Communicating is what we do best…
WE ARE MESSAGE HANDLERS
NOT ORIGINATORS

ARES – PERCS Objectives

- ◆ To establish and provide training for a core group of emergency communicators.

- ◆ To provide emergency communications in time of need for ESS, Red Cross, Hospitals, Emergency response, Municipal or other agencies as requested.

ARES – PERCS Objectives

◆ Consist of licensed Amateur Radio operators and other volunteers who will respond to training, exercises and public service activities which require radio communications, including declared emergencies.

◆ Will become the nucleus of skilled and trained radio operators who will establish the first line of communications at the emergency site and will assume supervision of the amateur communications network.

Overview

- Amateur Radio Emergency Service (ARES) created by ARRL in 1935

- Radio Amateurs of Canada was formed in 1993 with the merger of Canadian Radio Relay League and Canadian Amateur Radio Federation.

- PERCS adopted RAC model in 2000

- This model is proposed to standardize municipal messaging

Overview

♦ More than 70,000 ARES members throughout North America

♦ Canadian radio amateurs agree to provide communications for the Canadian Red Cross in 1980 agreement, following successful co-operation during Mississauga train derailment and evacuation

ICS:
The Incident Command System

Incident Commander

Operations | **Planning & Intelligence** | **Logistics** | **Finance & Administration**
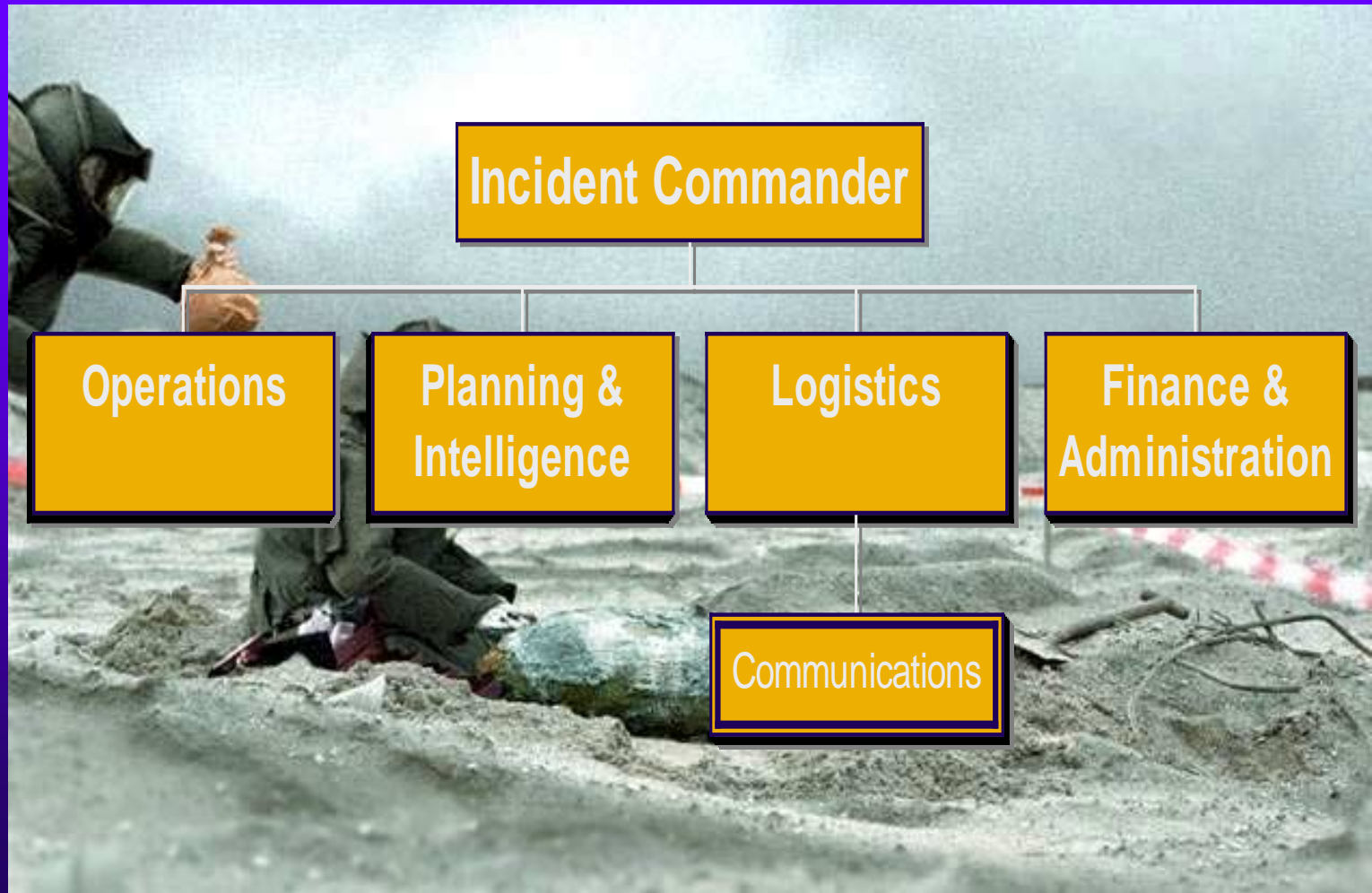
Communications

Municipal Plans

Must Provide

♦ Emergency communications for the municipal government within the municipality

♦ Emergency communications between municipal officials and the PEP Regional HQ in Victoria

♦ Emergency communications for ESS

Emergency Communications

Must Include

- Municipal EOC

- Regional EOCs

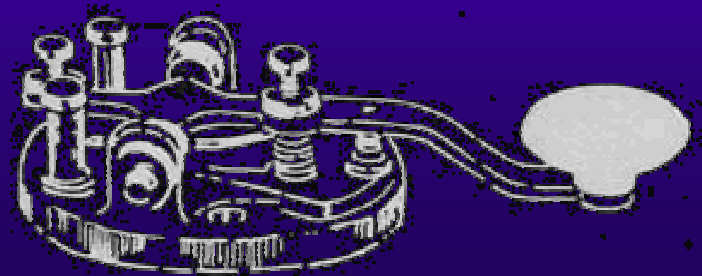- Provincial Regional Emergency Operations Centres (PREOC) may be required near the site of an emergency
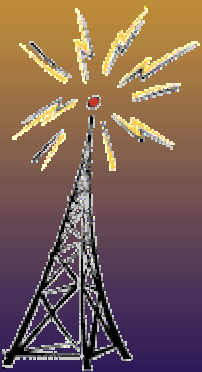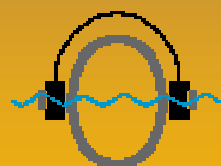
Messaging Options - Modes

Digital

- E-mail
- EM2000
- Packet
- PSK-31
- CW

Voice

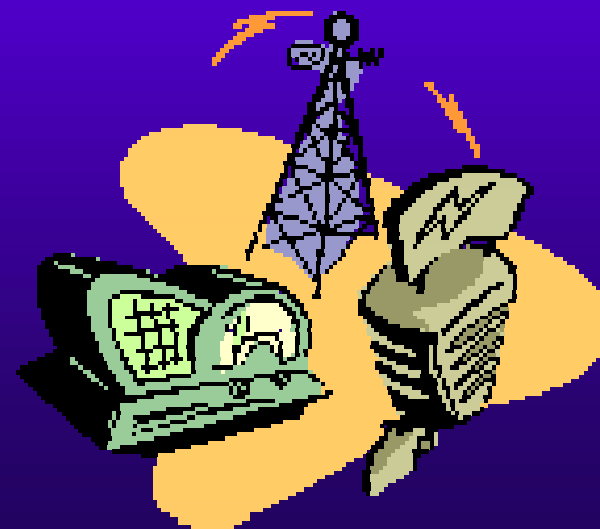- VHF
- UHF
- HF

- Simplex vs Repeater

Packet

- ◆ BCEP
- ◆ Paket

PSK31

Emergency Station Setup

◆ Authorized

◆ Locations pre-determined, alternates considered

◆ Minimum three staff per station

◆ Messages handled according to procedure

Station Protocol

- Be on time for shift
- Sign the staffing log (or task form) when arriving and leaving
- Leave the station for breaks
- Avoid idle chatter inside the station or on the air.
- Use Tactical Callsigns
- Leave pauses
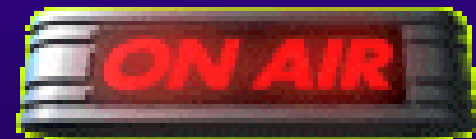
Net Operation & Control

What is a Net?

♦ A group of radio stations on a frequency or frequencies with a common interest or function

♦ Two Types
  – Directed (Controlled)
  – Open

Net Control Station

TO BE EFFECTIVE MUST HAVE

♦ Operating ability

♦ Signal strength

♦ Familiarity with procedures

– Clears message traffic

– Maintains order on the net

– Lengthy messages between two stations moved to another frequency, if possible

Emergency Nets

- Net Control Station(s)
- Provides organization
- Provides situation reports and updates
- Announces the frequencies to be used
- In emergencies, Amateurs responding should check into the assigned net frequency for the area

Net Protocol

♦ Patience, self-control and discretion

Station Positions

Minimum 3 positions:

♦ Station Manager (Supervisor)

♦ Operator

♦ Logger (Message Clerk)

Station Manager

- ◆ On-Duty Manager is in charge – must be familiar with all aspects of station operation
- ◆ Starts a Station Log to provide a 'paper trail' and a situation status board
- ◆ Briefs on-coming shifts and debriefs shifts going off duty
- ◆ Ensures required documentation is completed
- ◆ Liaises with other ICS sections

Positions: Net Control

♦ Announces the net

♦ Announce repeater is out of service

♦ Re-announce at regular intervals

♦ Indicate 'Exercise' or 'Real'

♦ Controls traffic

Positions: Message Clerk

- Also known as Logger

- Ensures messages are properly routed

- Prioritizes Messages

- Scrutinizes message content for proper format, completeness and that it is signed

- Numbers and files messages

- Tracks paperwork

Forms

LOG OF OPERATIONS

PROJECT NAME _____ DATE_____ NET LOCATION _____

PROJECT LOCATION _____ NET CONTROL OPERATOR_____

MESSAGE NUMBER	TIME LOCAL	ORIGINATING CALLSIGN	TRAFFIC TYPE	TRAFFIC FOR	TRAFFIC FROM	TIME DELIVERED	DELIVERED TO REMARKS

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Station Log

♦ Established radio room at Red Cross office using call VE7RCP. VE7UXW Shift Supervisor, VE7WKJ and VE7HHA assisting. Began monitoring of VE7RPT Rptr.

♦ 1622 - Contact established with VE7RCO at Victoria Div. Red Cross Branch on VE7VIC repeater.

♦ 1625-1653 - Informal traffic between VE7RCO (B.Larrabee - Vancouver ESS) and VE7RCP (J. Rogers – City Manager) re: Need for additional Reception Centres

♦ Jan. 27 2001 0030 - VE7WKJ, VE7HHA,VE7UXW relieved by VA7JAK (Shift Supervisor), VE7SZV, VE7XB.

♦ 0321 - Loss of electrical power at Red Cross office. Began operation on emergency power (car batteries).

EM/2000

Precedence

- ◆ Emergency
- ◆ Priority
- ◆ Welfare
- ◆ Routine

Time Conventions

- ◆ Universal Time Coordinated (UTC) for traffic outside the province
- ◆ Local time within the province
- ◆ +8 for UTC

HHMMT

1215 L

2015 U

24-Hour Clock Examples

- 12:45 a.m.   is expressed as 0045
- 12:00 noon   is expressed as 1200
- 11:45 p.m.   is expressed as 2345
- 12:00 midnight is expressed as 2400 or 0000
- 1:30 a.m.   is expressed as 0130
- 1:45 p.m.   is expressed as 1345
- 4:30 p.m.   is expressed as 1630

Date Conventions

◆ Year – Month - Day (YYMMDD)

010327
27th Day of March 2001

Phonetic Alphabet

- ◆ Used when spelling mistakes may occur

- ◆ Numerical figures

- ◆ It is good practise to identify your station using phonetics

- ◆ Use ITU alphabet - do not make up catchy phrases or use non-standard words

Key Message Rules

- ◆ Accuracy

- ◆ Brevity

- ◆ Understandability

Accuracy

Exercise:

You will be given a typical message verbally. Whisper it to the person to your right.

Accuracy

Exercise:

You will be given a typical message verbally. Write it down and pass it verbatim to the person on your left without showing them the message.

Use Imperative • Not Question

Instead of:

''How many beds do you have?''

Use:

''Advise number of beds.''

Politeness is **<u>not</u>** required
or recommended

Brevity

Please send one hundred blankets to the Main Community Centre for the evacuees that are housed here.

Could become…

Require 100 blankets

Brevity

The following two people have been given a room at the Best Western Motel at 3300 Kingsway:

Could become…

Housed at Best Western Motel, 3300 Kingsway:

Brevity

Reduce this message:

A Red Cross worker has located two more homeless residents that require housing. Please advise which location to take them to.

Thank you

Brevity

Brevity exercise

"We have a number of people walking around with various injuries such as superficial cuts and bruises, patients complaining of deafness, and patients that we believe have shock and trauma. Can we request nursing staff to assist our First Aid volunteers? Also, we should have someone with a van or cars for shuttle service to the nearest hospital."

Understandability

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◆ To comprehend the meaning and significance of; know.

◆ To comprehend the language, sounds, form, or symbols of.

Do you understand what the message says?

Outgoing Message

E - P - W or R

Used in Complex Messaging
i.e. HXC

Word Count
i.e. 15

Time Composed by Orig
i.e. 1345 L

Date Composed by Orig
i.e. 010327

The ORIGINATOR starts the process

Outgoing Message

RadioGram
Via Amateur Radio

Number	Precedence	HX	Station of Origin	Check	Place of Origin	Time Filed L - u	Date YY MM DD

MESSAGE ORIGINATOR: COR OF WRITER, SIGN, CLASS'N

TO: _____

Destination
Name, Title, Address

Telephone Number: (____) _____

Telephone
with Area Code if avail

Message Text
Up to 25 words

Originator Signature & Phone
MUST BE SIGNED!

Signature

REC'D	From	Date	Time		SENT	To	Date	Time

Body may include words, numbers or punctuation

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Outgoing Message

By 1st Amateur Transmitting
i.e. 025

Location of Origin
i.e. Vancouver EOC

Orig Station Callsign
i.e. VE7PEP

Operator Filled
and initialled

ORIGINATOR does not fill in the shaded boxes

Outgoing Messages Work Flow

- Originator takes message to the Communications Centre (On foot, EM/2000, by telephone or otherwise)

- Message is sent by the mode determined most efficient by the communications Centre

- Mode will be determined by length, complexity and available means

Incoming Message

RADIOGRAM

VIA AMATEUR RADIO

NUMBER	PRECEDENCE	HX	STATION OF ORIGIN	CHECK	PLACE OF ORIGIN	TIME FILED U T C	DATE UTC

TO.

Provided by the originator
i.e. 025

Station Call   Date   Time
i.e. VE7VGH   010327   1935 L

SIGN _____

REC'D	FROM	DATE	TIME	SENT	TO	DATE	TIME

Recap – Message Forms

A formal message contains four parts:

- ◆ PREAMBLE – The record keeping part
- ◆ ADDRESS – Information about the recipient
- ◆ TEXT – What the sender wants to tell the adressee
- ◆ SIGNATURE – Identifies the person sending the message

Message Registers
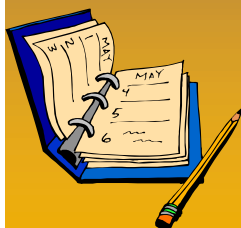
INCOMING MESSAGE REGISTER

YEAR __0103__   STATION __VE7PEP__   SHEET NO. __1__

TIME IN	MSG #	P	FROM	ORIG #	REMARKS	TIME OUT
1935 L	001	R	Salvation Army	054	Meal request	1935 L
	002					
	003					

From Lower Left Corner

Precedence

Number Box

Brief Summary

Consecutive

Station of Origin

Message Clears

Blue Information Comes From the Message Form

percs

Message Registers

OUTGOING MESSAGE REGISTER
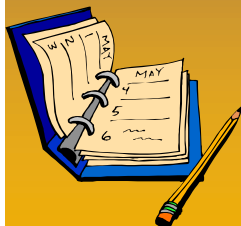
YEAR __0103__   STATION __VE7PEP__   SHEET NO. __1__

LOG #	ORIG #	P	D/TIME Z	TO	REMARKS
001	054	R	27/1935 L	Salvation Army	Meal request
002					
003					

Consecutive

From Number Box

Precedence

Day & Time Sent

To Box

Brief Summary

Prioritize!

Blue Information Comes From the Message Form

percs

Informal Messages

- Restricted to direct personal communications between officials of the agency being served
- Radio operators establish the contact first
- Noted in the Station Log

Forms

percs

APPLICATION FOR TRAINING TASK NUMBER

Province of British Columbia

Provincial Emergency Program

Date of Application _____ Date of Training _____

Training Location _____ Originator (please print) _____

Region Name and Number _South West_____ Area Name and Number _____

Category & Type (see reverse) _____

Brief Description of Training _____

_____

Emergency Program Coord. Signature _____

#1 - VOLUNTEER COST ESTIMATES		#2 - STAFF COST ESTIMATES	
Number of Days		Name of Staff (Enter Below)	
Number of Participants			
		Accommodation	$
Accommodation	$	Meals	$
Meals	$	Travel	$
Mileage/Travel	$	Overtime Hours CTO ☐ Cash ☐	
Instructor Fees	$	Other (Enter Below)	
Other Costs (Describe Below)			$
	$	Total Staff Cost Estimates	$
Total Volunteer Cost Estimates	$		
Total Estimated Task Costs		CASARA ☐ WCB ☐	

Regional Manager   Recommended ☐   Not Recommended ☐   Approved ☐

Comments _____

_____

_____

Regional Manager Signature _____ Date _____

Funds Committed ☐   Copy to Region ☐   Copy to PEP Headquarters ☐

REGION TASK NUMBER _____   **HEADQUARTERS TASK NUMBER** _____

PEP / 006 /

Forms

TASK REGISTRATION FORM

BRITISH COLUMBIA

Provincial Emergency Program

Task Number: _____ RCC/RCMP/BCAS File Number: _____ Municipality/Regional District: _____

Region:_____ Task Description :_____ Date:_____

Name	Address	Next of Kin Name and Tel #	Signature

I certify that the people listed above attended this task

Task Leader Name:_____ Signature :_____ _____Date :_____ Page:___ of:___

March 2000

Forms

BRITISH COLUMBIA

TASK REPORT FORM

PEP Provincial Emergency Program

Task Number:_____ RCC/RCMP/BCAS File Number:_____

A. TO BE COMPLETED BY TASK LEADER

Group:_____ _____ Region:_____ Area:_____

Task Type: _____

Date Task Commenced:_____ Time Task Commenced:_____

Date Task Completed:_____ Time Task Completed:_____

Number of Registered Volunteers Involved:_____ Number of Person Hours :_____

Number of Other Response Personnel Involved:____ Number of Person Hours:_____

Number of Victims:_____ Injured:_____ Fatalities:_____ Still Missing:_____

Details of Task (attach additional pages if required): _____

_____

_____

_____

_____

_____

_____

Equipment Used/Lost (Equipment Repair/Replacement Request attached YES/N0)

_____

_____

_____

_____

Task Leader's Name:_____ Signature:_____ Date:_____

Where applicable
EP Coordinator's Name:_____ Signature:_____ Date:_____

B. TO BE COMPLETED BY PEP REGIONAL MANAGER

Comments/Recommendations:_____ _____

_____

_____

Regional Manager Signature:_____ Date:_____ .

Forms

STANDBY BASE AND MOBILE ASSEMBLY ROSTER

PROJECT NAME _____ DATE_____ NET LOCATION _____

PROJECT LOCATION _____ NET CONTROL OPERATOR_____

P=PORTABLE
H=HANDHELD
F=FIXED
M=MOBILE
PK=PACKET
TV=TELEVISION

CALL	NAME	QTH	TYPE	TIME IN	DISPATCHED TO	TIME OFF	REMARKS

percs

Forms

PRIMARY NET CONTROL MASTER ASSEMBLY ROSTER

PROJECT NAME _____   DATE_____   NET LOCATION_____

PROJECT LOCATION _____   NET CONTROL OPERATOR_____

FILE NET_CON.GIF_09/97_VE3XK

PRIMARY E.O.C.				SECONDARY E.O.C.			
NAME	CALL	TIME IN	TIME OUT	NAME	CALL	TIME IN	TIME OUT

911 CENTRE				RED CROSS			
NAME	CALL	TIME IN	TIME OUT	NAME	CALL	TIME IN	TIME OUT

HOSPITALS					
NAME	CALL	TIME IN	TIME OUT	HOSPITAL ASSIGNED TO	REMARKS

AMBULANCE				OTHER			
NAME	CALL	TIME IN	TIME OUT	NAME	CALL	TIME IN	TIME OUT

Forms

TELEPHONE TREE
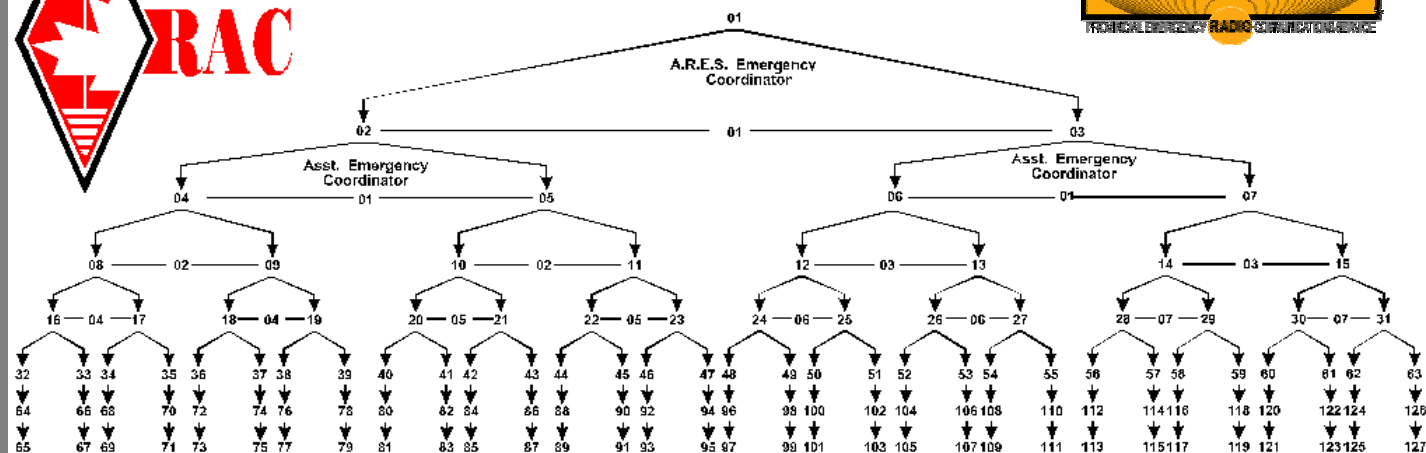
EXAMPLE INSTRUCTIONS FOR TELEPHONING SEQUENCE

01 NORMALLY CALLS 02 AND 03, IF 02 UNREACHABLE THEN CALL 04 AND 05
                              IF 03 UNREACHABLE THEN CALL 06 AND 07
02 NORMALLY CALLS 04 AND 05, IF 04 UNREACHABLE THEN CALL 08 AND 09
                              IF 05 UNREACHABLE THEN CALL 10 AND 11
03 NORMALLY CALLS 06 AND 07, IF 06 UNREACHABLE THEN CALL 12 AND 13
                              IF 07 UNREACHABLE THEN CALL 14 AND 15
04 NORMALLY CALLS 08 AND 09, IF 08 UNREACHABLE THEN CALL 16 AND 17
                              IF 09 UNREACHABLE THEN CALL 18 AND 19
05 NORMALLY CALLS 10 AND 11, IF 10 UNREACHABLE THEN CALL 20 AND 21
                              IF 11 UNREACHABLE THEN CALL 22 AND 23
06 NORMALLY CALLS 12 AND 13, IF 12 UNREACHABLE THEN CALL 24 AND 25
                              IF 13 UNREACHABLE THEN CALL 26 AND 27
07 NORMALLY CALLS 14 AND 15, IF 14 UNREACHABLE THEN CALL 28 AND 29
                              IF 15 UNREACHABLE THEN CALL 30 AND 31
08 NORMALLY CALLS 16 AND 17. IF 16 UNREACHABLE THEN CALL 32 AND 33
                              IF 17 UNREACHABLE THEN CALL 34 AND 35 ETC. ETC. ...

IF FOR ANY REASON NO ONE IS HOME, PLEASE KEEP FOLLOWING YOUR BRANCH UNTIL YOU FINALLY
REACH SOMEONE AND OR REACH THE BOTTOM OF YOUR TREE BRANCHES.

Preparedness

- In a major emergency, look after your own family first
- Have something to eat
- Dress appropriately
- Keep a 'Grab 'n Go' bag ready
- Get there in one piece

Don't take on more than you can manage

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As Snoopy said…

Five minutes before the party is not the time to learn to dance

Message Exercise

♦ In double syndicates of 3, handle the following messages in the appropriate manner

♦ Designate an Originator, Operator and Message Clerk

♦ Pass messages between syndicates

More Information?

www.percs.bc.ca

www.pep.bc.ca

www.rac.ca

Presentation by:

John Schouten – VE7VPU

Southwest Regional Amateur Radio Representative

Vn 20010514