Oregon Section

ARES/RACES

Operations Manual

And

Annex A: Model Training Plan

January 2011

Revision A

Record of Changes

Date of Change	Location of Change	Change	Changed by:
2/24/11	Pg. 27 II.A.4.a.	Latinate replaced with plain text	NB7O/SEC
2/24/11	Pg. 11, last para.	Changed Latinate from “i.e.” to “e.g.”	K7BHB/Ed.
2/26/11	Pg. 52	Changed “Signature” from EC to the EM	K7BHB/Ed.
2/26/11	Pg.47	Added Line: “I. Signature” to SITREP	K7BHB/Ed.
5/10/11	Pg. 4	Added Executive Summary Section	K7BHB/Ed.

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Executive Summary of this Manual

1. The singular purpose of this Manual is to help organize and train a cadre of volunteer amateur radio operators who will, when called upon, provide a first response to local or regional outages or overloads of normal communications systems.

2. While this Manual has many suggested procedures which are considered among the best practices for emergency communications responses, it remains simply as resource for Oregon Section ARES/RACES EC's and is not a group of regulations. Each County Emergency Coordinator has great latitude to determine what programs and procedures are best for his or her county.

3. Oregon Section follows the dual registration concept in organizing both the Amateur Radio Emergency Service and the Radio Amateur Civil Emergency Service. This concept allows for continuity of operations, consistent leadership, and state-wide standardized procedures, systems, and practices.

3.1 Every volunteer in each ARES/RACES unit will have to undergo the current background checks required by the State OEM, and must have completed the mandatory NIMS courses for emergency service workers.

3.2 Given that the ARRL has established a national program of Memoranda of Understanding with most organizations, it is strongly recommended that individual counties NOT adopt any local MOU's.

4. ARES/RACES units are not self-activating, but are activated by the county Emergency Manager. Of course, when any volunteer becomes aware of an emerging situation, common sense requires sensible preparation in anticipation of being activated.

5. Upon activation, each Emergency Coordinator should notify his or her District Emergency Coordinator by telephone, and then follow up with a formal Airmail Activation notice to the Amateur Radio Unit at Oregon Emergency Management, the Section Emergency Coordinator, and the respective District EC.

6. The Amateur Radio Unit at the Oregon Emergency Management department is just like a county ARES/RACES unit. It is only staffed at times of an actual emergency, disaster or scheduled training.

7. Expectations of District and County Emergency Coordinators in Oregon Section are set out in detail on pg. 18 of this manual.

8. A Public Information Officer, qualified as set out in the PIO guidelines section of this Manual, should be appointed for each County. All releases, especially during an emergency or disaster, must be issued by the PIO following the guidelines on pg. 19 of this Manual.

9. It is a fact of life, that in an emergency or disaster situation, each Emergency Coordinator will have untrained volunteers show up and offer or even insist on providing communications services. Each EC is strongly encouraged to have a program with two components; first with a procedure to pre-qualify and pre-register know hams who cannot full participate as ARES/RACES unit members, and second, to have a set of forms and procedures to provide on the job training to the other volunteers who come out of the wood work and want to help. An extensive program for such training is on pg. 23 of this Manual.

10. Oregon ARES/RACES has recently adopted a plan for determining the minimum requirements to appoint a volunteer in any county, as an Official Emergency Station. These requirements, which include final approval by the SEC, are found on pg. 29 of this Manual.

11. The State OEM has updated its format of state-issued identification cards, formerly known as the "yellow card". In order for any ARES/RACES unit member to become eligible initially for a card, the EC and the county EM must certify to OEM that the volunteer holds certificates for successful completion of ICS 100, 200 and 700 courses, plus pass the required background checks. Read more on page 32.

12. Page 36 of this Manual sets out the very limited circumstances under which any EC is to issue the Section ARES ID card, the "white card," and these procedures must be followed without any deviations.

13. The EC of each county is expected to prepare a county level communications plan. Appendix A, pg. 38 to this Manual sets out the recommended contents of a county plan, and the website for storing and accessing the more abbreviated current plan for each county.

13.1 Each formal county plan should be updated at least annually; but frequently plans are updated more frequently.

13.2 Courtesy of the Benton County ARES/RACES unit, each county plan summary has been put on-line as a pdf document. Each county can update its plan as often as needed, and interested parties from other counties can access the website, download the latest county plan summary, and print it if desired.

14. Appendix B, pg. 42 of this Manual sets out guidelines for operating a Net during emergency or disaster situations. These guidelines represent the best practices based upon many years of operating by experienced ARES/RACES volunteers.

15. A key element of the ability of Oregon ARES/RACES to provide hard copy digital support in communications failures or outages, is the Oregon ARES Digital Network.

15.1 Appendix C, pg.45 of this Manual lists the best practices to make sure that your county's OADN station will perform optimally and give the best service to your local EM and other served agencies.

15.2 That same Appendix C includes the recommended forms that should be on each county's OADN computer in the Airmail program. These include the Unit's Activation/Deactivation form, the Situation Report [SITREP], an OEM approved short form for a county to make a Declaration of Emergency [DOE], a General Message [ICS 213], a Request for Service, and a Service Message.

15.2 In Appendix C is also the standard form for a Quarterly Report by every county's OADN station, which is required during the first month of each standard quarter, so that a report can be provided to OEM and the Governor, as required by the OADN grants.

16. A comprehensive Unit Certification Program is outlined in Appendix E, pg. 61. To be considered viable, a County ARES/RACES unit should be able to qualify at the "Basic" certification level at the very least.

17. Oregon ARES/RACES has a procedure for assisting a county EC who needs more than his or her Unit has at hand. The procedures are set out in Appendix F, pg. 71 to this Manual.

18. All ARES/RACES volunteers are strongly encouraged to register with the NOAA websites which send out Tsunami warnings and other hazardous weather alerts, and to have NOAA weather radios. The procedures to take these steps are found in Appendix G, pg. 74 to this Manual.

19. Information on the linked repeaters in Oregon and beyond is found in Appendix H, pg. 77, and a summary of many other resources is in Appendix I, pg. 78

20. Annex A to this Manual sets out a model training program, which introduces an Oregon Section training philosophy, gives recommendations and examples of best practices in technical training, and which may be adopted as a "turn-key" training program if the County EC so desires.

Timeline for Revision and Update of this Manual

This Manual will be reviewed and updated at least biennially. The "county information" referenced in Appendix A, page 40, "Statewide Communications Plan" should be updated whenever changes occur, and as soon as possible by the county ARES/RACES Emergency Coordinator, who is responsible for the accuracy and timeliness of their respective data. The URL address for the County Communications Plans is shown on page 40.

The ARES/RACES organization has three levels: County, District and State. Each level has a distinct leadership function and its own set of operational requirements. Therefore, before a State-level document can be completed the County and District level plans, if any, must be completed. To accomplish this County level plans must be kept current.

County communications plans are due to the District Emergency Coordinator (DEC) by July 1 of the revision year. See Appendix A for information on the content and format of County Communications Plans.

District level plans, if developed, along with the County plans are due to the Section Emergency Coordinator (SEC) by August 1 of the revision year.

The new draft State-wide Manual is due by the time of the Annual Leadership Conference of the revision year and will be available for discussion and approval at the Annual Leadership Conference.

As soon as is practicable after the Annual Leadership Conference the Section Manager (SM) will publish the plan on the Oregon Section website. The plan may be published on other Websites and will be available in electronic form.

Only general information will be updated in the revision year. Items which are likely to change more often, such as the names and contact information for County Emergency Coordinators (EC's) and County level Communication Plans will NOT be included in this plan. This information is available on the Oregon Section Website.

The Oregon Section website is: http://www.arrloregon.org/news.php

The Purpose of This Document

Background:

For nearly a century now amateur radio has been a major player in emergency communications. During that time the role of amateur radio has evolved, and is still evolving. Technologies continue to change, and sometimes replace, some of the legacy systems and traditional roles. At the same time those new technologies have opened up new possibilities for amateurs, and the amateur community must carefully consider how to apply them.

Emergency communications is not as simple as it used to be. In the post 9/11 world, more demands for professionalism, security, continuing education, working within and through federally mandated emergency response organizations, and the standardized Incident Command System (ICS) are placing more demands than ever upon amateur radio communications response agencies and individuals.

In short, the requirements for being effective emergency communicators have changed over the years as the amateur service and technology have changed. It is no longer enough to simply 'have a license' and be an eager volunteer.

Purpose:

The *singular* purpose of this plan is to help organize and train a cadre of volunteer amateur radio operators who may be called upon in a future emergency or disaster to fulfill the basic mission statement of Oregon Section ARES/RACES:

"Oregon Section ARES/RACES exists to provide a viable first response to local or regional communications system outages or overloads. Using Amateur Radio equipment, systems, and operators as directed by the local Emergency Manager, ARES provides back-up voice and digital hard-copy communications networks to designated agencies for a period of not less than 72 hours, or until normal communications are restored."

This plan has been written by the Oregon Section ARES/RACES leadership, with input from the County units, to provide assistance, guidance, direction and standards for ARES/RACES units within this State. The contents of this plan are largely intended to be a compilation of best practices, guidelines, and *suggested* standard operating procedures rather than a specific blueprint. Where policy considerations are mandated, they are clearly indicated as such.

Throughout this Manual, you will encounter text that is highlighted in ***Red, Bolded,*** and ***italicized***. This has been done to focus attention on key areas of policy, guidance, or requirements.

This manual is a resource, not a regulation. The County EC is given great latitude to determine the actual needs and programs to implement support for the County Emergency Manager. There is no way a single plan will be able to anticipate and provide for all contingencies. Every unit, at the County or District level, faces somewhat different situations and issues. Specificity should increase as each subordinate plan approaches the most local level.

The ARES-RACES Dual-Registration Concept

While ARES and RACES are separate entities, the American Radio Relay League (ARRL) has long advocated dual membership and cooperative efforts between both groups. In 2010, after a considerable period of study on this issue, Oregon Emergency Management (OEM) also reaffirmed it's preference for this operational model citing " the operational flexibility, continuity of operations, and the benefits of common procedures and integrated leadership across the State."

This is the approach taken in Oregon Section ARES/RACES. The best solution has been found in combining the leadership and membership of both units. If the ARES Emergency Coordinator and the county RACES Radio Officer or Assistant Radio Officer is the same individual, and all of the members are enrolled in ARES and RACES, all the group need do when an emergency is declared, or the War Powers Act is invoked by the President, is 'change hats' and go on as before.

The **Amateur Radio Emergency Service (ARES)** is part of the Field Services Division of the ARRL and is designed to support as fully as possible selected emergency response and disaster relief organizations. Consequently, the ARRL has established a number of National Memorandums of Understandings (MOU's) between ARRL and other agencies. The current MOU's at the national level are:

- American Red Cross
- National Weather Service
- Department of Homeland Security - Citizen Corps (FEMA)
- Association of Public-Safety Communications Officials
- National Communications System
- National Association of Radio and Telecommunications Engineers
- Salvation Army
- Society of Broadcast Engineers
- Quarter Century Wireless Association, Inc.
- Radio Emergency Associated Communication Teams (REACT)
- Civil Air Patrol

There is no need for an individual County ARES/RACES unit to enter into any local MOU's to serve local chapters or entities of the above organizations; and in fact, it is Oregon Section policy to not do so. Section Policy recommends allocating your emergency communications personnel and equipment solely to

your County Emergency Manager. Let the EM decide how to further allocate your resources to the above listed organizations, if at all, and even then under a County-issued incident number.

ARES operates within a formal structure. The Oregon ARRL Section Manager (SM) appoints a Section Emergency Coordinator (SEC) who is responsible for the entire state. The SEC, in turn, may appoint Assistant or Specialized SEC's, District Emergency Coordinators (DEC's), and Assistant DEC's for each of the six Districts. These DEC's, in turn, recommend appointments of county level Emergency Coordinators to the SEC. EC's may appoint Assistant EC's (AEC), and recommend appointments of Official Emergency Stations (OES) to the SEC. A chain of command and responsibility is thus established. (See page 15 for the Oregon Section District map.)

When dealing with served agencies, including County Emergency Managers, remember that ARES is itself a self-contained emergency organization that works with the served agency, not for it; that is, in ***partnership.*** The ARES infrastructure includes privately owned radios, antennas, ARES dedicated and cooperating repeaters, and accessory equipment. Even more important than the equipment, the organizational structure includes numerous nets, training exercises, community support and cooperative planning with the agencies. When officials request ARES support they get the full benefit of all this, as well as the personal services of many volunteer operators, many of whom are not visible in the emergency or disaster area. At the same time, be mindful that ARES operators, working in a served agency, will be perceived as a part of ***their*** organization, and should be governed by their dress, grooming, and behavior standards, and should be prepared to do anything within reason to assist them.

Although under the operational control of the County Emergency Manager when an incident number has been issued, ARES does retain its own identity, structure, personnel and physical infrastructure while providing communications support.

The **Radio Amateur Civil Emergency Service (RACES)** grew out of a World War II civil defense organization of amateur operators that had been organized by the War Department. By 1952, as the 'cold war' developed, it became clear that increased attention to communications was needed in a variety of civil defense applications, and RACES, as it is known today, was born. Today it is recognized as one of the frameworks through which amateur radio operators would assist Department of Homeland Security (DHS) and Federal Emergency Management

Agency (FEMA) requirements for back-up or emergency communications as part of the National Communications System (NCS). Other frameworks utilizing amateur radio operators include the Military Auxiliary Radio Service (MARS) and the NCS Shared Resources (SHARES) program.

RACES Units are created and administered by local, county and state civil defense/ emergency management agencies. Each unit is a separate entity, and there is no hierarchy or structure of command and control between units, unless those units enter into specific agreements. In short, each RACES Unit 'belongs' to a specific civil preparedness governmental entity. As the Part 97.407 rules make clear, RACES is intended to provide radio communications, for civil-preparedness purposes ***only***, during periods of local, regional or national civil emergencies. These emergencies are not limited to war-related activities, but can include natural disasters such as fires, flood and earthquake. It is important to note that only emergency management officials can authorize RACES units and appoint RACES Radio Officers (RO's), and that this operation is strictly limited to official civil-preparedness activity in the event of an emergency communications situation.

Amateur operating in a local RACES organization must be officially enrolled in the local civil-preparedness agency having jurisdiction prior to an emergency. In Oregon, this requirement is met when the County Emergency Manager conducts a background check, and further recommends that an individual be issued an ARES/ RACES Identification Card by OEM. This card will only be issued to ARES/ RACES dual registration county organizations. Both County Emergency Managers and ARES/RACES Emergency Coordinators should also be aware that FEMA now requires that all volunteers must have completed the ICS-100, ICS-200 and ICS-700 courses as a condition of their agency receiving Federal grant money.

Because of the need for increased security and background checks for people needing access to EOC's and other emergency response facilities, Oregon Section ARES/RACES has adopted this State-issued identification card as the standard statewide ARES/RACES identification card. All full ARES/RACES unit members must apply for and receive this card. Except for the expressly limited purposes detailed in later pages of this document, the ARRL "White Card" ID, FSD224, has no standing in Oregon Section ARES/RACES or in any Oregon State Emergency Management Organization.

Operator privileges in RACES are identical to those of the class of license held by the operator in the Amateur Radio Service. All of the authorized frequencies and emissions allocated to the Amateur Radio Service are also available to RACES on a

shared basis, except that should the President invoke the War Powers Act, the regular Amateur Radio Service would be required to shut down and RACES stations would be allocated frequencies based on the revised provisions of FCC rule 97.214. (As of this writing, there has never been an activation of a RACES-only response required under a declared communications emergency or the War Powers Act.)

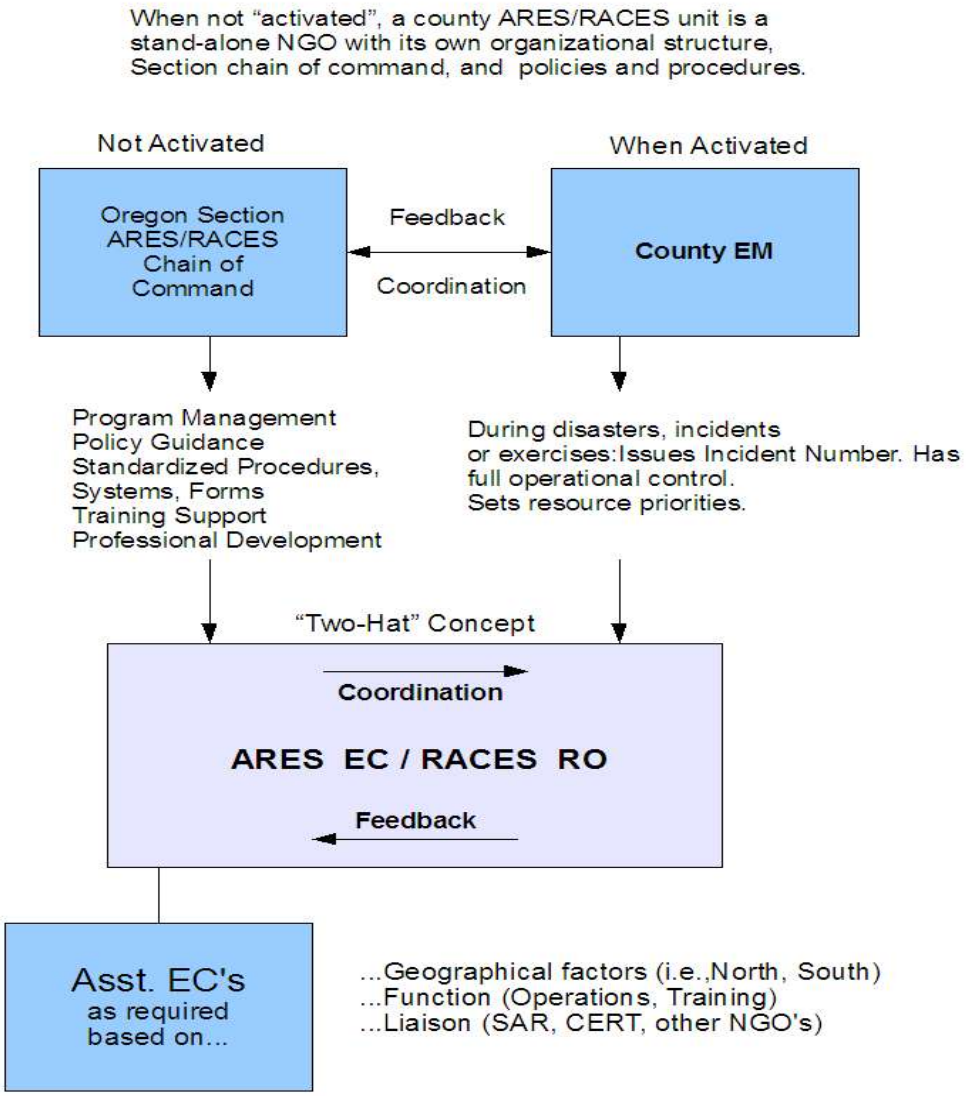
During a "non-declared" incident, a training session, or area exercise the Unit can operate as an ARES Unit. When Federal authorities officially declare an emergency or disaster the unit can then become a RACES unit if required, with no change in leadership, membership, or operating practices.

Activation of ARES/RACES Units

The local Emergency Management Director, usually the County Emergency Manager, is the primary served agency for that County's ARES/RACES Unit, and would normally be responsible for Unit activation, although the delegated authority may vary from county to county. The EC and the EM should work together to set resource priorities for served agencies within the county during an emergency. However, the EC may activate the ARES unit at the request of any individual served agency that has or anticipates a communications emergency. In such a situation the EC is expected to immediately notify the County Emergency Manager of the activation (as well as the DEC and SEC), request approval to allocate resources to the requesting served agency, and request that an incident number be issued. ***There is no such thing as a "partial" activation; a unit is "activated" irrespective of the number of members used for the incident or the duration of the incident.***

ARES/RACES units are NOT 'self-activating'.

Volunteers enrolled in and activated by emergency management organizations are covered by ORS 401.358 through 401.478, which includes limited Workmen's Compensation. Each county EC should find out exactly what the requirements are in their county with regard to such coverage. Nevertheless, having said that ARES/ RACES units are not self-activating, there are a number of situations in which common sense should prevail. For example, should ARES/RACES members, especially EC's, become aware of an emergent emergency or disaster situation there are some logical and reasonable steps that could, and should be taken. A pro-active EC might want to initiate contact with their local County Emergency Manager to make sure that they are aware of the event; begin a local or county net in preparation for assignment, and ensure that their unit members, radios and other equipment are ready for activation.

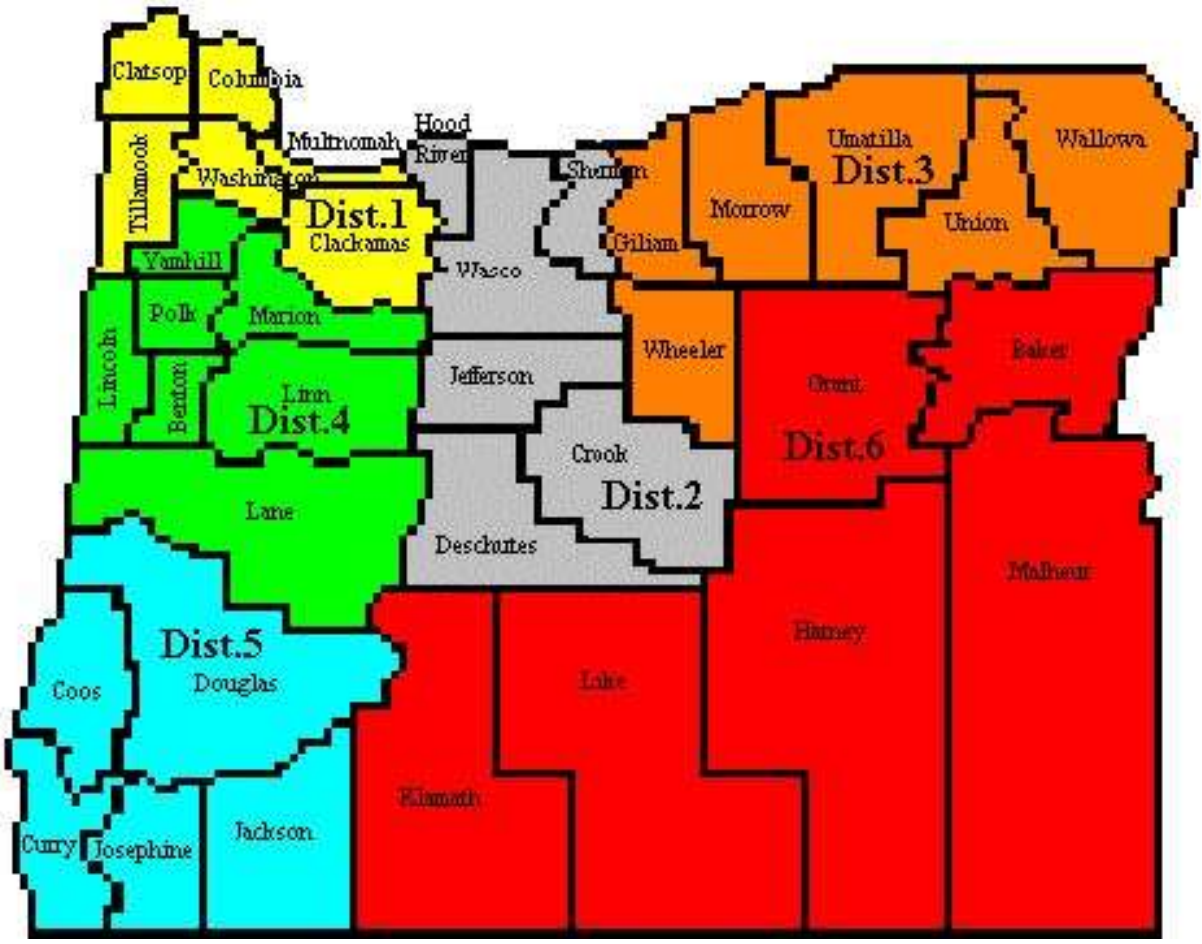


NOTE: Any activation of an Oregon Section ARES/RACES Unit must be reported immediately to the appropriate DEC via telephone, (land line or cell) if service is available.

Next, send an Airmail Activation notice template via winlink to the following individuals at both of the listed email addresses:

The current EC of the OEM ARU; e.g., k7vv@arrl.net and k7vv@winlink.org
Your current DEC; e.g., k7bhb@arrl.net and k7bhb@winlink.org
The current SEC; e.g., nb7o@arrl.net and nb7o@winlink.org

Structure of the Oregon Section ARES/RACES Organization
ARES District and County Map



Please refer to the ARRL Public Service Communications Manual for a complete and current description of the ARES organizational structure, and descriptions of the various Section ARES leadership positions, job titles, and duties. View it online at:

http://www.arrl.org/FandES/field/pscm/

The Roles of Oregon Emergency Management (OEM) and the OEM Amateur Radio Unit (OEM-ARU)

The State Agency, Oregon Emergency Management (OEM), and the OEM Amateur Radio Unit, (OEM-ARU) which provides back-up communications services to it, are two separate entities.

Neither OEM, nor the OEM Amateur Radio Unit, has any management, supervisory, or command and control relationship over Oregon Section ARES/RACES.

OEM is the one served agency of the OEM ARES/RACES Amateur Radio Unit (OEM-ARU). The OEM-ARU is just like a County ARES/RACES unit in structure, manning, and mission. It is managed by an EC, and is included for oversight purposes in District 4. It does not make policy, prescribe operational methods, determine training programs or determine what frequencies or modes are to be used by ARES/RACES groups. It operates only during scheduled training, exercises, or when requested in support of County exercises and demonstrations, or during actual emergency or disaster events.

The OEM ARU is NOT staffed at other times. Counties should NOT expect that OEM will receive emergency or priority traffic directed through the OEM Amateur Radio Unit unless the OEM ARU has been activated.

OEM has appointed a State Races Radio Officer, who is also the ARES SEC. In so doing OEM has validated the ARRL "dual registration" approach. Continuity of Command and operations is thus assured when operating under either ARES or RACES.

Oregon Emergency Management is under the jurisdiction of the Oregon Military Department. The following Purpose/Mission Statement is taken from the OEM website:

> "The purpose of the Office of Emergency Management is to execute the Governor's responsibilities to maintain an emergency services system as prescribed in ORS 401 by planning, preparing and providing for the prevention, mitigation and management of emergencies or disasters that present a threat to the lives and property of citizens of and visitors to the State of Oregon. The agency is responsible for coordinating and facilitating emergency planning, preparedness, response and recovery activities with the State and local emergency services, and

shall make rules that are necessary and proper for the administration of ORS 401, and to:

- Coordinate the activities of all public and private organizations specifically related to providing emergency services within this state;
- Maintain a cooperative liaison with emergency management agencies and organization of local governments, other states, and the Federal Government;
- Have such additional authority, duties and responsibilities authorized by ORS 401.015 to 401.105, 401.260 to 401.325 and 401.355 to 401.580 or as may be directed by the Governor;
- Administer grants relating to emergency program management and emergency services for the state;
- Provide for and staff a State Emergency Operations (Coordination) Center to aid the Governor and the office in the performance of duties;
- Serve as the Governor's authorized representative for coordination of certain response activities and managing the recovery process;
- Establish training and professional standards for local emergency program management personnel;
- Establish task forces and advisory groups to assist the office in achieving mandated responsibilities; and
- Enforce compliance requirements of federal and state agencies for receiving funds and conducting emergency functions."

Further information on OEM can be found at:

http://www.oregon.gov/OMD/OEM/

Further information on the OEM Amateur Radio Unit can be found at:

http://www.oregon.gov/OMD/OEM/tech_resp/amateur_radio.shtml

The online OEM manual for "Emergency Declaration Guidelines for Elected and Appointed Local Officials" can be found at:

http://www.oregon.gov/OMD/OEM/docs/library/decl_guide_Nov_2010.pdfdf

Guidelines for Emergency Coordinators and District Emergency Coordinators

Irrespective of the guidelines in the ARRL EC Manual and the Public Service Communications Manual, the following are high priority items for the expected professional conduct of Oregon Section ARES/RACES appointees. They are not all inclusive; the more common sense courtesies that we afford each other, the better our programs will be.

- Respond to emails within 72 hrs. (long enough to take you through a 3-day weekend without worrying about ARES). A good communication link is important.
- Please respond to email or phone messages or requests for information, even with negative replies, if no information is available or relevant to a request, within a reasonable time limit. (72 hours)
- Call your EC or DEC once a month to discuss your county and district issues and situational status. This will allow the DEC to learn about, help with, and resolve any problems that might develop before a major issue develops.
- Ensure that the information is accurately passed down the chain of command to your County EC's or County AEC's and membership on a timely basis. Forward all appropriate emails to your subordinates.
- Support and actively promote Section and District programs and doctrine. In other words, *LEAD*. If you can't support some aspect of the Section/District policy, work to make your views known, and present a viable alternative.
- Attend as many ham fair ARES meetings as possible, with ***the annual Oregon Section Leadership Conference being the highest priority. Attendance is mandatory for each County unit; if you absolutely can't attend, be sure to send your primary AEC. or Asst. DEC.***
- Attend at least one of your County or County sub-unit meetings each year and quarterly would be even better. Act as a mentor, technical advisor, develop their leadership skills, and advocate for them up the chain of command.
- Identify, train, and develop at least one individual (two would be better), to take your place as EC or DEC for either a temporary or permanent basis. Try to do the same for your AEC's.

- Submit to the DEC or SEC a list of contact information for your county ARES units chain of command, however you have it set up, on a quarterly basis in order to ensure that current information is available if needed.
- Submit to the DEC a list of contact information for your county EM chain of command on a quarterly basis in order to ensure that current information is available if needed.
- Submit the ARRL Monthly DEC/EC report (FSD-212) to the DEC or SEC in an appropriate manner and time frame.
- Insure that you utilize your county PIO's at every opportunity to put out the word about ARES/RACES and amateur radio capabilities.
- Submit the ARRL Public Service Activity Report (FSD-157) to ARRL when your county unit does an activity in an appropriate manner and time frame. This is an on-line fillable form you can find on the ARRL website:

http://www.arrl.org/fsd-157-public-service-activity-report

Guidelines for Public Information Officers (PIO)

I. Background:

The purpose of this section is ***not*** to duplicate the excellent and exhaustive resources for PIO's published on the ARRL Website. Rather, the goal is to provide unique Oregon Section ARES/RACES specific guidelines for PIO's and to emphasize the avoidance of the most important pitfalls that have, by and large, been learned the "hard way" by various units at various times and places. Note that PIO's may be appointed on the ARRL "Club" side, and also at the discretion of the Section Manager in a non-ARES Section level role (more properly referred to as a "PIC"; or, "Public Information Coordinator". The SEC may also decide to appoint an ARES/ RACES PIC, whose role it is to support and assist the ARES/RACES unit PIO's.

ARES/RACES county EC's have been asked to appoint PIO's for their organization. In the event that a formal PIO appointment has not been made, the responsibility falls upon the EC to assume that role. Oregon Section ARES/RACES Districts may optionally appoint PIO's as well.

One point of confusion is when the same individual performs in both an ARRL or "Club" role, and an ARES/RACES unit role. The SEC emphasizes that the policy guidelines detailed in this section do not necessarily apply to the "Club" side; but, when serving in an ARES/RACES PIO role, these policy guidelines will "trump" any conflicting procedures from the "Club" side.

II. Procedures:

1. An appointed Section ARES/RACES PIC must:

    a. Be an ARRL member
    b. Be associated, as an active member in good standing, with a County ARES/RACES unit
    c. Have completed ARRL course PR-101
    d. Have completed FEMA on-line course IS-700a.
    e. Maintain a roster of county ARES/RACES PIO's
    f. Seek to assist the county ARES/RACES PIO's in all possible ways

2. An appointed county ARES/RACES PIO must:

    a. Be an ARRL member
    b. Be associated, as an active member in good standing, with their county's ARES/RACES unit.
    c. Complete ARRL course PR-101 within 1 year of appointment or the effective date of this document
    d. EC's serving as de facto PIO's for their units will meet the requirement of (c.) above

3. During normal, ***non-activated*** status, the role of the county ARES/RACES unit PIO is public relations; community outreach and promotion, recruiting, and the generation of pre- and post-activity news releases.

    a. Contact by ***local*** (city or county) media outlets requesting human interest interviews or stories may be honored, subject to the restrictions listed in Section III below.

4. ***When an ARES/RACES unit is activated, no direct contact with any media source is authorized for the county ARES/RACES PIO.***

    a. ***All media enquiries, including local but especially out of area, must be referred to the served agency PIO, or Incident Command***
    b. ***The county ARES/RACES PIO shall offer their services to the served agency PIO or the Joint Information Center (JIC)***
    c. ***If and when the served agency PIO or the JIC request that the ARES/RACES PIO provide information to the media, keep the response basic, and subject to the restrictions listed below.***
    d. ***Contact the Section ARES/RACES PIC as soon as possible for coordination and assistance***
    e. ***Keep the County EC continually appraised of all of your activities and contacts with the media***

III. Restrictions:

It is unfortunate, but true, that a few misspoken words can inadvertently destroy the close working relationships and credibility that it has taken years to develop with our served agencies. Also regrettable is the fact that the media often has a private agenda or point of view that they will coach you to play into. The larger the media market, and the longer the distances away they are, the more likely you are to be purposely or inadvertently misquoted or manipulated. Day-to-day contact and a close working relationship with the Section ARES/RACES PIC will help you to recognize and deal

with the realities of todays media driven society. EC's should instruct the general membership that no one is authorized to speak to anyone, media or otherwise, on behalf of ARES/RACES or the served agency. Under no circumstances, either when not activated or when activated, should PIO's make any remarks similar to the following:

- Amateur Radio replaces the need for government or public safety communications...
- Amateur Radio is superior technology; or, Hams are smarter...
- Amateur Radio can do anything commercial equipment can do...
- Amateur Radio is more reliable because it doesn't use infrastructure
- Criticism of local, county, or state equipment, systems, or people...
- Personal opinions about politics, politicians... or anything, for that matter

The first four items are patently not true, although in our enthusiasm about our capabilities, many of us like to tell ourselves, and anyone who will listen, that they are. Hopefully, no further comment is necessary about the last two.

Well, what ***can*** you say? How about something like the following:

" Twelve trained and experienced Ham Radio operators with Turkeyfoot County Amateur Radio Emergency Service have worked a total of 96 hours in support of Turkeyfoot County Emergency Management. We have provided back-up or adjunct communications equipment and services, including radio email, to neighboring counties, the State Office of Emergency Management, and other emergency response organizations."

Keep it simple, avoid hyperbole, and stress partnering.

Access to the ARRL Website pages for PIC's and PIO's is:

http://www.arrl.org/pr-tools-for-pics-and-pios

Managing Emergent Volunteers

Summary:

Management of Emergent Volunteers is a complicated and controversial topic; complicated for the reasons enumerated below, and controversial because there is one school of thought that says the down-side of the required management processes far exceeds the potential benefit of using emergent volunteers. ***Each EC will have to carefully evaluate their particular county situation and decide upon a course of action prior to an incident that may force a hasty, poorly conceived response.***

For example, a county ARES/RACES unit that has a primary or perhaps sole mission of operating within an EOC can probably not effectively use emergent ham volunteers. They lack background checks and required ID; may not be trained or experienced in the Incident Command System; and probably cannot operate the OADN radios, computer, and software at the operator positions. Conversely, a unit that has a responsibility to man many fire stations, evacuation centers, hospitals, etc. may be able to effectively use volunteers with just basic ham radio operator skills as adjunct personnel.

No-notice SET's over the last four years have consistently shown that unplanned for responses result in as little as 23% of the primary membership being available, with the average being about 53%. ***The larger the ARES/RACES unit size, the greater the impact of having a poor membership response rate. Being able to utilize emergent ham volunteers in those circumstances is almost an imperative.***

Perhaps the best overall compromise solution is to pre-qualify and pre-register known hams who, for whatever reason, cannot fully participate in the full-scale ARES/RACES program. These individuals can be placed into an “ARES Auxiliary” and issued “White Cards” (see page 36). If and when adjunct personnel are needed, these people can be employed far more efficiently than can some 'unknown someone” right off the street.

If your County Emergency Response organization has a process set up to deal with emergent volunteers, don't reinvent the wheel and set up a parallel system. Make your requirements, or your preferences to not accept emergent volunteers, known. Let the County personnel serve as the screeners while you concentrate on the mission. Give them a list of your primary and auxiliary membership to help expedite the arrival of your volunteers as the incident progresses.

Background:[1.]

During disasters, large numbers of people with no pre-planned role arrive at the scene to offer assistance, and Ham Radio operators are no exception. “Convergence,” which is the mass movement, or attempted movement, towards a disaster site, is not a new phenomenon. In fact, this phenomenon was most recently observed after Hurricane Katrina in the United States. In 1989, sixty percent of the population of San Francisco and seventy percent of the population in Santa Cruz, California responded to the Loma Prieta Earthquake. Following 9/11, over 40,000 unsolicited volunteers arrived at Ground Zero in New York. Presumably, an event such as a major Cascadia subduction zone earthquake in the Pacific Northwest would evoke a similar scale response.

Discussion:

While emergent volunteers can be a significant resource of timely manpower, skills, and abilities, they can also actually hinder disaster response by creating health, safety, and security issues, distracting responders from their duties, and interfering with response operations. Although volunteers do not receive financial compensation, they do incur costs and stress limited resources. Volunteers may arrive ill-equipped, requiring logistical support such as food, shelter, and the issue of unit equipment. Well-meaning individuals can cause roadway congestion that prevents the movement of emergency vehicles. They can also endanger themselves and others in hazardous environments. It is not surprising that formal responders can find emergent volunteers to be "more effort on the part of a strained system than they contribute to the resolution of the problem”. Volunteer efforts can be ineffective because organizations and management systems have not prepared for nor considered how to integrate the volunteer resources. As a result, response personnel are diverted from their primary duties to consider how emergent volunteers will be used, to create and assign tasks, to manage logistics related to volunteers, and to supervise actions. This commonly occurs in an ad-hoc manner and because of that can be very inefficient. Large numbers of volunteers can overwhelm the capacity of an unprepared organization to effectively engage them.

Often, there are more volunteers than defined tasks for them to perform. The challenge for County EC's is to capitalize on the availability of volunteer resources while ensuring safety and maximizing the responders’ ability to effectively perform tasks within the established incident command system. Some examples of under-addressed elements include how the volunteer management system is integrated with the incident management system, how volunteers are channeled (physically or through information) to avoid unsafe conditions, how spontaneous volunteers

requiring advanced credentialing are processed, and how transition to recovery related to volunteers is addressed.

Conclusion:

An adage of disaster management is that planning must be based on valid assumptions of the actions people are likely to take. It has been repeatedly demonstrated that spontaneous volunteers will respond to disasters regardless of a request for assistance, and this response is significant. Registration of volunteers pre-incident can help to catalog personnel with relevant skills to be called upon in an emergency. However, the planning cannot stop there. It must also consider how these individuals will "plug in to" the incident management system, how oversight of their actions will be maintained, how their safety and security will be assured, and especially how to manage the many volunteers who will spontaneously respond even though they never pre-registered.

Paradoxically, one of the most important new challenges in incident management is to plan for the unplanned. Emergent volunteers, who represent a significant and flexible asset in disaster response, also represent a clear management problem if a system does not exist to incorporate them through established procedures. The challenge for incident managers is to capitalize on the available volunteer resources while ensuring safety and the responders' ability to effectively perform tasks within the established incident command system.

(1.)Background, Discussion, and Conclusion material is excerpted from a paper titled **"Strategies for Managing Volunteers during Incident Response: A Systems Approach", co-authored by: *Lauren S. Fernandez*** *a program manager for the U.S. Department of Homeland Security;* ***Joseph A. Barbera,*** *co-director of The Institute for Crisis, Disaster, and Risk Management; associate professor of engineering; and clinical associate professor of emergency medicine at The George Washington University; and* ***Johan van Dorp,****an associate professor in the Engineering Management and Systems Engineering Department at The George Washington University.*

Working with Emergent Volunteers
Power-Point Presentation

David Kidd, ka7ozo@arrl.net, has developed a Power-Point presentation that addresses all of the foregoing issues, and much more, in greater detail. This presentation has been given at EmComm West, and at the 2009 Oregon Section ARES/RACES Leadership Conference, to rave reviews. EC's seeking additional information on this subject will find the following topics greatly expanded upon in the Power-Point:

It Will Happen Someday
Definition: Emergent Volunteer
Before The Event
Evaluate The Role Of Emergent Volunteers
Serious Questions
Organization Prior To Event
Human Nature
Important Things To Remember
Developing a Volunteer Application
Managing The Response Effort
Do Your Homework
Safety Issues
Too Many MOU's
An MOU Reality
Create a Written Volunteer Manual
What to Include in the manual
Registration Form
A Mistake To Avoid
Orientation & Training
Key: What Is Supervision?
Supervise & Evaluate
Volunteers and the Media
Can You Fire a Volunteer
During The Event
After Action Thoughts
Overall Keys to Success

Copies of related forms that David uses in his program follow.
For More Information, Contact:
David Kidd, KA7OZO, DEC, Oregon ARES District-1 ka7ozo@arrl.net

(Your County) ARES/RACES

Emergent Volunteer Personal Data Sheet

1. Personal Contact Information	
Name (Last, First, Middle):	
Callsign:	License: N ☐ T ☐ T+ ☐ G ☐ A ☐ E ☐
Phone Number – Home:	
Phone Number – Cell:	
Phone Number – Work:	
Email Address: (@arrl.net preferred)	
Street Address:	
City & Zip Code:	
Mailing Address: (if different than street)	
Next of Kin:	
Next of Kin Phone #	
Availability Dates:	From: To:
ID Card:	County ID card - Yes ☐ No ☐ Expiration date (mm/dd/yyyy) _____ State ARES/RACES ID card - Yes ☐ No ☐ Expiration date (mm/dd/yyyy) _____
ARRL Membership:	Yes ☐ No ☐
2. Equipment Capability	
2-Meter capability	Fixed ☐ Mobile ☐ GO-KIT ☐ Hand-held ☐
440 MHz capability	Fixed ☐ Mobile ☐ GO-KIT ☐ Hand-held ☐
HF capability	Fixed ☐ Mobile ☐ GO-KIT ☐
Digital Modes of Operation	Packet ☐ D-STAR ☐ Pactor ☐ SSTV ☐
4-WD capability	Yes ☐ No ☐
Emergency Power capability	Batteries ☐ Generator ☐ Solar ☐ Other ☐
3. Training Completed	
ICS Courses (check all that apply)	700 ☐ 100 ☐ 200 ☐ 300 ☐ 400 ☐ PIO ☐
ARRL Courses (check all that apply)	EC-01 ☐ EC-02 ☐ EC-03 ☐
Other Related Courses Completed:	VE Yes ☐ No ☐ Other
Reviewed By:	Team Leader ☐ EC ☐ Training ☐ Admin ☐ ICS Staff ☐

Signature of Approving EC/AEC_____

Complete this form and submit it to the Emergent Ham Team Leader

(Your County) ARES/RACES
Emergent Volunteer Evaluation Form

This form is to be completed by the Emergent Volunteer Immediate Supervisor

1. Personal Evaluation & Data	
Name (Last, First, Middle):	
Callsign:	
Appearance:	Neat & Clean – Yes ☐ No ☐ Personal Hygiene - Yes ☐ No ☐
Works Well With Others:	Yes ☐ No ☐
Listened To Critique:	Yes ☐ No ☐
Asked Question In Order To Learn:	Yes ☐ No ☐
Follows Instructions/Directions:	Yes ☐ No ☐
Team Player:	Yes ☐ No ☐
Works Without Being Told:	Yes ☐ No ☐
Has Proper 72-hour KIT:	Yes ☐ No ☐
Has Required Radio Equipment:	Yes ☐ No ☐
Medical or Physical Issues:	Yes ☐ No ☐
Recommended For Future Assignments:	Yes ☐ No ☐
Home County:	
Dates Worked:	From: To:
2. Equipment Knowledge	
Can Work Radio Equipment Properly:	Yes ☐ No ☐
Knows Proper Radio Procedure:	Yes ☐ No ☐
Can Fill Out ICS-213:	Yes ☐ No ☐
Modes of Operation Capability:	Packet ☐ D-STAR ☐ Pactor ☐ SSTV ☐ HF ☐ Other
Computer Knowledge & Capability:	Yes ☐ No ☐
Qualified Trouble-Shooter:	Yes ☐ No ☐
3. Training Completed	
ICS Courses (check all that apply):	700 ☐ 100 ☐ 200 ☐ 300 ☐ 400 ☐ PIO ☐
ARRL Courses (check all that apply):	EC-01 ☐ EC-02 ☐ EC-03 ☐
Other Related Courses Completed:	First Aid - Yes ☐ No ☐ Other
Reviewed / Approved By:	Team Leader ☐ EC ☐ Training ☐ Admin ☐ ICS Staff ☐

Signature of Approving EC/AEC _____

Official Emergency Station (OES)
Minimum Requirements to Receive Appointment

Discussion:

To read about the general description of the ARRL OES program please refer to the ARRL web site currently at:

http://www.arrl.org/official-emergency-station

In Oregon Section, the Section Manager has requested that the Section Emergency Coordinator, with the concurrence of the County ARES Emergency Coordinator, make ARES Official Emergency Station appointments.

Procedures:

I. Effective February 1, 2011:

1. To receive an appointment, or to retain an appointment as an Oregon Section Official Emergency Station (OES), the applicant must meet the following minimum standards:

    a. Hold an FCC issued General or Extra Class Amateur Radio License

    b. Be a member in good standing of the ARRL

    c. Be a member in good standing of the local county ARES/RACES unit

    d. Operate and act as OES under the direction and supervision of the ARES/RACES EC

2. Complete all the required training to maintain membership in the county ARES/RACES unit as proscribed by federal, state, and local mandates.

3. Attend the local county ARES/RACES Unit regularly scheduled meetings as required for membership in the local County ARES/RACES unit.

4. Participate in the Oregon Section SET's held in April and November of each year unless excused by the ARES/RACES unit EC.

    a. OES stations may only be excused from one SET per year.

5. Hold a valid ARES/RACES ID card from the appropriate Oregon Section issuing agency.

6. Receive a recommendation by the local county ARES/RACES EC for appointment to OES status.

II. Prior to submitting a recommendation for an applicant to receive OES status the local county EC must submit to the Oregon Section EC a written job description for that county's OES that will include at a minimum:

1. The local EC's expectations of the OES for that county that include the duties to be performed by the OES.
2. A list of forms used locally that the OES will be expected to be proficient in their usage.
3. local training requirements that the OES will be required to meet to obtain and maintain membership in the local ARES/RACES unit.
4. A list of station equipment that an OES appointee must possess and be proficient with.

    a. This list should not consist of manufacturer names and models where possible.

        (1) List the equipment by function

            (a) Examples of functions are:

                i) HF transciever

                ii) VHF transciever

                iii) 1200 baud Packet capable

                iv) HF Pactor III capable

                v) etc.

5. This job description shall not contain standards that are less stringent than the minimum standards for OES appointment that are published in this document.
6. After approving the OES job description for a specific county the Oregon Section EC will accept recommendations for up to two OES per county.

a. No recommendations will be accepted from counties that do not have the OES job description approved by the SEC.

7. There is no incumbency upon any county to have an OES as a result of this policy. Having an OES will remain at the discretion of the county EC.

III. If there is an amateur operator who desires to have an OES appointment in a county where there is no active ARES/RACES unit:

a. There shall be no OES appointments made within counties that do not have an active ARES/RACES unit.

IV. Immediately after the effective date of these minimum requirements, all current/ existing OES appointments are canceled. Former OES appointees are welcome and encouraged to re-apply, pending the completion of parts I and II above.

State-Issued ARES/RACES ID Card

(formerly known as the "yellow card")

GENERAL:

The Oregon Emergency Management issued ARES/RACES ID card, or any previously issued unexpired "Yellow Card", is the only acceptable form of identification for full ARES/RACES membership in Oregon Section.

In the next appendix, the very limited ancillary usage of the ARRL "White Card" is discussed.

BACKGROUND:

In 2010, the Oregon Section ARES/RACES leadership petitioned OEM to have the term "ARES" restored to the card. Written permission for the term "ARES" to be used on the State-issued card was granted by the service mark owner, the American Radio Relay League (ARRL), to the State. For most of 2010, the issue was carefully reviewed by the Director, the Manager of the Technology and Response section, and the OEM Radio Officer.

The result was a decision to restore the legend "ARES/RACES" to the card, and to further reiterate OEM's preference that the Statewide amateur radio program be, in fact, a dual-registration ARES/RACES program. Several emails were sent to the County Emergency Mangers citing the operational flexibility, continuity of operations, and the benefits of common procedures and integrated leadership across the State. Moreover, the recently updated State of Oregon Emergency Communications Plan now specifically lists the ARES/RACES dual registration program as the officially sanctioned program for the provision of amateur radio backup communications.

Concurrent with the restoration of "ARES" to the card was a decision to update the database software, and procure a modern direct-print laminate badge system. The new system is expected to be operational and generating cards within the 1st. quarter of 2011.

The new card system adopts the "portrait" orientation increasingly popular among card issuers. It is a photo ID, with the only option now to have OEM direct print an image on the card at the time of creation at OEM; so if a photo is not currently on file at OEM, one will need to be provided at the time of initial issue or reissue. Language on the card will be simplified, and the format "cleaned up". There will be no signatures required on the new card, the rationale being that the card can only be issued on specialized equipment available only at OEM, and only after receipt of a

signed request from the County EM or other authorized official. Post-production signatures on the card add little actual authenticity, and in the past have created major processing bottlenecks. The card expiration date will also be extended to three years.

The rear of the card will implement a new "credentials" feature. All FEMA/NIMS training and task book certifications completed by the badge holder will be listed. Since ***IS-100, 200, and 700 are required prior to issue of the card,*** each card will list at least those courses. As members complete additional courses, or complete NIMS Task Books, they can be added to the card periodically.

Procedures:

The form currently used to submit names from the County EM will remain essentially the same. The EM will certify by checking a box on the form that all applicants have completed the mandatory NIMS classes. As is currently the case, the EM may demand to see actual certificates, accept a roster depicting the training accomplishments signed by the EC, or simply rely on a verbal acknowledgement from the EC. ***Because of the serious consequences to a County that does not meet the FEMA requirements, each EC will personally ensure that all applicants for the card have actual certificates, scanned images of the certificates, or the original links to the EMI certificates present in the County ARES/RACES unit files or training records.*** An option to scan the signed form and email, or fax it to the OEM Radio Officer, is available.

Additional course completions and task book certifications for individuals will be sent to the Section Training ASEC by the County EC in any of the aforementioned formats. The Section Training ASEC will coordinate with the OEM Radio Officer to certify and authorize additional credentials as cards come in for processing.

Local emergency managers are requested to advise OEM whenever an ARES/ RACES volunteer terminates affiliation with a jurisdiction (this will ensure the database is current). The "Request for ARES/RACES State of Oregon ID Card" form has provisions for this at the bottom.

The County Emergency Manager has the authority to suspend and seize identification cards as appropriate under this plan, but would most likely do so only upon recommendation of the County ARES/RACES EC. The EC may need to cancel the card of an individual who is no longer in his County, was terminated for cause, or is no longer a current active ARES/RACES member in his County. If an identification card is canceled or seized, that card will be returned to OEM or

destroyed by the County Emergency Manager. OEM maintains a database of issued cards, and must be advised when cards are canceled. Contact the current OEM Radio Officer to effect these database corrections. A copy of the form “Request for ARES/ RACES ID Card” can be found on the next page and printed for use as needed..

OREGON EMERGENCY MANAGEMENT
Request for ARES/RACES ID Card

Forward request to:
Oregon Emergency Management
ATTN: Communications Officer
PO Box 14370, Salem, OR 97309-5062
fax to: 503-373-7833
Or, email with photo attached to: marshall.d.mckillip@state.or.us

I, the undersigned, hereby certify that the volunteers listed below have met the background check requirements set forth by Local and State Emergency Management Officials (appendix 5 in State of Oregon Amateur Radio Communications Plan).

County:
Return Address:
Address line 2:
Address line 3:
City, State, Zip:
Phone:
Certificates: ☐ ICS 100, 200 & 700 verified for applicants _____ (initials)
Requested by: (Check one) ☐ Emergency Manager ☐ Director ☐ Coordinator ☐ Assistant
Signature of above individual: _____

(The following information will be required to obtain identification cards)

VOLUNTEER *(last, first, mi)*	**CALLSIGN**	**DOB** *(mm/dd/yy)*	**ODL#**	**DPSST#**

The following volunteers are no longer affiliated with the ARES/RACES program for my county. Please remove the following volunteers from the State database:

VOLUNTEER NAME *(last, first, mi)*	**CALLSIGN**	**IDENTIFICATION CARD #**

Purpose, Use, and Policy

Oregon Section ARES ID

("White Card")

Purpose:

The purpose of this written policy directive is to establish the procedures used to issue and control secondary ID cards such as the ARRL ARES Membership ID Card, FSD-224 ("White Card").

Procedures:

The State of Oregon OEM issued ARES/RACES ID card is the standard, primary and preferred means of identification for Oregon Section ARES/RACES members. This card serves two very important functions that cannot be accomplished by any other ID card system:

1. It meets the requirements for registration with a governmental emergency services organization, which is a condition for dual membership in ARES and RACES.

2. It is evidence that the individual has passed a background check that meets the minimum requirements agreed to by Emergency Manager members of the Oregon Emergency Management Association (OEMA).

From time to time, however, County EC's may want to extend membership to individuals, who, for various reasons, may not pass a background check, or who cannot meet the training or participation requirements of the primary ARES program in the County. These individuals may possess skills and/or experience that may still be useful in carrying out some aspects of the County ARES mission. Often, County EC's may refer to this group of people in terms like the "ARES Auxiliary" or something similar.

For this group of ARES participants, The ARRL ARES Membership "White Card" shall be used as a means of identification, but only under the following issue and control procedures, and only after the following modifications have been made to the standard ARRL printed card:

A photo of the individual must be affixed to the front of the card; this is ***not optional***, despite what the printed card blank says.

1. The individuals name must be typed, or machine printed (not hand-printed) on the line directly below the words "This certifies that".
2. The EC must sign the card where indicated on the front.
3. In the blank area of the reverse side of the card, type or machine print the following:
4. "This card is the property of (your) County ARES/RACES, not the bearer. It is to be surrendered to the issuing EC when expired, or upon termination of your association with (your) County ARES RACES."
5. The card must be signed by the individual where indicated on the reverse.
6. An expiration date not more than 2 years hence must be entered where indicated on the reverse.
7. The card must be laminated in a sealed, durable plastic sleeve.
8. The card is issued by the EC to the ARES member, and a roster is kept of the people to whom the card has been issued along with the expiration date.
9. The ARRL ARES "White Card" does not permit the bearer to enter controlled areas without the escort of a State-issued ARES/RACES ID card holder, and then only if permitted under local served agency policy.

Any currently outstanding ARRL ARES "White Card" ID that does not fully comply with the above requirements must be recovered and reissued. Please complete this process as quickly as possible.

A software template replica of the FSD224 ARES "White Card" has been developed in District 1. This is a much easier approach to producing the "White Card" than trying to type or print on the blank card stock from the ARRL. Contact David Kidd, ka7ozo@arrl.net to obtain this template.

Appendix A:

Draft Contents of a County Communications Plan

The County Amateur Radio Communications Plan should be the joint product of the County Emergency Manager and the County ARES/RACES Emergency Coordinator (EC)/RACES Officer (RO). It should reflect both the needs of the County Emergency Manager AND the capabilities of the local ARES/RACES Unit. Each EC/RO must be **absolutely** sure what is expected of their Unit upon activation in a real emergency. The County ARES/RACES Communications Plan would normally appear in the County Disaster Plan as an Appendix. The purpose of the plan is to ensure that the County Emergency Manager's requirements for backup or secondary communications by the ARES/RACES Unit are mutually agreed on to the satisfaction of both parties. The SEC and the DEC for the District should each receive updated copies of the County ARES/RACES plan on an annual basis.

County level plans are going to vary somewhat, based on the needs of particular counties and the capabilities of each ARES/RACES Unit. While there are no ARRL or Oregon Section Plan format and content standards, the following considerations are offered as planning guidelines.

a) A list of served agencies and the location(s) at which they will require service.

b) A regularly updated list or roster showing unit personnel assignments, tactical call signs, and whatever special equipment they will require.

c) A County/District frequency list, showing what frequency is to be used at each location. This includes packet, Winlink VHF Packet Gateway and Winlink HF Pactor Gateway frequencies, and what frequency and mode will be used to contact surrounding Counties and OEM on VHF and HF. ***Ideally, this information should be depicted on standard ICS forms designed for this purpose; the ICS-205, Incident Communications Plan, and the ICS-217, Radio Frequency Assignment Worksheet.***

d) The call sign and location of the County net control and the frequency or frequencies on which it will operate, as well as who is expected to be assigned the duties of net control.

e) The call sign that will be used at the County EOC/ECC. Normally the same callsign would be used on UHF/VHF/HF voice, packet, and Winlink, so that all operators would know that they were talking to the EOC/ECC.

f) A list of any Memoranda of Agreement, other than the ARRL national list.

g) The procedures to be used in case the County EOC/ECC becomes unusable. Specifically, what alternative locations will operations move to, who is responsible for moving what, and what equipment is already in place at the alternative location. Or, the callsign, locations, and contact information for any Official Emergency Stations that are appointed.

h) The procedures to be used to activate the Unit, including the sequence in which members are to be contacted, the chain-of-command for the Unit, and the order-of-succession if Unit leadership is incapacitated or otherwise unavailable.

i) The contents of the Ready Kit of personal deployment equipment each member will need to have for a minimum 72-hour independent deployment. The contents of this Kit will vary from county to county, but there are several suggested checklists available on the Internet.

j) Annual training plans, to include, for example, net operations, message handling (formal and informal), the use of tactical call signs, training on equipment (including digital, antenna erection, portable operations and power generation).

k) Efforts being made to recruit, and retain, Unit members.

The procedure to be to request mutual aid from other counties.

<u>A District Plan, if it exists, should include:</u>

a) Procedures to be used by the County EC's to alert the DEC to emergent situations in the county.
b) A frequency plan for inter-county communications.
c) Any special measures that may be required at the District level, such as establishing a District Incident Command Post/Incident Commander.

Statewide Communication Plan:

This section refers specifically to the on-line single page summaries of each County Communications Plan, an example of which follows this section. To help make available up-to-date information for each County, the "State Plan-County Data" summaries are available for viewing and are editable on the Benton County ARES Web site: http://www.bcares.org/cgi-bin/d4/selectCounty

The County Communication Plan pages can be printed individually or as a complete set in PDF from the above link. You may also print the complete set in spreadsheet form from the lower left column of the BCARES home page (Download State Plan County Data as CSV) at: http://www.bcares.org/cgi-bin/pdfAll.pl

Ask your DEC for the username and password for the site.

County Emergency Coordinators are responsible for their county's data being correct and current on that Web site.

Oregon State-Wide ARES/RACES Static Frequency Data:

State-Wide ARES/RACES HF frequencies:

7.248 Primary Day time Net Frequency
3.964 Primary Night time Net Frequency
1.978 Secondary Night time Net Frequency

State-Wide ARES/RACES VHF Simplex frequency:

146.46

Other Oregon State HF Nets:

ARES/RACES Net	3.964	MHz 1st and 3rd Tue 1900
Beaver State Net	3.920	Daily 1745
Oregon NTS Traffic Net	3993.5	Daily 1730
Oregon Emergency Net	3.980	Daily 1800 and 1900
Oregon NTS CW Net	3.587	Daily 1830 and 2200
Oregon Weather Net	3.990	Daily 0800

(Example County Page from On-line Comm Plan)

West Lane County District 4

Primary Repeater: 146.800- Tone: 100.0 Call: W7FLO
Secondary Repeater: 442.575+ Tone: 100.0 Call: W7FLO

Tertiary Repeater: 146.780- Tone: 156.7 Call: K7CVO

County Simplex Freq: 146.460

Access To State Linked Repeater: Y Freq: 442.575+ 100

County Mnemonic Callsign: W7FLO

County ARES Net Day(s): Time: Freq:

County HF Freq(s):

Winlink E-mail Address: w7flo@winlink.org

County RMS Packet Gateway Call: W7FLO-10 Freq: 144.950

"Neighbor" Node Call: W7FLO-2

What Other RMS Packet Gateways can the Unit Reach?

Alt. 1 RMS Packet Call: W7GC-11 Via Node: W7FLO-2 Freq: 144.950

Alt. 2 RMS Packet Call: W7EUG-10 Via Node: W7SLA-1 Freq: 145.030

Alt. 3 RMS Packet Call: W7ODN-11 Via Node: W7ZQD-7 Freq: 144.930

EOC Telephone Number: 541-997-3212

Current EC Name: Walt Zandi EC Call: K1WZ

Telephone/Cell/Pager EC Contact: 541-991-0011

County Website: W7FLO.COM

Appendix B:
Guidelines for Net Operations

Principles of Disaster Communications

1. Keep the interference level down. All emergency nets should be directed or controlled nets. There should be a Net Control Station who firmly acts as the 'traffic cop' on the frequency. All other stations should remain silent unless they are called upon. If net participants are not SURE they should transmit, then don't.

2. Monitor established disaster frequencies. Unit members are expected to know what frequencies will be used in their area. They should 'come up' on those frequencies, BUT, again, unless they have something important to contribute, they should CHECK IN, providing whatever information the Net Control is requesting, and then remain quiet.

3. Avoid spreading rumors. During and after a disaster situation people may hear almost anything. Much misinformation is transmitted. Rumors are started by exaggeration and misinterpretation. Be very careful NOT to add to, or subtract from, the official message. Remember that the media in the area of a disaster is going to be very anxious to obtain, 'the news', and anything that they hear might appear in the public press.

4. Authenticate all messages. Every message, which purports to be of an official nature, should be written and signed by an authorized official. This is easy when doing digital communications; less so when an Incident Commander turns to an ARES operator and asks them to 'send a message'. As a matter of policy, amateurs should avoid initiating disaster or emergency traffic themselves. The communications agency officials served supply the content of the communications, not ARES. In any event, keep a log; ICS-214 is available for this purpose and should be used.

5. Strive for efficiency. Know peoples limits; both in terms of operating ability and in terms of physical stamina. If people start to get overloaded, get them help.

6. Select the mode and band to suit the need. The Net Control, or supervising Communications Unit Leader should be prepared to use the band and mode most appropriate to the current communications situation. Know when to use 2-meter simplex rather than a repeater. Know when to move to a 160, 80, 60 or 40-meter

frequency as propagation changes. When messages are long, or to obtain some measure of 'transmission security', use a digital mode.

7. Don't 'broadcast'. Keep transmissions short and directed to a specific station or stations. Very rarely will it be necessary to advise 'all stations' of the particulars of the current emergency.

8. Use communications channels intelligently. The prime objective of ARES/RACES activities is to provide a secondary means of communications to save lives and property when normal channels are not available. It is also becoming common practice to ask amateurs to operate on other than amateur frequencies and on other than amateur radio gear. Don't be surprised to be asked to run a fire radio, a county sheriff's radio or a FEMA radio.

Principles of Repeater Operation

1. Use minimum power. In some areas there is a risk of keying more than one repeater. Know what the CTCSS tones are for the repeaters that will be used. Remember, low power conserves batteries.

2. Use simplex whenever possible. In many cases it may be possible to use a simplex frequency at the scene of the incident, and only use a repeater for contacts outside the immediate area. Consider the use of a cross-band repeater at the scene. That way local communications can take place on, for example the 70-centimeter band, and, by turning on a CTCSS that would then cross-band into a 2-meter repeater, use the same radio for longer distance communications.

3. Observe the 'pause' procedure between exchanges. This allows stations with Emergency or Priority traffic to break the repeater. On linked repeater systems the pause also allows all of the linked machines to 'key' together so that leading words are not lost.

4. Listen much, transmit little. Check in with the Net Control when check- in's are called for. Then, listen.

5. Monitor other local ARES/RACES nets. If the capability exists, listen on more than one frequency. Another net on a different repeater might need services; but never leave a Net without first notifying Net Control of that fact.

6. Think before talking. Remember, anybody with an inexpensive public-service-band receiver can monitor what is said. Stick to the facts. Control the emotions.

7. Articulate, don't slur. Speak close to the mike. Keep the voice down, but not too soft. In an emergency situation one often tends to get excited and shout. Talk slowly and calmly. When passing traffic, remember not to speak faster than the receiving operator can write! Remember to use pro-words like 'Figures' when numbers follow, and 'I spell' with unusual words. Use the standard ITU phonetic alphabet!

A Note on Message Formats and Traffic Routing

Net controls will from time to time be asked to take Routine or "Health and Welfare" traffic. Operators acting as NCS's must remember that the dedicated purpose of ARES/RACES nets is to pass Emergency and Priority traffic as required by the governmental or non-governmental served agency. That usually means that the NCS should advise stations checking in with Routine traffic, traffic other than that of an official nature, or Health and Welfare traffic, to move off the ARES/RACES net to an NTS net. ARES/RACES net controls should know the times and frequencies of the relevant NTS nets. The major ones in Oregon Section can be found on page 37.

There are two formats in general use for formal message traffic. The traditional ARRL Radiogram format and the IC-213 format, the latter a product of the National Incident Management System (NIMS) standardized Incident Command System.

Health and Welfare sent or received via the National Traffic System (NTS) over voice circuits will in most cases continue to be in the ARRL Radiogram format.

Note that Health and Welfare traffic is ***not normally*** within the purview of Oregon Section ARES/RACES and servicing Health and Welfare traffic should only be done ***if no other options exist***; and then, only after all mission critical positions are properly staffed and all pending incident traffic has been serviced. Health and Welfare traffic is important to the sender and recipients. However, ***it is not critical to meeting the needs of the Emergency Manager and every effort possible should be made to refer Health and Welfare traffic to a more appropriate agency.***

All traffic sent or received to or from a governmental served agency position operating under the Incident Command System (ICS) should be sent in the ICS-213 format, or another more appropriate Airmail address book template, via hard-copy digital means. That is now the standard for emergency/disaster messaging when using the Incident Command System, which all governmental agencies are required

to use during emergency operations. ***Keep in mind, however, that neither Oregon Emergency Management, its ARU, nor any County ARES/RACES Unit is in the position of telling a County Emergency Manager what message format or form they MUST use.***

The above referenced form is simply the national, ICS-based standardized reporting format being made available to the County Emergency Manger for their use, if desired. ***It is recommended that each Emergency Coordinator work with their respective Emergency Manager to determine what format their county will use prior to an incident or exercise***. It might be useful to point out that standardized reporting formats does help in speeding the flow of message traffic and in ensuring the clarity of what the message content means. Examples of those forms follow this section.

The bottom line is:

ARES/RACES operators must never refuse to accept emergency or priority traffic regardless of the format in which it is sent!

Appendix C:

The Oregon ARES Digital Network (OADN)

Background:

The Oregon ARES Digital Network is a "virtual" network that combines the use of selected legacy packet nodes, recently installed RMS Packet Gateways, and the Winlink radio email system infrastructure to allow ARES/RACES units to restore email messaging service to our served agencies in the event of telecommunications and/or internet failures.

The use of Winlink capable client software like Airmail allows an ARES/RACES unit to "leapfrog" over local or regional internet outages by connecting to a distant or neighboring County's RMS Packet Gateway through a "neighbor" packet node on the same frequency. If one has to go further out to find an area with an operational internet, one uses the same client software to connect to a further distant RMS Pactor Gateway via HF radio. Such stations exist all over the country, and the world, as do the Winlink Central Message Servers (CMS) that actually route the messages. In the highly unlikely event that the internet is down all over the country, and the world, EOC's and OEM could still connect peer-to-peer and get their messages through.

To be useful, the first key attributes of an emergency traffic transmission system must be that it is capable of producing hard-copy, be trackable, accountable, and ideally, deliverable in near real-time directly to the actual end user wherever they may be, using whatever portal they choose for delivery. The Winlink radio email system, with it's global flat addressing (non-hierarchical) is the fundamental piece of such a system.

Oregon Section ARES/RACES has developed procedures and forms that, when used with the supplied Airmail client software, makes digital hard-copy email messaging in support of the Incident Command System and our served agencies more efficient and professional.

Procedures:

The ARES/RACES "Subject date-time group" construct is the second key attribute needed for the usefulness of the system. An example is shown below:

W7FLO – 201002162234 – ICS213
(1) (2) (3)

(1) is the County Mnemonic Callsign of the originating EOC. Do not use an SSID; do not use the operator's or any other personal callsign.

(2) 2010 is the year; 02 is the month with a leading zero if required. 16 is the day of the month, with a leading zero if required; 2234 is the time in 24 hour format, local time. ***All emergency traffic uses local time***. Do not use any spaces to separate these numbers.

(3) is the form type of the message. There are only 7 permissible text strings permitted in this 3rd position of the Subject date-time group; it is not for "free form" text.

Note that a hyphen separates each of the three distinct elements.

This construct is used in the "subject" field of an email message created in the message window of the Airmail client software. Thus, this message will contain elements that are not changed as it transits through the Winlink system from originator to recipient. It is therefore trackable and identifiable. It is sortable in the recipient's in box by many different keys, and is thus easily found should an enquiry be made.

To realize the full benefit of this "Subject date-time group" construct, it must be carefully and exactly created as per the example. Otherwise, the tracking and sorting capabilities of Airmail will not be realized. A power point presentation detailing the Subject date-time group construction is available in the files area of the OADN Yahoo Group. It is suitable for individual or group training use.

The third key attribute of the system is the use of pre-formatted commonly used templates which have been placed in the Airmail address book. These templates have been created to simplify and streamline several processes.

For example, Airmail is capable of sending attachments. The originator could use a standard electronic ICS-213 form, and the operator could attach it to an Airmail message, and send it. But, the graphical elements of the form dramatically increase the file size, and lengthen transmission time dramatically as well. Then, at the receiving location, the attachment gets separated for handling and reply, increasing steps and introducing errors. Using the internal Airmail templates eliminates these potential problems. Templates have been developed for sending a general purpose ICS-213, the OEM-approved abbreviated initial Declaration of Emergency (DOE), Situation Reports, (SITREPS), Activation/De-activation message, Request for Assistance, and Service messages, as well as an internal use OADN Quarterly Report. Examples of these template begin on page 49. However, ARES/RACES digital operators should be prepared to pick-up and process traffic in one of several ways they are likely to encounter:

"Cocktail Napkin": This is a tongue-in-cheek, yet widely recognized term that refers to a message, usually hand-written on a sheet of paper, note pad, "sticky-note", and yes, even on the proverbial cocktail napkin, that is presented in person to the EC, digital operator, or other with the simple instruction "here, get this out." If you're really lucky, you may receive the message on an NCR paper version of an ICS-213. In this situation, the draft must be typed into the appropriate Airmail address book template. Often, you will have to seek additional information as to whom, exactly, the message should be sent, to where, and you may have to press the drafter to be more specific and/or to clarify certain language. ***An EC, or digital operator, must never change the content of a message without the express permission of the authorized message drafter.***

"USB, or 'Jump Drive'": A better circumstance is where you are presented material on a USB drive that has been created on the computer of the message drafter. Some EOC's will have been trained to use the proper templates, which were previously provided by ARES/RACES, and you will merely have to copy and paste the message into the Airmail text editor window. In other cases, you will have unformatted text that needs to be inserted into the appropriate template on the digital operators computer, or into an Airmail address book template.

Access to County EOC LAN: In this best case, but rare scenario, you are told where to pickup outgoing messages, and you navigate over the EOC LAN to get them, and subsequently process them.

Be sure to obtain the written signature of the authorized drafter of any message sent via ARES/RACES, on a printed final copy before transmission.

Declaration of Emergency (DOE)

(Based on the State of Oregon "Emergency Declaration Guidelines for Local Elected and Appointed Officials", November 2006, the County Emergency Manager may provide the following information in this abbreviated short-form message template. This method of transmission of a DOE is particularly useful should the only means of transmittal available be over a voice net, but it is also a viable method for slow-speed digital means like Pactor 1.)

"To" block: Governor, State of Oregon Through Director, OEM

"From" block: Your County Emergency Manager or other designated official

"Message" block: (in the following order)

A. (Name of county)

B. (Type of incident)

C. (Beginning date and time of incident)

D. (Ending date and time of incident) or "continuing"

E. (Describe problem and type of assistance needed for the incident)

F. (Initial assessment of damage, number of injuries and deaths)

Note: attach an Initial Damage Assessment/SITREP Report, a separate report from this item. (see next page)

G. (List actions pending or taken by county and other local Governments

H. (Date of request)

I. (Signatures (denoted by "/S/") of authorizing official(s))

NOTE: A fully typed, complete, signed version of the DOE should also be prepared and submitted by other means as soon as they become available, i.e., Pactor 3, email, fax, or even US Mail.

Situation Report (SITREP)

“To” block: (Agency name and office routing)

“From” block: (Your County Emergency Manager or Incident Commander)

“Message” block: (in the following order)

A. SITREP: (The word "SITREP" is followed by the Submitting Agency name, date, and local 24 Hr. time.)

B. CATEGORY: (Short Description of the type of SITREP.) e.g.,

Storm-Flood; Potential Flooding; Flood Response; Post Flood Response; Earthquake; Tsunami; Volcanic; Hurricane; Pollution/Spill/HAZMAT; Tornadoes; Support to Law Enforcement; Terrorist Attack

C. EVENT NAME: (The assigned name of the event)

D. SEQUENCE NO.: (Use "initial" for the first report and final" for the last. Use sequential numbers in between.)

E. SITUATION: (A summary of the situation that answer "what", "where", and "when". This paragraph may be narrative, or in bullet form)

F. PAST 24: (A narrative or bullet form statement of actions or activities that have taken place over the past 24 hours, or since the last SITREP.)

G. NEXT 24: (A narrative of planned actions for the next 24 hours.)

H. OTHER EFFORTS: (A description of efforts taken by other agencies, Governments, and organizations i.e., State, City, Military, Red Cross, FEMA, CERT, etc.)

I. Signature (denoted by “/S/”) of authorizing official.

GENERAL MESSAGE

TO:
POSITION:

FROM:
POSITION:

SUBJECT:
DATE/TIME:

MESSAGE:

S-SIGNATURE: /S/
POSITION:

REPLY:

DATE/TIME:
S-SIGNATURE: /S/
POSITION:

Airmail Ver. ICS-213 **For Transmission via ARES/RACES**

GENERAL MESSAGE – Instructions

TO: (Enter the name of the intended recipient, if known, or an email address, i f known)
POSITION: (Enter the destination position or function ;i.e.,"OEM County Desk')

FROM: (The incident or exercise location and jurisdiction, i.e., West Lane County EOC)
POSITION: (The ICS position or function originating the message; i.e., "Logistics")

SUBJECT: (A brief description of the issue or request)
DATE/TIME: (Press the "F5" key on your keypad to automatically insert the date/time)

MESSAGE:
Give a full, cogent description of the request, observation, issue or situation. For a formal situation report, use the specific format known as a "SITREP". Keep in mind the key concepts of good communications; who, what, where, when, and how. Fully justify any request for manpower, supplies, services, and equipment. Specify the timeframes the requested items are needed. Discuss any transportation or infrastructure issues that may impinge on the ability to have your request filled. Be as specific as possible, anticipate any questions the recipient of the message may have. Type as much as necessary to clearly communicate the situation...this section will expand as necessary. But be as brief as possible.
When complete,"save-as" this document with a new file name, such as "ICS-213 Smith 8:23 PM 5/31/2009", where "Smith" is the name of the originator, and "8:23 PM 5/31/2009" is obtained by pressing the "F5" key. DO NOT over-write the master template by choosing "save"! Give the "thumb drive" with your message on it to the ARES/RACES operators for transmission, or let them know where on your shared network they can find the file.

S-SIGNATURE: /S/ (The name of the individual composing the message, NOT the typist.
POSITION: (The ICS position or function of the composer of the message, i.e.,"Logistics"

REPLY:
This section will contain the response, if any, of the agency or person in receipt of your message. The reply may be as simple as "Your message 10:34 PM 5/30/2009 received", or may contain requests for clarification, instructions, and/or information regarding your original message. Ideally, the respondent will have used THIS reply section of the same document you originally transmitted, and you will have a completed history of request and response on a single sheet of paper. Depending upon the training and experience levels of the responding agency, your reply may be delivered to you in a variety of other printed forms or plain text, perhaps even over a voice net.

DATE/TIME: (The date and time of the response)
S-SIGNATURE: /S/ (The name of the individual making the response)
POSITION: (The ICS position or function of the composer of the message,i.e.,"Logistics"

Airmail Ver. ICS-213 **For Transmission via ARES/RACES**

GENERAL MESSAGE – Example

TO: "Linda Cook" <linda.cook@co.lane.or.us>
POSITION: Lane County Emergency Manager

FROM: West Lane County EOC, Florence, Or.
POSITION: Logistics

SUBJECT: Emergency request for bottled water
DATE/TIME: 9:15 PM 5/31/2009

MESSAGE:
As a result of the current emergency as reported in our earlier Declaration of Emergency (DOE) and recent Situation Reports (SITREPS), there are currently more than 700 displaced people being sheltered at three area Evacuation Centers. Water service throughout the impact area is disrupted, non-potable, and without pressure. Estimates from the City of Florence Public Works and Heceta Water District are that this situation will continue for at least 10 days until limited service and distribution points can be established. Fire Dept. Tenders and all available commercial water tankers are all in use fighting fires raging throughout the area. CERT members are at work identifying localized sources of water for neighborhoods sheltering in place. All local sources of transportable potable water have been identified, impounded, and distributed according to priorities, but these supplies will be exhausted by 1800 local tomorrow. There is an immediate and on-going critical need for bottled water at the Florence Events Center (375 people), the Mapleton Grange (200 people), and St. Mary's Church (125 people). We figure needs at a minimum of 1 gal. per person per day. Florence, Mapleton, and South of the Siuslaw Bridge are isolated due to severe roadbed and bridge failures. Florence Muni Airport can support rotary-wing aircraft only, and perhaps LAPES. It appears that the best current delivey option is palletized cases of individual bottles of water delivered via rotary wing aircraft to LZ's near the Evac. Centers. Please advise soonest on availability, timing and delivery method intent.

S-SIGNATURE: /S/ Henry Hanf
POSITION: West Lane County Incident Management Team Logistics Chief

REPLY:
Roger Ur 9:15 PM 5/31/2009 request for emergency supply of bottled water. We are prepared to initially supply 3 days based on your stated requirements. We will use National Guard rotary wing aircraft for delivery. Tentative deliveries commencing 10:00 local 1 June. Please supply Lat & Long of LZ's in WGS 84 / NAD 83.

DATE/TIME: 12:03 AM 6/1/2009
S-SIGNATURE: /S/ Roger Wilco, CPT., 1042nd Aviation Regiment, ORNG
POSITION: Lane County Laison, 102nd Civil Support Team

Airmail Ver. ICS-213 **For Transmission via ARES/RACES**

ACTIVATION / DEACTIVATION MESSAGE

TO: W7OEM (If W7OEM is not known to be activated and staffed, send to: soers@osp.state.or
CC: Current DEC and SEC callsign at winlink.org AND arrl.net

FROM: (Person's name who authorized the activation or deactivation; normally, the EM)
POSITION: (i.e., Emergency Manager, Asst. EM)

SUBJECT: (Activation (or, Deactivation) of (Your County) ARES/RACES Unit
DATE/TIME: (Always use Local Time)

MESSAGE:

1. Jurisdiction: (Normally, your County)
2. Date and Time of Activation:
3. Reason for Activation: (Indicate if exercise Activation)
4. Activating Individual or Agency: (Normally, your County Emergency Management)
5. Expected duration of activation:
6. County Mnemonic Callsign at EOC to receive traffic: (Normally, the two should be the same)

   6a: (Voice Net Callsign)

   6b: (Winlink callsign; no SSID)

7. Frequencies in use: (List HF and VHF/UHF nets)
8. Number of unit members currently responding:
9. Other relevant information:

S-SIGNATURE: (Normally, the EC or Ops AEC)
POSITION:

REPLY: Will normally be from OEM ARU: “Acknowledged; Awaiting initial SITREP”

DATE/TIME: (Always use local time)
S-SIGNATURE: (To whom the message was delivered to; NOT the radio operator)
POSITION: (...of the person to whom the message was delivered to)

Airmail Ver. Activation/Deactivation **For Transmission via ARES/RACES**

REQUEST FOR SERVICE

TO: Oregon Emergency Management
POSITION: County Desk

FROM: (Person's name who has authority to make the request; normally, the EM)
POSITION: (i.e., Emergency Manager, Asst. EM)

SUBJECT: Request for Assistance and Incident Number
DATE/TIME: (Always use Local Time)

MESSAGE:

Jurisdiction: (Normally, your County)

Date and Time of Request:

Requesting Organization or Agency:

Brief Description of Problem:

Delivery Location:

Date/Time Required at Location:

Special Reporting Requirements (such as route)

Estimated duration to complete task:

Who is Delivery Point of Contact:

How can Delivery Point be contacted:

S-SIGNATURE: (Person's name who has authority to make the request; normally, the EM)
POSITION: (i.e., Emergency Manager, Asst. EM)

REPLY: Acknowledge receipt. Working on request. Will contact with further information.

DATE/TIME: (Always use local time)
S-SIGNATURE: (To whom the message was delivered to; NOT the radio operator)
POSITION: (...of the person to whom the message was delivered to)

Airmail Ver. Request for Service **For Transmission via ARES/RACES**

SERVICE MESSAGE

A Service message is simply typed free-form into the Airmail text window that appears when you click on the "Format a new message" button...the icon that looks like a white sheet of paper with a corner turned down. Dismiss the address book pop-up window, and begin typing.

There is no template developed, or needed, for a "Service Message" (not to be confused with the "Request for Service," which is a template). However, the message is sent with the standard Airmail subject date-time group; i.e.,

W7FLO – 201002162234 – SERVICE

This message type is administrative or coordination-based traffic between EC's, or the digital operators at the various EOC's or other manned locations. It is traffic for ARES/RACES unit internal use only, and should never need to leave the radio room.

It should never be used for, refer to, nor contain, any incident or exercise related traffic.

Example follows:

A message is sent to Vince Van Der Hyde at the OEM ARU from Walt Zandi at the Florence EOC.

To: W7OEM
Cc: W7EUG, K7BHB, K7LIN, K7RBG

Subject: W7FLO – 201102081530 – SERVICE

For Van Der Hyde, et al

Vince, all operations at Florence EOC will be down from 1630 to 1700. I want all my folks to attend the night shift briefing to get more exposure to IMT/ICS operations and allow them to complete RADO tasks 5, 6, 9, 14 and 15.

Walt

Replies, if needed or appropriate, may be appended to the original message with Reply - Edit – Append.

<u>Appendix D</u>:
OADN Quarterly Connectivity Test and Report
(extract)

Summary:

Oregon's Governor, as a result of observing the capability of sending internet based messages over amateur radio during the winter storms of December 2007, provided a grant to OEM to purchase and distribute packet and pactor related equipment, and to train Oregon Section ARES/RACES Amateur Radio Operators in its use.

Oregon Emergency Management, in conjunction with the Oregon Section ARES/ RACES Leadership Team, developed a Memorandum of Agreement and an Inter-governmental Agreement that specified certain requirements of individual counties and their respective ARES/RACES units before the grant funded equipment could be distributed and installed.

One requirement established in the Memorandum of Agreement is that each county will "fully test the system capabilities no less than quarterly following the testing protocols developed by the leadership of Oregon Section ARES/RACES."

Additionally, this quarterly testing program will provide a systematic, regular training opportunity and skills refresher for the county EC and local team members to maintain proficiency of their operator's skills.

Goals:

1. To ensure the operational capability of the Oregon ARES Digital Network as a statewide network.
2. To ensure the operational capability of the grant provided equipment located in each county.
3. To provide training opportunities for EC's and county ARES Team Members in operating the grant provided equipment.
4. To provide training opportunities for EC's and county ARES Team Members in completing NIMS/ICS compatible forms.
5. To provide for a meaningful, practical quarterly connectivity test from county EOC ARES stations to neighboring county level RMS Packet stations, OADN RMS Pactor stations, and RMS Pactor stations located outside of Oregon.

6. To provide a simple reporting mechanism utilizing plain text formatted messages from Airmail's Address Book feature.

7. To provide training opportunities for local EC's and team members in connecting to neighboring county level RMS Packet stations, OADN RMS Pactor stations, and RMS Pactor stations located outside of Oregon.

Objectives:

Performing the connectivity test on a quarterly basis will:

1. Increase proficiency of the ARES Unit membership in the use of the equipment and software.

   Ensure that the equipment is being maintained in a "ready-for-use" status. Equipment failures can be identified and repairs effected in a timely manner through proper testing.

2. Identify non-Oregon stations and frequencies for RMS Pactor use when conditions prevent the use of OADN-based gateways.

   a. The proposed quarterly testing will provide a vehicle for counties to report stations and frequencies that they contacted during the test.

   b. A list of stations and frequencies can then be promulgated for distribution to all counties to assist in identifying stations and frequencies that have proven recently useful; helping the counties select a station to use in an emergency

   c. Identify neighboring counties RMS Packet gateways that can be contacted directly or through a packet "neighbor"node pathway prior to an event or emergency. This will assist other counties in identifying path problems and/or equipment outages in their respective areas of responsibility.

Responsibilities:

1. Each County EC will be responsible for the following:

   a. Pre-determining the network paths or direct connection information required to connect to a neighbor county's OADN RMS Packet gateway and other gateways hosted by the neighbor county's ARES Team

      i. Gateway Call sign and SSID

ii Frequency

iii "Neighbor" node call sign and frequency if not able to directly connect to the Gateway

b. Maintaining an accurate frequency list in Airmail for public RMS Pactor gateways in the U.S.

c. Maintaining an accurate frequency list in Airmail for EmComm RMS Pactor gateways in the U.S. that have been proven usable by that county.

d. Training local ARES team members in using the radio and associated equipment

e. Training local ARES Team members in using Airmail and HF Propagation Software

2. Oregon Section ARES/RACES in cooperation with OEM will be responsible for the following:

a. Preparing procedures to review Connectivity Test criteria on an annual basis to determine changes needed to meet needs of the target audience.

b. Promoting changes to the connectivity test procedures at the annual ARES Leadership Conference.

c. Preparing procedures for collecting and distributing connectivity reports data to the District Emergency Coordinators in a manner that is easily used by District and County Emergency Coordinators. District Emergency coordinators will distribute to their respective County Emergency Coordinators. County Emergency Coordinators will distribute to local team members at their discretion.

Schedule:

1. Each county will, at least quarterly, complete the approved OADN Connectivity test and transmit the associated documents to the Oregon ARES Leadership team as follows:

a. The County's respective District Emergency Coordinator

b. ARRL Oregon Section ARES/RACES SEC

c. ARRL Oregon Section Manager

d. ARRL Oregon Section ARES/RACES ASEC for Training

2. More frequent connectivity tests are encouraged and will be forwarded to the same distribution list as in 1 a-d above.

3. Connectivity tests will be performed during the months of

   a. January

   b. April

   c. July

   d. October

4. County ARES EC's are encouraged to incorporate the Connectivity Test into monthly training or business meetings at normally scheduled dates and times.

Procedures:

For the complete set of procedures for conducting the OADN Quarterly Testing, refer to the complete guide dated October 1st, 2009 as distributed through your DEC or from the files area of the OADN Yahoo Group.

Appendix E:
OREGON ARES/RACES
UNIT CERTIFICATION PROGRAM

PURPOSE:

The purpose of the Oregon ARES/RACES Unit Certification Program, if adopted by a County ARES/RACES unit, is to define levels of capability and competence within that County's ARES/RACES Program. Standards are established against which County programs are categorized as certified at a Basic, Intermediate, or Advanced level. Certification at any level qualifies the County for recognition by the SEC, and a subsequent letter of accomplishment to be sent to the County Emergency Manager.

Several Counties already have some elements of a certification process in place. The Oregon ARES/RACES Unit Certification Program is not meant to replace those locally developed programs, which, in most cases, are more demanding than the similar elements of the Oregon ARES/RACES Unit Certification Program. It is expected that the DEC will work with each EC to integrate locally designed elements during the evaluation process. The Oregon ARES/RACES Unit Certification Program attempts to set minimum levels only; County EC's are free to adopt more stringent requirements, or not participate in any certification process if so desired.

The Unit Certification Program is but one of two certification options available to county EC's. In the 2010 survey of County Emergency Managers in Oregon, all respondees regarded certification programs as either somewhat or very important. About half favored a Unit Certification approach, and the other half, an individual certification approach. The Individual Certification Program is outlined in Annex A, The Section Model Training Program.

Since all Emergency Managers responding to the survey (78% of the entire EM community) thought certification programs are important, it behooves each county EC to have a conversation with their EM to determine, and act on, their preferences.

GOALS AND OBJECTIVES:

- To provide an optional "turn-key" Certification Program for County EC's to adopt in lieu of creating their own, or having none.
- To clearly identify the capabilities available to Emergency Managers in any specific County.

- To build confidence in the ARES/RACES Program among Emergency Managers at all levels.
- To encourage a program of continual improvement among ARES/RACES units.
- To recognize the exceptional work of County ARES/RACES units and individuals in meeting the needs of the emergency communications customer.

PROCEDURES:

In the following pages are the standards used to determine the various levels of certification that a County ARES/RACES unit can achieve. Initially, each DEC will make a determination as to whether each of his/her Counties meets the requirements for Basic Certification. Each DEC is empowered to declare attainment of Basic Certification without further review. Certification of Counties to the Intermediate or Advanced levels will be joint evaluations of the DEC and a second DEC from an adjoining District. The results of such evaluations will be recorded on the Certification Worksheet. (Attachment 1)

The requirements for Intermediate and Advanced level certifications are progressively more challenging. A County able to meet the standards in any 4 of the 6 certification areas may be awarded "provisional" certification as a preliminary recognition and encouragement along the way toward full certification.

The awards of certification levels may take place at the Leadership Conference, Salem Ham Fair, Sea Pac, or Swaptoberfest. The SEC shall write a letter to each County EM reporting the certification status upon receipt of the certification worksheet signed by both the nominating DEC, and a second DEC. Basic Certification may be awarded with the signature of only the nominating DEC. The letter to be used is attachment 2.

Basic Certification

Capabilities:

1. An area VHF repeater is available and operational.
2. The State supplied full OADN equipment package is installed and operational.
3. The County is current with its last four Quarterly OADN testing schedule.

Readiness:

1. The EC can demonstrate the ability of his unit to activate the required equipment and people to provide an operational, practical use communications system to the County EM within 6 hours. The sole judge of whether the systems are of practical use is the County EM.

Sustainability:

1. Enough "active" members, with State issued ARES/RACES ID cards, and local agency ID cards if required, are available to staff each equipment position using 12-hour on and 12-hour off shifts for 72 hours. An "active" member is defined as someone who has attended 75% or more of scheduled training meetings.

Training:

1. Meetings held for the express purpose of training are held not less than quarterly.
2. An annual total of at least 12 hours of training is conducted and documented. Exercises and/or actual events may count toward this total.
3. Training conducted is hands-on using the actual personal equipment owned by the individual members, and the actual equipment used in support of the local Emergency Manager.
4. The minimum training requirements are as outlined in the latest Section Model Training Plan.
5. Attendance records are kept.

Professional Development/Continuing Education

1. All “active” members have completed, or are enrolled in, ICS courses IS-100, IS-200, and IS-700. Additionally, the EC has completed all of the foregoing classes.

Exercises:

1. The ARES/RACES unit participates in at least one of two annual Section Simulated Emergency Tests (SET)

Intermediate Certification

Capabilities:

All of the requirements of Basic Certification plus:

1. Battery backup at repeater site (or emergency power on-site, or available to be brought to the site)
2. RMS Packet connectivity to a network "neighbor" node.

Readiness:

1. All of the requirements of Basic Certification plus:
2. The time to bring up all systems to a level of practical use to the County EM shall be not more than 4 hours. The sole judge of whether the systems are of practical use is the County EM.
3. In Counties where a mobile or transportable Incident Command Post (ICP) is used in lieu of a fixed location EOC, the above requirements will apply to it.
4. In Counties where both an EOC and mobile Command Post exist, it will be at the sole discretion of the County EM as to where the capabilities are installed.

Sustainability:

1. Enough "active" members, with State issued ARES/RACES ID cards, and local agency ID cards if required, are available to staff each equipment position at the primary EOC using 8-hour shifts for 72 hours.
2. The EC is not a shift worker and is free to exercise management, supervisory and coordination activities for the incident.

Training:

1. Meetings held for the express purpose of training are held not less than monthly
2. An annual total of at least 24 hours of training is conducted and documented. Exercises and/or actual events may count toward this total.

3. Training conducted is hands-on using the actual personal equipment owned by the individual members, and the actual equipment used in support of the local Emergency Manager.
4. The minimum training requirements are as outlined in the latest Section Model Training Plan.
5. Attendance records are kept.
6. Classroom lecture and demonstrations are used.
7. A lesson plan is prepared and handouts, guides, overheads or power point are used to enhance learning, retention and interest.

Professional Development/Continuing Education:

1. All "active" members have completed IS-100, IS-200, and IS-700
2. Additionally, the EC has completed FEMA Courses IS-300.

Exercises:

1. The ARES/RACES unit participates in both Section SET's annually. Each local or regional exercise with a local served agency, or participation in an actual incident may replace a requirement for an SET.

Advanced Certification

Capabilities:

All of the requirements for Basic and Intermediate, plus:

1. HF operation on 160 and 60 Meters
2. NVIS mode HF antenna
3. Emergency power or battery back-up for OADN equipment at the EOC
4. Access to EOC LAN for direct delivery of Winlink radio email

Readiness:

1. The time to bring up all systems to a level of practical use to the County EM shall be not more than 2 hours. The sole judge of whether the systems are of practical use is the County EM.
2. This EOC amateur radio station shall have a dedicated telephone number or extension, and County LAN access to redirect SMTP email for successful delivery direct to the recipient.
3. In Counties where a mobile or transportable Incident Command Post (ICP) is used in lieu of a fixed location EOC, the above requirements will apply to it.
4. In Counties where both an EOC and mobile Command Posts exist, it will be at the sole discretion of the County EM as to where the capabilities are installed.

Sustainability:

All the requirements for Basic and Intermediate, plus:

1. Enough additional “active” and/or “auxiliary” members exist to field significant off-site additional capabilities as may be requested by the County EM.

Training:

All the requirements for Basic and Intermediate, plus:

1. A written, annual plan of training is published and distributed.
2. Training records are established, and individuals are tested and certified for positional duties.

Professional Development/Continuing Education:

1. All "active" members have completed FEMA Courses IS-100, IS-200, IS-700 and have completed or are enrolled in ICS course IS-800.
2. Additionally, the EC has completed DHS Type III All-Hazard Comm. Unit Leader training.

Exercises:

1. The ARES/RACES unit participates in both of the Section's SET's, ***and*** develops or participates in at least one local or regional exercise with a local served agency.

Sample Certification Worksheet

County: West Lane County ARES/RACES **Date: 16 August 05**

Certification Item:	*Certification Level:* Not Certified …. Basic	Intermediate	Advanced
Capabilities:			X
Readiness:			**X**
Sustainability:	**X**		
Training:			**X**
Professional Development / Cont. Ed.:			**X**
Exercises:		**X**	

Certification Level: Advanced **Provisional? (Y/N) Y**

Certified by:_____ DEC - 4

_____ DEC- (Adjacent District)

Attachment 1

(On ARRL Section Leadership Letterhead)

16 August 2010

Ms. Linda Cook
Lane County Emergency Manager
Lane County Sheriffs Office
Eugene, Or. 97439

Dear Ms. Cook;

As Section Emergency Coordinator for the Amateur Radio Emergency Service (ARES) in Oregon, parts of my responsibilities are to oversee and assist the ARES/RACES programs in the Counties under my supervision.

Oregon Section ARES/RACES has instituted a certification program for our County ARES/RACES programs. We have developed certain standards in six categories that we believe are critical to our ability to provide emergency managers with useful and reliable back-up communications systems, and trained operators in numbers that are sufficient to operate them for a sustained period of time.

I am pleased to report that the West Lane County ARES/RACES program, under the leadership of Emergency Coordinator (EC) Fester Bestertester, has met or exceeded * all standards of the program. If you have not already done so, I urge you to meet soon with Fester to review the capabilities of West Lane County ARES/RACES and explore ways to integrate them into the County Emergency and/or Telecommunications Failure Plans.

If you would like more information about the Oregon ARES/RACES Certification Program, or if I can assist you in any way, please contact me at nb7o@arrl.com.

Best Regards,

Kevin Hedgepeth, NB7O
Section Emergency Coordinator
Oregon Section ARES/RACES

*** Phraseology used will differ with the level of certification:**

- **…"has met all standards" is used for <u>Basic</u> Certification**
- **…"has met or exceeded" is used for <u>provisional Intermediate</u> Certification**
- **…"has exceeded" is used for full <u>Intermediate Certification</u>**
- **…"has greatly exceeded" is used for <u>provisional or full Advanced Certification</u>**

Appendix F:

Mutual Aid & ARES Mutual Assistance Teams (ARESMAT)

Procedures:

Before implementing any request for augmentation manning, County EC's must obtain an incident number from their County Emergency Manager, and determine absolutely that the County will recognize the responding personnel as emergency service workers as defined in ORS 401, and to thus provide eligibility for the benefits provided for in ORS 401.355 thru 401.465. This information should be obtained, in writing if possible, and conveyed to responding personnel and applicable EC's, and DEC's concurrent with the request for augmentation manning. The requirement to register with an emergency services organization to be recognized as an emergency services worker is fulfilled by the possession of a ***current*** OEM-issued ARES/RACES ID Card.

NOTE: Any activation of an Oregon Section ARES/RACES Unit must be reported immediately to the appropriate DEC via telephone, (land line or cell) if service is available.

1. A County EC whose unit requires assistance makes their personnel and/or resource needs known to adjacent County EC's on a mutual aid request basis, keeping their DEC "in the loop" about their contacts. They are familiar with the adjacent County's leadership and personnel, and the travel time is short. Logistics requirements are minimal, since assisting members can often return home after a shift for rest and meals. Sometimes this will not be feasible due to the scale or complexity of a disaster; everyone in a large geographic area may be facing the same problems.

2. If their needs cannot be met, or only partially met by adjacent Counties, the EC contacts their DEC, who tries to round up the resources from other Counties within the District, while keeping the SEC fully appraised of the developing situation.

3. If that approach falls short, then the DEC with the need contacts the SEC, who requests mutual aid from adjacent Districts through the appropriate DEC. Finally, ARESMAT team members closest to the area of need may be asked to respond. The team will be "tailored" to include the specific skill set and equipment to best meet the

requirements of the requesting EC. The initial elements of an ARESMAT team could arrive as early as 8 hours plus travel time, with additional members arriving over longer intervals. It is important for EC's in the locally affected area to be thinking ahead, and setting things in motion for augmentation manning, if needed, as soon as possible. Don't wait for your personnel to become exhausted before thinking about requesting help; it won't arrive immediately.

A team of about 25 highly motivated and committed, technically skilled members who personally own extensive amounts of radio equipment, tools, test equipment and supplies, as well as extensive 72 hour self-support gear and supplies has been recruited to serve as volunteer communicators with the Office of the State Fire Marshal (OSFM). All were drawn from County ARES programs from around the State except for far-Eastern Oregon. Originally, this team was formed to provide incident communications support for the OSFM, but all have expressed a willingness to serve in an ARESMAT capacity as well, and have thus formed a ***De Facto*** Oregon Section ARESMAT resource. These volunteers understand that participation is at their personal expense, but it is incumbent upon requesting EC's that every effort for reimbursement of expenses or "value in kind" is explored and provided if possible.

ARESMAT Team members who respond will be self-sufficient, including shelter, for 72 hours. Past that time, the requesting EC should be planning to provide logistics support for the team members (meals, shelter, water, etc.).

ARESMAT Team Members understand that they will be under the operational control of the requesting EC. ARESMAT Team Members will coordinate departure days and times with the requesting EC, and both parties are encouraged to be flexible in meeting the mission needs, and personal needs of all involved.

Three of these team members are custodians of the commercial communications equipment owned by the Office of the State Fire Marshal. The equipment includes hundreds of programmable VHF and UHF hand-held radios, power generation equipment, cross-band repeaters, antenna systems, test gear, satellite internet, Wi-Fi, and VOIP. Under certain circumstances, and with prior permission, this equipment may be used to support emergency operations of agencies other than the OSFM.

Individuals are recruited for the OSFM/ARESMAT program by referral from existing team members only. Basic requirements are membership in a County ARES program, possession of a current ARES/RACES ID card, and the ability to be "adopted" by a local volunteer fire department willing to support a member of the

OSFM Communications Unit. Members must sign a participation agreement, be in good health, and pass an initial and annual fitness test. For more information, contact the OSFM Communications Unit Program Manager, Bruce Bjerke, k7bhb@arrl.net, or any other team member.

Appendix G:

Weather, Earthquake and Tsunami Warning Systems

West Coast and Alaska Tsunami Warning Center

This agency is part of the National Oceanic and Atmospheric Administration and provides tsunami bulletins specific to residents along the Alaska, British Columbia and West coast of the US. There is a similar agency, based in Hilo, HI, for the Pacific Ocean area, which is on a different website.

It is highly recommended that ARES/RACES units in counties along the Pacific Coast register with the West Coast and Alaska Tsunami Warning Center (WCATWC) to receive these bulletins by e-mail. Their web site is http://wcatwc.arh.noaa.gov/watcher/tsunamiwatcher.php

ARES/RACES/ Units with Winlink capability should register using their Winlink address so that they will receive the warning even if their local internet is down. Consider that if 'all else fails' this could be the only warning of an impending tsunami that a County Emergency Manager would receive.

NOAA Weather Radio All Hazards (NWR)

This is a nation-wide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week. This is your best source for comprehensive weather or storm related emergency information.

Stations and frequencies for Oregon are shown on the next page.

Callsign	Site Name	Site Location	Frequency	Power
WNG708	Pendleton	Pendleton	162.425	80
KIH37	Palmer Butte	Brookings	162.550	1000
WNG560	Fall Mtn.	John Day	162.500	100
WNG596	Port Orford	Cape Blanco	162.425	300
WNG697	Tillamook Hospital	Mt Hebo	162.525	100
WWH29	Gleason	Heppner2	162.425	100
WNG674	Herman Peak	Florence	162.500	300
WNG559	Snowboard Ridge	Fossil	162.550	300
KHB30	Harney	Burns Butte	162.475	300
WWF80	Powell Butte	Bend/Redmond	162.500	120
WWF95	Tillamook Hospital	Tillamook	162.475	100
WWF94	Neahkahnie	Neahkahnie	162.425	100
WXL96	Prospect Hill	Salem	162.475	1000
WXL95	Spout Springs	Spout Springs	162.400	300
KEC42	Blanton Heights	Eugene	162.400	100
WXL97	Hogback Mtn.	Klamath Falls	162.550	100
WXL85	Blackwell Hill	Medford	162.400	1000
KIH32	Noah Butte	Coos Bay	162.400	300
WWH28	Robinson Hills	Heppner	162.425	100
KIH33	Otter Rock	Newport	162.550	100
WXL98	Dodson Mtn.	Roseburg	162.550	100
KIG98	Goat Mtn.	Portland	162.550	330
WWF97	Ashland	Mt. Ashland	162.475	100
WF57	Umatilla Rdg	Umatilla	162.500	300

County Emergency Coordinators should consider obtaining a special NOAA Weather Radio, available at such outlets as Radio Shack, which automatically notifies the user of special bulletins. Many other ARES/RACES/ Unit members should consider programming their handhelds and/mobile radios with the local NWS frequency. More information on this system is available at:

http://www.weather.gov/nwr/

U.S. Geological Survey Earthquake Notification Service

The U.S. Geological Survey provides an earthquake notification via the internet. ARES/RACES Units should consider registering for this service using their Winlink e-mail address. Subscription to this service can be obtained at:

http://earthquake.usgs.gov/eqcenter/ens/

Appendix H:
The Linked Repeater System

The linked repeater system runs both North-South across the state, roughly down the I-5 corridor, and East-West along State Highway 20 from Eugene, Bend, and Burns toward Ontario, with additional coverage in Klamath and Lake counties.

Remember that many of the sub-systems of the linked repeater system are not ARES owned and/or controlled. Using several linked repeater systems under emergency conditions, each owned and maintained by different individuals or organizations, with differing goals and levels of commitment, may turn out to be a real challenge. Do not depend on the linked repeater system to be your only or even primary means of communication for local operations, adjacent counties, or to OEM.

Information on the various components of this system can be found at the following web locations:

Oregon Coast Repeater Group, http://www.ocrg.org/index.html
Oregon Repeater Linking Group http://www.oregonconnection.org/
Rogue Valley Linking Association, http://www.oregonconnection.org/
High Desert Amateur Radio Group, www.hidarg.org/
Western Oregon Radio Club, www.worc.info/
Salem Repeater Association, http://www.w7sra.org/

ARES/RACES/ groups within range of any of these repeaters should contact their local group from the above list and make arrangements to use the linked system for emergency communications. ARES/RACES groups should also seriously consider supporting their areas system both by becoming a member of the group and by providing whatever other support may be appropriate.

Appendix I:

Other Resources

A. First take care of yourself and your family

1. Basic Emergency Preparedness Supply Kit Checklist

   www.ready.gov/america/getakit/kit-print.html

2. Are you ready? An in-depth guide to citizen preparedness.

   www.training.fema.gov/emiweb/is/is22.asp

3. America Red Cross – Basic and Advanced First Aid, CPR, and Automatic External Defibrillator (AED) Courses. www.oregonredcross.org

4. American Heart Association – Basic Cardiac Life Support

B. FEMA Basic On-Line ICS Courses. www.training.fema.gov/is/crslist.asp

1. IS-100a – Introduction to the Incident Command System
2. IS-200a – ICS for Single Resources and Initial Action Incidents
3. IS-700a – National Incident Management System, an intro

C. FEMA Intermediate On-line ICS Courses www.training.fema.gov/is/crslist.asp

1. IS-001 – Emergency Manager – An Orientation to the Position
2. IS-800b – National Response Framework, an Introduction
3. IS-704 – NIMS Communications and Information Management

D. FEMA Exercise On-line Courses www.training.fema.gov/is/crslist.asp

1. IS-120a – An Introduction to Exercises
2. IS-130 – Exercise Evaluation and Improvement
3. IS-139 – Exercise Design

E. FEMA Resident Courses (Check with your EM for Regional Training)

1. IS-300 – Intermediate ICS – For Expanding Incidents – 2 days
2. IS-400 – Advanced ICS – For Command and General Staff – 2
3. HSEEP – Homeland Security Exercise and Evaluation Program
4. Type 3, All-Hazards, NIMS Communications Unit Team Leader (COML3)

   3 days – (Prerequisites: IS 100, 200, 300, 700, 800b)

F. ARRL Publications (www.arrl.org/catalog/)

1. ARES E-Letter – First register as ARRL member

   www.arrl.org/members-only/memdata.html?modify=1
2. ARRL Emergency Communications Library v1.0 (2006) #9868 $19.95

   ARES Field Resources Manual, Public Service Comm. Manual

   APRS Software, Winlink2000 Software - CD-ROM
3. ARRL Emergency Communications Handbook (2007) #9388 $19.95

   Encompasses on-line course ECC 001 material
4. Emergency Power for Radio Communications (2005) #9531 $19.95
5. ARES Field Resources Manual (2005) #5439 $12.95
6. Public Service Communications Manual (789K pdf download)

   http://www.arrl.org/public-service-resources
7. General Emergency Service Information

   http://www.arrl.org/emergency-communications

G. ARRL Courses http://www.arrl.org/courses-training

1. Amateur Radio Emergency Comm. Course Level I (2005)

   Text only - $19.95, On-line course (ECC-001) - $50.00

2. Note that ECC-002 and ECC-003 have been withdrawn, rewritten, and will be reissued as a single course this spring. The new advanced course requires

13 Prerequisite courses: IS 100, 200, 300, 700, 800; IS 120a, 130, 139 – Exercises; IS 240. 241, 244, - Leadership; and IS 250 Emergency Manager, ESF 15 - PIO

3. Digital Technology for Emergency Comm. Course (2008) #1247 - $49.95

H. NPSTC Publications

1. What is National Public Safety Telecommunications Council?

www.npstc.org (ARRL is a member)

2. National Interoperability Field Operations Guide

www.npstc.org/documents/NIFOG%20v1.2%204-14-2008.pdf and update

www.npstc.org/documents/NIFOG_update_1_2_1_Errata_Sheet_081010.pdf

3. COML Mobilization Guide

www.npstc.org/documents/COML%20Mobilization%20Guide.doc

I. Local Plans

1. Your county's Emergency Operations Plan (ESF-2 – Communications)

2. Your county's ARES Communications Plan (You write)

3. Local Emergency Operations Plans (Cities, Hospitals, Utilities, Dams, ODOT)

4. Regional Healthcare Preparedness Program (HPP) plans

5. Tactical Inter-operable Communications Plans (TICP)

J. Other Oregon ARES Web Sites

1. www.clackamasares.org - Clackamas

2. www.washcoares.org - Washington

3. www.bcares.org – Benton

5. www.ycares.org – Yamhill

6. www.jcares.net – Jackson

8. www.arrloregon.org/news.php - Oregon Section ARRL
9. www.deschutescountyares.com – Deschutes
10. www.lcsaro.org – Lane
11. ares.ucem.us/home.htm - Umatilla and Morrow

K. Commercial Publications

1. Informed - NIMS Incident Command System Field Guide - $21.95

   www.informedguides.com

L. Miscellaneous

1. www.winlink.org

2. DHS Office of Emergency Communications

   www.safecomprogram.gov

3. DHS – Homeland Security Exercise and Evaluation Program
   www.hseep.dhs.gov

6. Oregon State Interoperability Executive Council (SIEC)

   www.oregon.gov/siec/

8. Oregon State Interoperability Communications Plan (SICP)

   http://www.oregon.gov/SIEC/SCIP_Page.shtml

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