RACES
Functions in the EOC
Adapted from the FEMA Emergency Operating Center Handbook
CPG-1-20 and the G275 EOC Management and Operations Course
And Course Review
Objectives:
After completing this unit you will be able to identify and explain:

- EOC functions
- Security, and RACES access considerations
- RACES staffing and functions in the EOC
- Standard Operating Procedures in the EOC
- Check lists and other job aids
- Information handling procedures
- Communications procedures
- Documents and records management
- Records to be maintained by RACES
- Demobilization and stress management.
Arlington
EMERGENCY OPERATIONS PLAN

- Command authorities and organization of county agencies during response
- Critical actions and interfaces
- Managing interaction between Arlington, regional, state, and federal authorities

Arlington County Emergency Declaration

- By County Manager (or Deputy)
- Emergency Operations Team
  - Manages the EOC during an emergency
  - Coordinates county-wide assets
  - Oversees Emergency Support Functions
  - ESF #2 Communications
- Emergency Operations Center
  - Supports on-scene Incident Commander
  - Manages outside the scope of incident
  - Coordinates with State Government
  - Follows ICS / NIMS
State Of Emergency

Declared by the Governor when disaster occurs or is imminent

- Empowers the VDEM to access state agencies such as State Police, National Guard, VDOT to provide immediate aid to localities.
- Implements the state Emergency Operations Plan
- Activates the Virginia EOC to 24-hour staffing.
- Directs assignment of private assets, statewide.
State Of Emergency
Governor declares when disaster occurs or is imminent

- Severe enough to require state aid to supplement local resources
- Empowers the VDEM to access the resources of state agencies such as State Police, National Guard, VDOT
- Implements state Emergency Operations Plan
- Activates the VA EOC to 24-hour staffing
- VDEM directs assignment of private assets, VOAD groups.
<table>
<thead>
<tr>
<th>Security and Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ RACES ID identifies you as a trained amateur operator, a “Radio Volunteer,” but grants you no special privileges or authority.</td>
</tr>
<tr>
<td>▪ Always carry a copy of your amateur license, and a gov’t photo ID, such as a driver’s license.</td>
</tr>
<tr>
<td>▪ Check in at guard post, or sign in on ICS Form 211.</td>
</tr>
<tr>
<td>▪ Agency may require a temporary facility pass.</td>
</tr>
<tr>
<td>▪ Escort may be required for entry into some areas.</td>
</tr>
<tr>
<td>▪ Local EOC security procedures may vary.</td>
</tr>
</tbody>
</table>
RACES Staffing: Two Persons Minimum

- **Radio Operator**
  - Monitor Operations and Logistics nets
  - Relay critical disaster info from nets to logger
  - Receive formal message traffic addressed to EOC
  - Send formal message traffic from the EOC

- **Logger**: backup operator, and...
  - Maintains logs and RACES status board
  - Accountability / safety officer for RACES assets
  - Distributes messages to / from Message Controller.
RACES Mission = Communications
Unless otherwise requested by the served agency!

- Use of RACES assets for other purposes:
  - Assisting in searches,
  - Setting up or staffing shelters,
  - Moving, setting up or troubleshooting equipment,
  - Answering telephones or keyboarding data into networks…

MUST NOT jeopardize the primary communication mission!
Standard Operating Procedures

- Ensure that personnel follow validated procedures
- Serve as Emergency References
- Also serve as training documents
- Volunteers are subject to same SOPs as paid agency staff.
Examples of SOPs which are present in most EOC’s which may apply to RACES:

- Activation
- Deactivation
- EOC Setup
- Notification
- Alerting
- Public warning
- Staffing
- Chain of command
- Shift changes
- Internal / external messaging
- Displays
- Security
- Emergencies in the EOC
- Records and Finance
- Agency Coordination
- Volunteer requirements
A job aid is a mechanism to provide short-term training for procedures, processes and functions, to improve quality and reduce errors.

Examples:

- Position descriptions
- Check Lists
- Procedure Lists
- Decision Guides
- Forms or Worksheets
- References
6. The following are requirements for this position:
   - Either 1) FCC General Mobile Radio Service ZA, or 2) Amateur Radio Service, Technician, General or Extra class license.
   - Motor vehicle operator's license valid in the Commonwealth of Virginia.
   - Completion of live CERT training, and RACES Basic Operator training
   - Personal commitment to support of the CERT-RACES Mission, policies and procedures, as well as the activities, training and emergency communication needs of the County
   - Completion of an approved annual refresher to include participation in team drills and community exercises with satisfactory performance ratings.
   - Personal interview, equipment inspection and recommendation by RACES Radio Officer, subject to oversight of the Coordinator of Emergency Services or designee.

7. What equipment is required to perform these duties?
   a) Personal wireless telecommunications device capable of receiving SMS messaging and enrolled in the Arlington Alert Network.
   b) CERT equipment pack with essential PPE and equipment approved by the County.
   c) GSM portable digital telephone with GIS location E911 features activated.
   d) Portable amateur 2-meter or 70 centimeter portable; OR General Mobile Radio Service UHF portable, capable of simplex and repeater split operation, with Continuous Tone-Coded Squelch, and antenna capable of 2 watts Effective Isotropic Radiated Power.

8. Alert Status on call 2 days per week and able to activate within 1 hour, travel by personal vehicle and becoming operational anywhere in the County within 1 hour of alerting, providing CERT-RACES operations for a 12-hour operational period, providing rotating shift coverage for 24 hours, or until arrival of relief team. (Alert status shall be delegated on a rotating schedule to 1/3 of active team leaders, minimum of four personnel being required per fire battalion area)

9. Relief Status, when not on call, able to mobilize for the next operational period within 4 hours.

Describe the specific duties for this volunteer position:

Duty 1 of 6: Describe: Individual Training
   Complete or recertify the following annually:
   - Basic Radio operation, skill demonstration / evaluation in an approved exercise
   - CERT-RACES Safety and Survival Workshop (NASAR course is accepted)
   - American Red Cross Standard First Aid
   - CERT-RACES live training, or approved annual refresher
   Complete the following FEMA EMI Courses within 2 years:
   - IS-22 Are You Ready? Emergency Preparedness
   - IS-55 Household Hazardous Materials
   - IS-100 Intro to Incident Command System
   - IS-200 Basic Incident Command System

Frequency: Daily X Weekly Monthly Quarterly Annually
Criticality: X Critical Majo Routine
Percent of time: 20%
## CHECK LIST

**Items to consider when evaluating, planning, or completing a program, function or process**

<table>
<thead>
<tr>
<th>Level of Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>P-Primary</strong></td>
<td></td>
</tr>
<tr>
<td><strong>S-Secondary</strong></td>
<td></td>
</tr>
<tr>
<td><strong>T-Tertiary</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Storm Check List - Continued Page 2

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>14.</td>
<td>PREPARE and SET UP EOC to Level I condition on NWS upgrade of storm WATCH to WARNING.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>15.</td>
<td>CONNECT extra telephones, data lines and facsimile machines and TEST all EOC telephone equipment.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>16.</td>
<td>ACTIVATE STORM MESSAGE on &quot;HOLD&quot; button of EOC telephone system.</td>
<td></td>
</tr>
<tr>
<td>T</td>
<td>17.</td>
<td>COORDINATE with DPW and VDOT on placement of signage identifying emergency evacuation routes.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>18.</td>
<td>ACTIVATE Phone Notification System and Group Page of EOC staff for Level I.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>19.</td>
<td>ISSUE storm update report via county email and fax</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>20.</td>
<td>BEGIN exchanging weather and flood monitoring data with VDOT, Coast Guard and airport authorities.</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>21.</td>
<td>REQUEST department heads cancel leave for essential personnel having storm assignments.</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>22.</td>
<td>PREPARE evacuation routes - page road crews and make temporary repairs, place signage to VDOT plan.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>23.</td>
<td>TEST all EOC communications equipment.</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>24.</td>
<td>Issue RACES alert order by group page and staff radio operating position at the EOC upon alerting.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>25.</td>
<td>TOP OFF fuel tanks of emergency generator at EOC</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>26.</td>
<td>REQUEST agency directors designate personnel as essential and non-essential according to their storm emergency responsibilities or assignments.</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>27.</td>
<td>ISSUE public information statement, as applicable</td>
<td></td>
</tr>
</tbody>
</table>
**PROCEDURE LIST**

**Step-by-step instructions to be used when the sequence to be followed is important.**

<table>
<thead>
<tr>
<th>RECOMMENDED VOICE COMMUNICATION PROCEDURE</th>
<th>ITU PHONETIC ALPHABET:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WHAT TO DO:</strong></td>
<td><strong>A</strong> - alfa (AL-fa)</td>
</tr>
<tr>
<td><strong>[1] LISTEN!</strong></td>
<td><strong>B</strong> - bravo (BRAH-voh)</td>
</tr>
<tr>
<td>Make sure that the channel (frequency)</td>
<td><strong>C</strong> - charlie (CHAR-lee)</td>
</tr>
<tr>
<td>is clear.</td>
<td><strong>D</strong> - delta (DELL-tah)</td>
</tr>
<tr>
<td><strong>Know what is going on around you.</strong></td>
<td><strong>E</strong> - echo (ECK-oh)</td>
</tr>
<tr>
<td><strong>[2] THINK</strong> about what you will say.</td>
<td><strong>F</strong> - foxtrot (FOKS-trot)</td>
</tr>
<tr>
<td>Make your message clear and to the point.</td>
<td><strong>G</strong> - golf (GOLF)</td>
</tr>
<tr>
<td><strong>Get on. Get off. Get done!</strong></td>
<td><strong>H</strong> - hotel (HOH-tell)</td>
</tr>
<tr>
<td><strong>[3] MAKE THE CALL.</strong> Give:</td>
<td><strong>I</strong> - india (IN-dee-ah)</td>
</tr>
<tr>
<td><strong>[a]</strong> the call sign or identification</td>
<td><strong>J</strong> - juliet (JEW-lee-ett)</td>
</tr>
<tr>
<td>of the station called</td>
<td><strong>K</strong> - kilo (KEY-loh)</td>
</tr>
<tr>
<td><strong>[b]</strong> the words: <em><strong><strong>THIS IS</strong></strong></em></td>
<td><strong>L</strong> - lima (LEE-mah)</td>
</tr>
<tr>
<td><strong>[c]</strong> the call sign or identification</td>
<td><strong>M</strong> - mike (MIKE)</td>
</tr>
<tr>
<td>of your station as in EXAMPLE:</td>
<td><strong>N</strong> - november (no-VEM-ber)</td>
</tr>
<tr>
<td>*****GEORGE, THIS IS MARTHA *****</td>
<td><strong>O</strong> - oscar (OSS-cah)</td>
</tr>
<tr>
<td><strong>[4] COMMUNICATE.</strong></td>
<td><strong>P</strong> - papa (pah-PAH)</td>
</tr>
<tr>
<td>Speak clearly. Use plain language -&gt; NO</td>
<td><strong>Q</strong> - quebec (key-BECK)</td>
</tr>
<tr>
<td>CODES!</td>
<td><strong>R</strong> - romeo (ROW-me-oh)</td>
</tr>
<tr>
<td>Repeat back critical information.</td>
<td><strong>S</strong> - sierra (SEE-air-rah)</td>
</tr>
<tr>
<td><strong>End every transmission with:</strong></td>
<td><strong>T</strong> - tango (TANG-go)</td>
</tr>
<tr>
<td>**<em><strong>OVER</strong></em> if you expect a reply.</td>
<td><strong>U</strong> - uniform (YOU-nee-form)</td>
</tr>
<tr>
<td>**<em><strong>OUT</strong></em> if you do NOT expect a reply.</td>
<td><strong>V</strong> - victor (VIK-tah)</td>
</tr>
<tr>
<td><strong>[5] USE STANDARD PHONETICS</strong></td>
<td><strong>W</strong> - whiskey (WISS-key)</td>
</tr>
<tr>
<td>For: Station identification.</td>
<td><strong>X</strong> - x-ray (ECKS-ray)</td>
</tr>
<tr>
<td>Spelling words and names that are not</td>
<td><strong>Y</strong> - yankee (YANG-key)</td>
</tr>
<tr>
<td>easily understood.</td>
<td><strong>Z</strong> - zulu (ZOO-loo)</td>
</tr>
<tr>
<td></td>
<td><strong>0</strong> - zero (ZAY-roh)</td>
</tr>
<tr>
<td></td>
<td><strong>1</strong> - one (WUN)</td>
</tr>
<tr>
<td></td>
<td><strong>2</strong> - two (TOO)</td>
</tr>
<tr>
<td></td>
<td><strong>3</strong> - three (TREE)</td>
</tr>
<tr>
<td></td>
<td><strong>4</strong> - four (POWER)</td>
</tr>
<tr>
<td></td>
<td><strong>5</strong> - five (FIVE)</td>
</tr>
<tr>
<td></td>
<td><strong>6</strong> - six (SIX)</td>
</tr>
<tr>
<td></td>
<td><strong>7</strong> - seven (SEVEN)</td>
</tr>
<tr>
<td></td>
<td><strong>8</strong> - eight (AIT)</td>
</tr>
<tr>
<td></td>
<td><strong>9</strong> - nine (NINER)</td>
</tr>
</tbody>
</table>

**DECIMAL POINT - decimal (DAY-SEE-MAL)**

**FULL STOP - stop (STOP)**

©Arthur H. Feller -- March 1991 - Virginia RACES used
“START” Triage
CALL OUT TO VICTIMS: Ask...
“Who here can walk?”

Walking Wounded
• Tag **GREEN** (Minor)
• Move away from area
• Hold in a specific location.
• Remember to fully triage ASAP!

Non-Walking
• Proceed with triage...
• Is patient breathing?
  Go to next step in triage table ➔

Visual 3.7
Are guides to help document responses, decisions or completion of required procedures.
# Detailed Information on Products, Services, Equipment or Other Sources of Information

Detailed information on products, services, equipment or other sources of information, such as EOC resource lists, working frequencies, phone trees, notification tables, etc.

##CERT-RACES Communication Plan Template

<table>
<thead>
<tr>
<th>Radio Communications Plan – ICS 205</th>
<th>1. Incident Name</th>
<th>2. Date / Time Prepared</th>
<th>3. Operational Period</th>
<th>Date / Time</th>
</tr>
</thead>
</table>

### 4. Amateur (ARS) and General Mobile Radio Service (GMRS) Channel Utilization

<table>
<thead>
<tr>
<th>Channel Type</th>
<th>Channel ID</th>
<th>Function</th>
<th>Frequency / Tone</th>
<th>PYT Info.</th>
<th>Tactical Calls of NCS, Agencies and Liaisons</th>
</tr>
</thead>
<tbody>
<tr>
<td>HF-2m Alpha 1</td>
<td></td>
<td>OPNET PRIMARY SIMP</td>
<td>146.430</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HF-2m Alpha 2</td>
<td></td>
<td>OPNET ALT. SIMPLEX</td>
<td>146.580</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HF-2m Alpha 3</td>
<td></td>
<td>OPNET BACKUP RPTR</td>
<td>145.150-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HF-2m Bravo 1</td>
<td></td>
<td>LOGNET PRIMARY RPTR</td>
<td>146.625-</td>
<td>(107.2)</td>
<td></td>
</tr>
<tr>
<td>HF-2m Bravo 2</td>
<td></td>
<td>LOGNET ALT SIMPLEX</td>
<td>146.415</td>
<td></td>
<td>Mutual Aid, Training</td>
</tr>
<tr>
<td>IF-70cm Bravo 3</td>
<td></td>
<td>LOGNET ALT SIMPLEX</td>
<td>445.950</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-GMRS Charlie 1</td>
<td></td>
<td>ADMIN PRIMARY RPTR</td>
<td>GMRS Pair</td>
<td>TBD</td>
<td></td>
</tr>
<tr>
<td>IF-GMRS Charlie 2</td>
<td></td>
<td>ADMIN BACKUP RPTR</td>
<td>462.675+</td>
<td>(141.3)</td>
<td>REACT Requires GMRS Lic.</td>
</tr>
<tr>
<td>IF-SSB Charlie 3</td>
<td></td>
<td>RACES REG. COORD</td>
<td>144.250USB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HF-2m Delta 1</td>
<td></td>
<td>DIGITAL OPS</td>
<td>145.73</td>
<td></td>
<td>1200 baud / TCP/IP</td>
</tr>
<tr>
<td>IF-75m Echo 1</td>
<td></td>
<td>HF EVENING PRIMARY</td>
<td>3947 LSB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-60m Echo 2</td>
<td></td>
<td>HF EVENING ALT</td>
<td>5330.5 USB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-40m Foxrot 1</td>
<td></td>
<td>HF DAY PRIMARY</td>
<td>7243 LSB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-40m Foxrot 2</td>
<td></td>
<td>HF DAY ALTERNATE</td>
<td>7255 LSB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-10m Foxrot 3</td>
<td></td>
<td>Base-to-mobile-Ops</td>
<td>29.800 FM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-GMRS Golf 1</td>
<td></td>
<td>Neigh. Watch Guard Freq</td>
<td>462.5625</td>
<td>FRS1</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-GMRS Golf 2</td>
<td></td>
<td>CERT Ops</td>
<td>462.5875</td>
<td>FRS2</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-GMRS Golf 3</td>
<td></td>
<td>CERT Ops</td>
<td>462.6125</td>
<td>FRS3</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-GMRS Golf 4</td>
<td></td>
<td>CERT Ops</td>
<td>462.6375</td>
<td>FRS4</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-GMRS Golf 5</td>
<td></td>
<td>CERT Ops</td>
<td>462.6625</td>
<td>FRS5</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-GMRS Golf 6</td>
<td></td>
<td>CERT Ops</td>
<td>462.6825</td>
<td>FRS6</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-GMRS Golf 7</td>
<td></td>
<td>CERT Ops</td>
<td>462.7125</td>
<td>FRS7</td>
<td>Max 5w w/GMRS Lic.</td>
</tr>
<tr>
<td>IF-FRS Golf 8</td>
<td></td>
<td>CERT Ops</td>
<td>467.5625</td>
<td>No GMRS</td>
<td>FRS only 500mw</td>
</tr>
<tr>
<td>IF-FRS Golf 9</td>
<td></td>
<td>CERT Ops</td>
<td>467.5875</td>
<td>No GMRS</td>
<td>FRS only 500mw</td>
</tr>
<tr>
<td>IF-FRS Golf 10</td>
<td></td>
<td>CERT Ops</td>
<td>467.6125</td>
<td>No GMRS</td>
<td>FRS only 500mw</td>
</tr>
<tr>
<td>IF-FRS Golf 11</td>
<td></td>
<td>CERT Ops</td>
<td>467.6375</td>
<td>No GMRS</td>
<td>FRS only 500mw</td>
</tr>
<tr>
<td>IF-FRS Golf 12</td>
<td></td>
<td>CERT Ops</td>
<td>467.6625</td>
<td>No GMRS</td>
<td>FRS only 500mw</td>
</tr>
<tr>
<td>IF-FRS Golf 13</td>
<td></td>
<td>CERT Safety-EMERGENCY</td>
<td>467.6875</td>
<td>R1 T</td>
<td>FRS only 500mw</td>
</tr>
<tr>
<td>IF-FRS Golf 14</td>
<td></td>
<td>CERT Admin.</td>
<td>467.7125</td>
<td>No GMRS</td>
<td>FRS only 500mw</td>
</tr>
</tbody>
</table>

5. Prepared by (Radio Officer or Field Team Leader)

Name__________________________ FCC Call sign__________________________
ASAP Information handling

- **Accurate** = precise, concise, clear
  Repeat critical information, acknowledge, authenticate

- **Speedy**
  Incoming messages rapidly copied and assessed

- **Appropriate Distribution**
  Ensures that the correct person gets the message

- **Permanent record.**
  All messages are properly logged and recorded.
  Information from non-written sources must be properly authenticated and documented per agency SOP.
“Documents” Vs. “Records”

- “Documents” describe: \textit{intended actions}
  - Policies, processes, plans, job aids, references
  - Documents \textit{can change}!
  - Therefore revisions \textit{must be controlled} by the agency

- “Records” describe: \textit{actions performed}
  - Data, observations, requests, assignments, MESSAGES!
  - Records \textit{are factual and cannot change}, although additional information may be added for clarification.
### Document Control:

*Developing SOPs with served agencies*

- Agency determines process used to draft, revise, and approve any document.
- Agency is the “owner” of the approved version.
- “Owner” updates, user comments, revisions.
- Agency authorizes document use.
- Document distribution per agency SOP.
- Printed copies bear revision date, copy control.
Records Management

RACES logs and EOC messages are Public Records

- Agency procedures for identification, maintenance, disposition of public records.
- Entries shall be legible, identifiable, and traceable
- Records must be easily retrievable
  - Log into Master Document List with agency
- Statutory requirements for appropriate systems of preservation and security for public records.
INCOMING MESSAGE PROCEDURES

- Operator transcribes on agency’s form
- Time stamp, sequence number & section identifiers
- Pass to EOC Message Controller
- Message center logs incoming in order received, sends “data board” copy to “Planning” for display update.
- Remaining copies to “Operations” for action and / or coordination with other agencies.
- Action agency performs needed inter-agency coordination and takes action as required.
OUTGOING MESSAGE PROCEDURES

- Originator notes time of request or action taken, drafts reply, enters priority, signs form, removes a copy, hands to message desk.

- Message controller logs reply in “Outgoing” log and delivers to RACES logger to put in outgoing Queue.

- Logger time stamps, notes message priority, hands to operator for transmission and logs actual time sent.
**MESSAGE FLOW**

**INCOMING MESSAGE**

- **RADIO OPERATOR**
  - Transcribes onto message form*  
  - *Press hard you are making 4 copies*

**LOGGER/RECORDER**
- Time stamps / enters in log, keeps bottom pink copy, pass others to EOC Message Controller

**MESSAGE CONTROLLER**
- Assigns priority, assigns to agency

**RECIPIENT**
- Reviews message, keeps top copy (white original) canary copy sent to coordinating agency. Draft reply, coordinate as needed. indicate method of dispatch, sign reply.

**OUTGOING MESSAGE**

- **RADIO OPERATOR**
  - Passes message to Operator and records time transmitted

- **LOGGER**
  - Passes message to Operator and records time transmitted

**MESSAGE CONTROLLER**
- Close Received Log  
  - Keep Goldenrod Copy  
  - Initial reply, record time out to RACES Logger

**Verify with coordinating agency**
# RACES Records

- Volunteer check-in / check-out / pass
- RACES Operator Status Board
- Station Activation Report (per RACES SOP)
- Incident Briefing Sheet (ICS Form 201)
  - passes at shift change to your relief operator
- RACES Station Log (ICS Form 309)
- Message Forms sent / received (ICS Form 213)
- Problem Reports / Resource Requests
- Station Closure Report (per RACES SOP)
- Demobilization per agency SOP (ICS Form 221)
- Individual Performance Rating (ICS 226 / NFES 2074)
<table>
<thead>
<tr>
<th>Challenges to Maintaining Cooperation</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Inadequate operator experience, training, job aids</td>
</tr>
<tr>
<td>- Lack of RACES integration into the EOC organization</td>
</tr>
<tr>
<td>- Volunteers assigned on temporary task basis</td>
</tr>
<tr>
<td>- “History” of past poor relations hindering teamwork</td>
</tr>
<tr>
<td>- “Group Think” hindering consideration of alternatives</td>
</tr>
<tr>
<td>- Time constraints, sense of urgency, stress</td>
</tr>
<tr>
<td>- Working conditions, fatigue, discomfort, boredom.</td>
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</tbody>
</table>
RACES Team Building with Emergency Management

- Remember -- the served agency is always in charge.
- It takes time to build mutual trust and rapport.
- Rapport increases your awareness and preparedness.
- Trust establishes more communication and authenticity.
- RACES provides skilled personnel, to free public safety personnel from routine communication duties.
- Results in more efficient, improved communication flow
Three Principles of Psychological Support

1. **Effective Management**
   - Radio Officers and Assistants must demonstrate personal leadership, planning and organizing their RACES teams to carry out served agency assignments

2. **Interaction with Others**
   - Sympathetic, friendly interaction is vital for adequate psychological support of RACES field team members

3. **Goal-Oriented Behavior**
   - Persons under stress need to have something useful to do and need to understand how to do it.
Demobilization: *Routine informal debriefing after operations.*

Ask about...

- What went well? *Equipment problems?*
- What did we learn? *Procedure problems?*
- How could we have done better?
- Are you OK? *(Also ask co-workers)*
- Performance rating *(NFES 2074/ICS 226)*
- Praise! Well done! Thank you!
- Demobilization Check-out per Agency SOP.
Stress Management.

- Emphasize teamwork.
- Encourage breaks.
- Provide for proper hydration and nutrition.
- Rotate personnel for breaks or new duties.
- Encourage personnel to discuss their feelings. Prepare them to go home or back to work.
- If any team member appears seriously affected by events, notify and coordinate with the served agency.
- Refer them for medical evaluation of any physical symptoms.
Event Versus Incident?

- **Event** - Any planned, non-emergency activity, such as a training exercise or public service program.

- **Incident** - Any planned or unplanned occurrence, regardless of cause, which **requires action** by primary response agencies to prevent or minimize loss of life or damage to property and/or natural resources.
## RACES Activation Levels:

- **LEVEL I** = Notification
- **LEVEL II** = Standby
  *(Preparation)*
- **LEVEL III** = Deployment
"Suburban Protocol"

- Arlington County RACES recommendation:
  - Monitor National Simplex 146.52 plus:
    - Arlington RACES repeater 146.625- (PL107.2)
    - Statewide ARES / RACES common (146.415)
    - Arlington RACES “primary simplex” (146.430)
    - Arlington RACES “secondary calling” (146.580)
  - Extend hours of the listening watch
    - 5 minutes at the top of the hour,
    - Every 3 hrs. 0700-2200, continuously, if possible, once a local emergency has been declared.
OPERATIONS NET – “OPNET”

- OPERATIONS nets are directed
- Use of tactical call signs is routine
- OPNET is the Primary “working frequency” (usually simplex 146.43)
- Stations check with Net Control Station when assigned
- Report safety or operational problems to NCS
- (Sometimes called a “tactical net” by NGOs)
LOGNET is a Directed Net.

Purpose is to reduce congestion on OPNET.

Inform general RACES members of:
- Situation & safety briefs, periodic updates
- Assess equipment and personnel available
- Schedule duty assignments
- Relay non-sensitive traffic to net liaisons

Uses a local coverage repeater: 146.625- (107.2)

(Sometimes called a “resource net” by NGOs)
A DIRECTED NET …

- Means Net Control requires stations to get permission before using the net.
- Is recommended whenever more than 4 stations share the same frequency.
- Enables the NCS to prioritize and handle multiple stations with traffic.

- Every RACES operator should know how to call up and run a net!
**NET CONTROL STATION’S JOB IS:**

- **CONTROL** the net
- **MAINTAIN** net discipline 39
  - by setting the example
- **MOVE** traffic efficiently
- **TRACK** what’s going on…
- **RECORD** what happens...
- **REPORT** to Team Leader, Radio Officer, served agency contact.
TACTICAL CALL SIGNS

- Enable running a net without regard to WHO is operating at that location.
- Tactical Calls identify location or function,
- So that the net moves more EFFICIENTLY.
- Provide continuity when operators change.
- Use YOUR tactical call to identify
- Contact others by THEIRS
- Listen for YOURS
Refer to *OPBRIEF* job aid:

- What is our assignment?
- Who is the served agency Official in Command?
- How are agency staff recognized?
- Nearest telephone, location and number
- Location of toilet, water, food, first aid, and other supplies.
- What is my tactical call?
- With whom do I keep regular contact?
- What are their tactical call signs?
- Where are the net stations located?
- What type of activity is pending?
- What frequencies should I use for what function?
- Radio, power supply, antenna info.
A Formal Written Message Is Needed For “Record” Communications - ALWAYS

Because incident reports are public documents,

USE A FORMAL MESSAGE FOR:

- Station activation & closure
- Damage assessments
- Shelter and EOC status
- Situation updates
- Declarations
- Resource Requests
- ICS facility relocations
ICS Form 213 Message Form

1 - “To” line
2 - “From” line
3 - “Subject / Date / Time” line
4 - “Admin line” *We use the VA RACES Form 213 that includes Message Number, Priority, and Group Count.*
5 - “Message” field (ten 5-word lines)
6 - “Signature” line
7 - “Reply” field (ten 5-word lines)
8 - “Reply Date/Time/Signature” line
RACES personnel must **NOT** discuss disaster information when media is nearby.

Names are not used in messages except to identify the agency contacts.

Refer media requests to the agency’s Public Information Officer.
<table>
<thead>
<tr>
<th>FAMILY DISASTER PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Emergency supplies ready at home</td>
</tr>
<tr>
<td>▪ If unable to return home:</td>
</tr>
<tr>
<td>    – Nearby neighborhood refuge</td>
</tr>
<tr>
<td>    – Farther away friend</td>
</tr>
<tr>
<td>▪ Before evacuating:</td>
</tr>
<tr>
<td>▪ Shut off gas, electricity, water</td>
</tr>
<tr>
<td>▪ Prepare supplies for each family member</td>
</tr>
</tbody>
</table>
Communications Plans

- **SIMPLEX** in “most cases” is ROUTINE
  - Repeater use as **BACKUP, not primary**
  - Only if **wide area coverage is needed**

- **ESTABLISH LOCAL FREQUENCY PLANS**
  - Contingency plans for operations
  - Anticipates storm-related repeater loss
  - Test regularly in exercises

- **Use ICS FORM 205 CommPlan Template**
  - Pre-program rigs to a standard list
Equipment Recommendations
Safety and Reliability

- 2M, or dual-band recommended
- 440 or 220 portable or mobile
- Mobile / Portable / Base Capable
- 25 watts minimum RF output
- For reliable simplex
- 24 hours minimum battery power
"Go Kits“ -- Three Levels That Build Upon Each Other

**Level I – Carried or accessible all the time:**

- Eyeglasses
- Cellular telephone or pager
- Driver’s License and RACES ID
- Cash for phones, vending
- HT and FCC license copy
- 1 qt. water and snacks for a day
- Personal medications for a day
- Small AA flashlight
- Utility pocketknife
- Lighter or matches
Level II - Equipment, Comfort and Safety Items – in vehicle or pack

- HT, (if not at Level I)
- RACES plan, forms pack, operating references
- AA battery case for HT
- Spare AA batteries
- Earphone / speaker mic
- HT “gain” antenna
- 10 ft. RG8-X jumper
- Antenna counterpoise
- Personal first aid kit
- Notebook and pencil
- County road map

- USGS 7.5 min. topo map
- Orienteering compass
- Matches, lighter
- Knife / multi-tool
- “Stuff-able” rain gear + hat
- Gel cell battery for HT
- AC charger and power cords for HT & gel cell
- Water, 2 qts. min. + 1 meal
- Extra “warmth” layer
- Sunglasses, sunscreen
<table>
<thead>
<tr>
<th>Level III - Backpack with Personal Protective Equipment + “Essentials”</th>
</tr>
</thead>
<tbody>
<tr>
<td>❑ Hardhat, Reflective Vest, Safety Glasses</td>
</tr>
<tr>
<td>❑ N-95 Disposable Respirator</td>
</tr>
<tr>
<td>❑ Work boots, Leather work gloves</td>
</tr>
<tr>
<td>❑ Medical Exam Gloves</td>
</tr>
<tr>
<td>❑ Larger 4AA primary flashlight and extra batteries</td>
</tr>
<tr>
<td>❑ First Aid Kit</td>
</tr>
<tr>
<td>❑ Food – two meals, plus snacks already in Levels I and II</td>
</tr>
<tr>
<td>❑ Fire starting materials – lighter, matches, tinder</td>
</tr>
<tr>
<td>❑ Signaling materials – whistle, signal mirror, highway flare</td>
</tr>
<tr>
<td>❑ Emergency shelter – poncho + liner or plastic tarp</td>
</tr>
<tr>
<td>❑ Extra clothing, rain / wind / cold resistant clothing, layered</td>
</tr>
<tr>
<td>❑ Water – additional to total minimum of 1 gallon</td>
</tr>
</tbody>
</table>
READINESS SUMMARY

- Everyone maintains preparedness Level 1
- 24 hours minimum battery power for all!
- At home VHF 25w, + 3dBd antenna desired
- Mobile 25w VHF, hardwired to battery
- Check / test batteries and equipment weekly
- Use simplex nets for equipment checks
- Those with standing assignments at Level 2
- DRTs able to reach Level 3 within 4 hours
Acknowledgements:

Arlington County RACES is extremely grateful to the following individuals and organizations who have provided materials used in the production of this training:

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