
- Ensure all potential claims received are filed in accordance with the incident host agency records management requirements.

***Gather necessary information and ensure proper documentation and guidance are provided to injured/ill personnel.**

When to start task: When a medical incident occurs.

Resources to complete task: *NWCG Standards for Interagency Incident Business Management*, PMS 902; COMP kit; State Workers' Compensation Officials website; FECA.

How to accomplish task:

- Receive and/or seek information regarding the nature of the medical incident.
 - Coordinate with the SOF and/or MEDL to receive information on the injury or illness, what occurred, who was involved, severity of the injury, and outcome for the injured personnel (e.g., transported to a medical facility, returned to work).
- Based on the injury/illness, provide applicable documentation to the patient and/or medical facility, such as:
 - Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation, CA-1.



- Authorization for Examination and/or Treatment, CA-16 (available from a qualified COMP or FSC).
 - Attending Physician's Report, CA-20.
 - Notice of Occupational Disease and Claim for Compensation, CA-2 (do not issue in conjunction with Authorization for Examination and/or Treatment, CA-16).
 - State-specific workers' compensation forms (as applicable).
- Counsel personnel on the return-to-work policy and procedures.
 - Discuss recommendations for return-to-work status with the injured/ill personnel, assigned incident supervisor, and SOF.
 - Ensure completion of Authorization for Examination and/or Treatment, CA-16 and/or Duty Status Report, CA-17.
- Counsel the patient on their rights and responsibilities, including recommending that they:
 - Track their case throughout the duration of their claim.
 - Provide documentation to the appropriate entity(ies).
 - Track all services received (e.g., air or ground ambulance, prescriptions), expenditures incurred, and time spent receiving care.
 - Maintain receipts and a log of services received.
 - Maintain service provider contact information (e.g., name, address, phone number).
 - Do not load medical bills into their patient portal.

***Stay informed and report on the status of injured/ill personnel.**

When to start task: When a medical incident occurs.

Resources to complete task: Activity Log (ICS 214); verbal communication skills.

How to accomplish task:

- Keep the following, if applicable, apprised of the situation and ensure communication is maintained throughout patient care:
 - FSC and/or INBA
 - Incident host agency hospital liaison
 - Agency or crew representative
 - Other incident personnel, as directed
- Ensure the injured/ill personnel's home unit supervisor is notified and help facilitate contact, if requested. (This may be completed by the hospital liaison, if one is assigned.)



Communicate and Coordinate

***Attend and participate in incident briefings and meetings as directed.**

When to start task: Throughout the assignment.

Resources to complete task: *IRPG*; Incident Status Summary (ICS 209); Activity Log (ICS 214); APMC Treatment Log; Incident Claims Log; Incident Injury/Illness Log; verbal communication skills.

How to accomplish task:

- Ensure relevant information is exchanged during briefings and debriefings.
- Provide input for the Incident Status Summary (ICS 209), as requested.
- Brief the FSC on current trends, issues, recommendations, and any follow-up actions.
- Brief other relevant Command and General Staff (C&G) positions on current trends, issues, recommendations, and any follow-up actions.

Participate in After Action Reviews (AARs).

When to start task: At the end of the assignment or following a significant event.

Resources to complete task: After Action Review (AAR) section of the *IRPG*; Activity Log (ICS 214); verbal communication skills.

How to accomplish task:

- Identify successes and opportunities to improve.
- Ensure clear dialogue and open communication.
 - Engage in active listening.
 - Facilitate an open discussion.
 - Avoid interrupting.
 - Allow all voices to be heard.
 - Provide and receive constructive criticism.
- Provide context and insight based on your individual experience/perspective.
- Apply lessons learned in the AAR to future work.

Manage Risk

***Ensure compliance with all safety practices and procedures.**

When to start task: At the beginning of and throughout the assignment.

Resources to complete task: *IRPG; NWCG Standards for Interagency Incident Business Management, PMS 902; **Interagency Standards for Fire and Fire Aviation Operations (Red Book).*

How to accomplish task:

- Follow established procedures and/or safety procedures relevant to the given assignment.
- Ensure established guidelines and applicable mitigations are followed, including:
 - Work/rest.
 - Driving regulations.
 - Agency safety standards and procedures.
- Report all personal injuries and accidents to the incident supervisor.

Document

***Complete all administrative tasks and documentation in an accurate and timely manner.**

When to start task: At the beginning of and throughout the assignment.

Resources to complete task: *NWCG Standards for Interagency Incident Business Management*, PMS 902; General Message (ICS 213); Activity Log (ICS 214); J-001, *How to Correctly Fill Out the Crew Time Report (CTR)*, SF 261, (PSM-001); J-006, *How to Properly Complete a Property Loss or Damage Report*, OF 289 (PSM-006); APMC Treatment Log; Incident Claims Log; Incident Injury/Illness Log.

How to accomplish task:

- Review paperwork (e.g., APMC Treatment Log, Incident Injury/Illness Log, Incident Claims Log) for accuracy and ensure case files are current and routed to the appropriate administrative processing agency.
- Anticipate the demobilization of resources assigned to the incident and ensure any outstanding claims related to those resources are properly documented and investigated.
- Submit completed incident documents at the appropriate time (e.g., each operational period, final package), including:
 - General Message (ICS 213).
 - Activity Log (ICS 214).

Demobilize

***Plan for incident demobilization and transition.**

When to start task: Upon notification of demobilization from the incident.

Resources to complete task: *NWCG Standards for Interagency Incident Business Management*, PMS 902; Activity Log (ICS 214); APMC Treatment Log; Guidance for Incident Finance Electronic File Management; IMT Instructions for Managing Incident Records; Incident Claims Log; Incident Injury/Illness Log; *******Interagency Standards for Fire and Fire Aviation Operations* (Red Book).

How to accomplish task:

- Before demobilization, ensure all compensation-for-injury and claims logs and forms are completed and routed to the appropriate agency for post-incident processing.
- Coordinate an efficient transfer of your position duties and complete the transition document or the closeout report for the incoming incident management organization (e.g., Compensation/Claims Unit, FSC, incident host agency representative) at the end of the assignment.
 - Outline and document any issues or unresolved items.
- Coordinate with the appropriate agency(ies) to support injured personnel in local hospitals after the team demobilizes.

***Complete demobilization check-out process before being released from the incident.**

When to start task: Upon notification of demobilization from the incident.

Resources to complete task: *NWCG Standards for Interagency Incident Business Management*, PMS 902; Demobilization Check-Out (ICS 221); Incident Personnel Performance Rating (ICS 225 or ICS 225 WF); agency-specific travel system; geographic mobilization standards/guides; incident-specific check-out forms; resource order; *******National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Coordinate travel arrangements with the Demobilization Unit/dispatch (e.g., book return airfare, secure lodging arrangements).
- Complete the demobilization check-out process before being released from the incident.
 - Return equipment and supplies, as appropriate.
 - Request an Incident Personnel Performance Rating (ICS 225 or ICS 225 WF) from your supervisor, as applicable.
 - Provide an Incident Personnel Performance Rating (ICS 225 or ICS 225 WF) to trainees, as applicable.
- Upon demobilization, report your status to your home unit, including a reassignment or the ETA to your home unit.
 - Ensure agency-specific work/rest driving standards are followed.
- Check in with your home dispatch center and supervisor upon arrival.

An entity of the National Wildfire Coordinating Group (NWCG), the Finance and Business Management Committee (FBC) oversees the development and maintenance of the *NWCG Incident Position Standards for Compensation/Claims Unit Leader*.

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