

SEAWAY/CAPITAL Eastern Ontario



ARES District Mutual Aid Program

~ DMAP ~

Version 2.0 Dated 06 April 2011

Record of Changes

Change	Date	Signature
Original	18 April 2010	
First review	5 August 2010	Mike IPC
Second review	05-05-10	Mike IPC
EDITOR TWEAKING	Sept. 06-10	Ian QT
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Final edits this version	November 4 th 2010	Mike FFK & Mike IPC
Version 2.0	March 17, 2011	Harry ZAK & Mike IPC
Edits review and additional edits	March 22 nd & 24 th 2011	Mike FFK & Mike IPC
Review final edits	April 03 2011	Lance LP
Version 2.0 completed and released	April 06 2011	Mike IPC

Please Note: This is version 2.0

We are please to present and release the Seaway/Capital [Eastern Ontario] ARES DMAP Manual version 2.0. This has been reviewed twice in the past few months and is now being released. Many typ'o's and grammar problems were fixed and document continuity has been much improved. The Table of Content page is now up to date and some of the forms have had minor adjustments.

This manual is intended for ARES leadership team's use for invoking or responding to the call for Mutual Aid assistance, which would involve the sending or receiving of additional Radio Operators and or special equipment(s) requested, be on loan to a specified ARES EmComm group for a specified duration.

This manual is the amalgamation of 5 documents that have been developed over the past 6 years and working towards this version. Please read and forward any concerns or comments you may have with this document to Eastern Ontario DEC Mike Hickey – VE3IPC @ gmail.com – 613-679-4474.

No changes have been made to the collective agreement, protocols, guidelines or set of SOPs that make up the Seaway/Capital-ARES DMAP document, just edits to improve the proper flow of text and information.

I wish to thank Ottawa ARES AEC Mike - VE3FFK and my ADEC Lance - VA3LP for their needed help in reviewing and providing me with the text edits to improve the document. I wish to thank PR-ARES AEC Harry - VA3ZAK for coming up with the idea and for creating the first few draft versions of the 'flow chart' and for Lance LP giving it's current form. I also wish to thank DEC Stiig - VE3LBX for his contribution to the document.

ARES DEC Mike Hickey – VE3IPC - April-06-11

List of effective pages
(History of pages that become updated)

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FORWARD

1. **PURPOSE** - This document provides a procedure for Amateur Radio Emergency Service (ARES) Groups within the Seaway/Capital (Eastern Ontario) ARES District to request mutual aid assistance when responding to a request for emergency communications from their served agencies. As well, the document includes a set of procedures that the invoking Group and responding Group can utilize to standardize the exchange of information allowing for smooth deployment of personnel and resources.
2. **ASSUMPTIONS & ISSUES RAISED** - To capitalize on the contents of this document, it would be in the best interest of each group to include any assumptions or issues raised by this document in their own plans and agreements with their served agencies.
3. **OWNERSHIP** - The following Groups within the Seaway Capital ARES District are partners to this document and have been instrumental in bringing it to fruition:
 - a) Cornwall ARES Group – City of Cornwall, ON
 - b) Prescott-Russell ARES Group – United Counties of Prescott and Russell, ON
 - c) Ottawa ARES Group (EMRG) – City of Ottawa
 - d) Renfrew County East (RCE) ARES Group –
 - e) Renfrew County West (RCW) ARES Group –
 - f) Lanark/North Leads (LNL) ARES Group –
4. **CHANGES TO DOCUMENT** - This document will only be changed by the consensus of the above groups. These changes will be done by the DEC.

History

5. At the turn of the millennium, when the District was holding it's first meeting, a major issue for all Group Emergency Coordinators was that no individual group would be able to provide sustained ARES communications support if a major disaster struck part(s) of Eastern Ontario. From this grew the need for the District leadership to initiate a mutual aid program to allow members from different ARES groups to respond, knowing in advance what to expect.

At the 2005 District meeting, the District Emergency Coordinator put forth a Mutual Aid call out list, populated with information from each group, that provided a list of EC's and their AECs as well as information on how to contact each group. In 2007 an agreement/MOU was put forth forming the basis of the Mutual Aid Plan, and this was ratified at the 2008 ARES District meeting.

6. During 2008, guidelines and forms began to take shape and in 2009 they were further developed to provide each EC with a common method to either request mutual aid from an ARES Group or respond to a request for mutual aid. Both these years saw additional data being added to the DMAP Groups' leadership contact list providing greater ability to communicate with each other. At the 2009 District meeting a first time table top exercise was performed and the group discussions provided much needed information that affected changes to the plan that was now becoming a program.

7. A few days prior to the 2010 ARES District yearly conference, the initial exercise testing the District Mutual Aid Program [DMAP] telephone callout process was conducted by the DEC with each group EC. As part of the District meeting all the group leadership teams were asked to attend as if they were being called out to deploy. The exercise proved the usefulness of the DMAP and gave confidence to the EC's that this was indeed a step in the right direction.

MUTUAL AID PROGRAM

INTRODUCTION

1. Below are the policies and plans that need to be instituted in a group's local Emergency Management Plan to ensure that personnel deployed to another area ARES group will have the knowledge of where and how they will be operating, and that the proper support will be provided on their arrival. This will include, but is not limited to:

- a. Ensure coverage in the local Memo Of Understanding /Letter Of Understanding between the local ARES Group within the District and each of their clients;
- b. That each local ARES plan must state how incoming ARES Support will be utilized;
- c. That each local ARES plan must state how their ARES Support will be deployed;
- d. That each EC is to identify the members in their ARES group who are trained and or have experience as coordinators for IN/OUT deployment;
- e. That each EC is to identify, in advance, those members who would be willing to deploy to other areas in support of ARES operations, so the EC would have prior knowledge of who to call on first for possible deployment.
- f. The use of our Common ARES volunteer registration process, and registration form [see DMAP forms] to be used as part of each group's training course and practice;
- g. By providing input and participating in a table Top and or deployed exercise at the District level to help ECs and AECs be familiar with deployment, in and out process, as well as any obstacles to smooth transitions; and,
- h. The use a common DMAP simplex frequency of [proposed and adopted] 146.520 MHz to coordinate IN/OUT deployment when DMAP is invoked, and if no RPT is assigned, a simplex frequency (perhaps at the top of the band) is needed , for example, to provide talk-in directions and instructions for incoming radio operators to your incoming ARES staging area. This then frees up existing local simplex frequencies that may already be used in an ARES emergency operation for passing traffic.

INVOKING THE SEAWAY/CAPITAL ARES DISTRICT MUTUAL AID PROGRAM

Protocol Between ARES Groups

1. Invoking groups are to contact directly other ARES group(s) for help when:
 - a. they are overwhelmed during a local area declared State of Emergency / exercise; or,
 - b. when there is a clear upcoming need – like for an additional shift that your group cannot meet the requirements for during your current local area declared State of Emergency.

Protocol between ARES groups and the Seaway/Capital District ARES

2. In all instances when the Seaway/Capital ARES District Mutual Aid Program [DMAP] is invoked, the invoking group is to contact the DEC within a reasonable amount of time - See separate DMAP contact list.
3. Provide your DEC:
 - a. A current situation report (SITREP) from the initiating EC and/or acting EC;
 - b. your group's current requirements;
 - c. an indication if these are currently being met by the responding ARES group(s);
 - d. a description of what assistance your invoking group still requires – if this is NOT currently being fulfilled; and/or, if you foresee a capability short fall.
4. The DEC and will endeavor to remain available in a supporting role to your group and to the responding group(s) involved.
5. The invoking group will inform the DEC when its ARES operation is either scaling up or scaling down, and also when all ARES operations have been terminated.
6. Within a reasonable amount of time after terminations of all ARES operations, the invoking and responding EC's will provide the DEC with a report giving details regarding ARES group(s) involved in the ARES emergency operation.

Part 1- Preparation for a Request for Mutual Aid

7. When the EC is preparing to send out a request for Mutual Aid the following information should be collected and considered. This information will be used to estimate how many ARES members need to be brought in, and when. (This is covered in more details in part 14).

Operators

How many operators does client need staffed? - How many operators per location?

What is the shift duration? - How many shifts per 24h day?

What types of tasks are required by client? (EOC, out station, mobile, shadow, etc.)

Start Time and Duration

8. How long can local ARES group support the client(s) before the Amateur system fail to be useful? How long will support be required? (even a poor estimate is better than none).

Equipment

9. What equipment is in place or can be put in service by their group? Is there a shortfall? Should incoming mutual aid partners bring hand held radios? Mobiles? Dual band radios? What specialized equipment would be of use?

Part 2: Initiating the Request for Mutual Aid.

10. Using the District Mutual Aid Contact list, the invoking EC, or at his or her option, one of the AECs, the DEC, or an unaffected EC should call adjacent ECs as soon as possible after the call out by the client. The person called should in turn notify all other ECs within the District. This initial notification should be made by any means possible: telephone, radio, email, fax, etc. (As the program is written, this 'warning' or heads-up call occurs before there is a need for Mutual Aid. It will require a second call once part 1 is known). There is a list of local repeater frequencies etc., in the DMAP contact list used to initiate the DMAP that can be utilized to assist with the callouts.

11. Once the information in Part 1 is known, a second 'request' – call for help - would go out with specific information about what is needed.

12. To ensure proper tracking of the use of outside personnel, it is suggested that the group responding to a mutual aid request be prepared to provide the following information for each person deployed:

- Name
- Callsign
- group affiliation
- Leadership experience
- EMCOMM Skill set/physical capability
- Resources (radios etc)

- Emergency Contact - Watch for op and spouse pair re “Emergency Contact” - neither next of kin should be named as emergency contact if both are deployed together.
- Type of identification the responding Radio Operator will show on arrival. (This information may be on DMAP-03).

13. The information in the Mutual Aid request call would include:

- A short description of the emergency/event (SITREP, situation report);
- List of tasks to be filled;
- Location of staging area;
- Food and lodging information. Who provides, what level of provision, and how soon arrival (I.e, within 12 h, within 24h).
- Any hazards;
- Any environmental protection necessary (vest, hard hats, winter gear, etc.);
- Information about who pays for travel expenses;
- Information about insurance coverage;
- Incoming Mutual Aid coordinating frequency (usually on 146.520 MHz);
- Any special equipment required;
- Any minimum training / skill / physical abilities required. (This information may be captured on DMAP-01).

14. Each EC must decide, depending on the requirements of the client served, their own knowledge of the persons being brought in, and discussions with the responding EC, where the incoming amateurs can be utilized, for example:

- a. Net Control Station
- b. EOC Operator
- c. Emergency Coordinator
- d. Out station operator
- e. Mobile operator
- f. Shadow operator
- g. Other as required

15. Since groups operate differently from each other, it is important that each EC understand that some training may be required for inbound operators. A good knowledge of

your own operating conditions should identify these areas. For example, incoming hams may need to be trained on equipment you have already deployed. A definite explanation of how your net operates and your expectations of operators in the net is essential.

16. As the EC you may have some expectations of incoming operators. At the very least, a basic amateur license, knowledge of VHF transceiver basics, standard NET operating procedures, and possibly the International Phonetic Alphabet are likely to be required. Ensure that this is passed on in your request.

Part 3: Providing Mutual Aid

17. An EC or the DEC must be just as prepared to receive a request as to ask for mutual aid. It is vital that the EC know who should be invoking mutual aid. There are many issues of liability, etc. involved with emergencies. It is important that the right persons do the invoking as they understand these issues and know how their group addresses these with their clients. Normally, you expect the call to come from the EC of a group, or someone on the DMAP call list. If the call comes from someone outside the listing in the group, it is important to verify the request for aid. It is unlikely, but possible, that a client from some other ARES group could request aid. It would be important to get in touch with that ARES group to ensure continuity. A few questions to ask are:

- a. Who are you?
- b. Who do you represent?
- c. What is the nature of the emergency?
- d. How can we help? (These questions can be captured using form DMAP-01).

18. Once a request for aid is received it is important to have information prior to polling your members to see how many can be deployed for this operation:

- a. How many operators are being requested?
- b. Where are they being deployed?
- c. When do they need to arrive?
- d. For how long do you expect them to be deployed?
- e. Does the invoking group need equipment? If so, what can you provide?
- f. Are your members expected to bring/utilize their own equipment?
- g. What do you tell your members to bring?
- h. Will there be a debrief of members after the deployment and will copies (reports) be provided to the DEC, so that an encompassing debrief report be made and sent to all groups?

19. As the EC, you must now decide whether you can even afford to send anyone to help. You must answer your own questions concerning the likelihood that your group will become involved in the emergency locally. Therefore, you must decide how many and who to send.

20. If the request includes specific equipment, ensure that all information on the equipment is provided in particular; Manufacturer, name, model, serial number as well as who owns it.
21. On arrival at the staging point it is recommended that the following take place:
- Fill out any forms / hand over any completed forms (See DMAP-04 Form);
 - Inspect ID; (make sure all who were sent have arrived, and no one else)
 - Provide incoming hams with an updated briefing (DMAP-05) on the situation ;
 - Define what is classified-unclassified in the tasks;
 - Provide information on where each person will be deployed;
 - Provide information on expected duration of their deployment
 - Identify any transport arrangements.

Part 4: Release / Debrief / Wrap-up - the Mutual Aid Emergency Operation

22. Whether a debrief session will be performed by the invoking group or not, it is vital to conduct a debrief session upon their return to your group. This will provide a second debrief after the operators have had time to think about the operation. Ask the following:
- a. How did it go? (A freeform discussion of the operation, with no constraints)
 - b. What did the receiving ARES group do that you liked/ disliked/ was different from our local practice?
 - c. What does the sending ARES group need to fix about how members are dispatched for mutual aid?
 - d. What does the receiving ARES group need to fix about how members are inducted for mutual aid?
 - e. There should be a debrief document to focus responders answers. (See DMAP-06)
23. An essential part of providing emergency communications is being able to identify not only what went right, but also those areas that need to be improved. This can only be done through a thorough debriefing. The invoking EC should identify, up front, when and what type of debriefing will be done as well as when. From the debriefings, a 'lessons learned' document should be developed within the group and circulated to the other groups in the DMAP to help all groups improve their support. (A 'lessons learned' document needs to be developed.
24. Finally some general questions about the task at hand:
- a. Do you need to ask yourself anything else when a mutual aid request is received?

- b. Do you need to ask the receiving person/group anything else when a request is received?
- c. Identify any unique capabilities your responding ARES group has that the invoking group may have been able to use, but were unaware of.

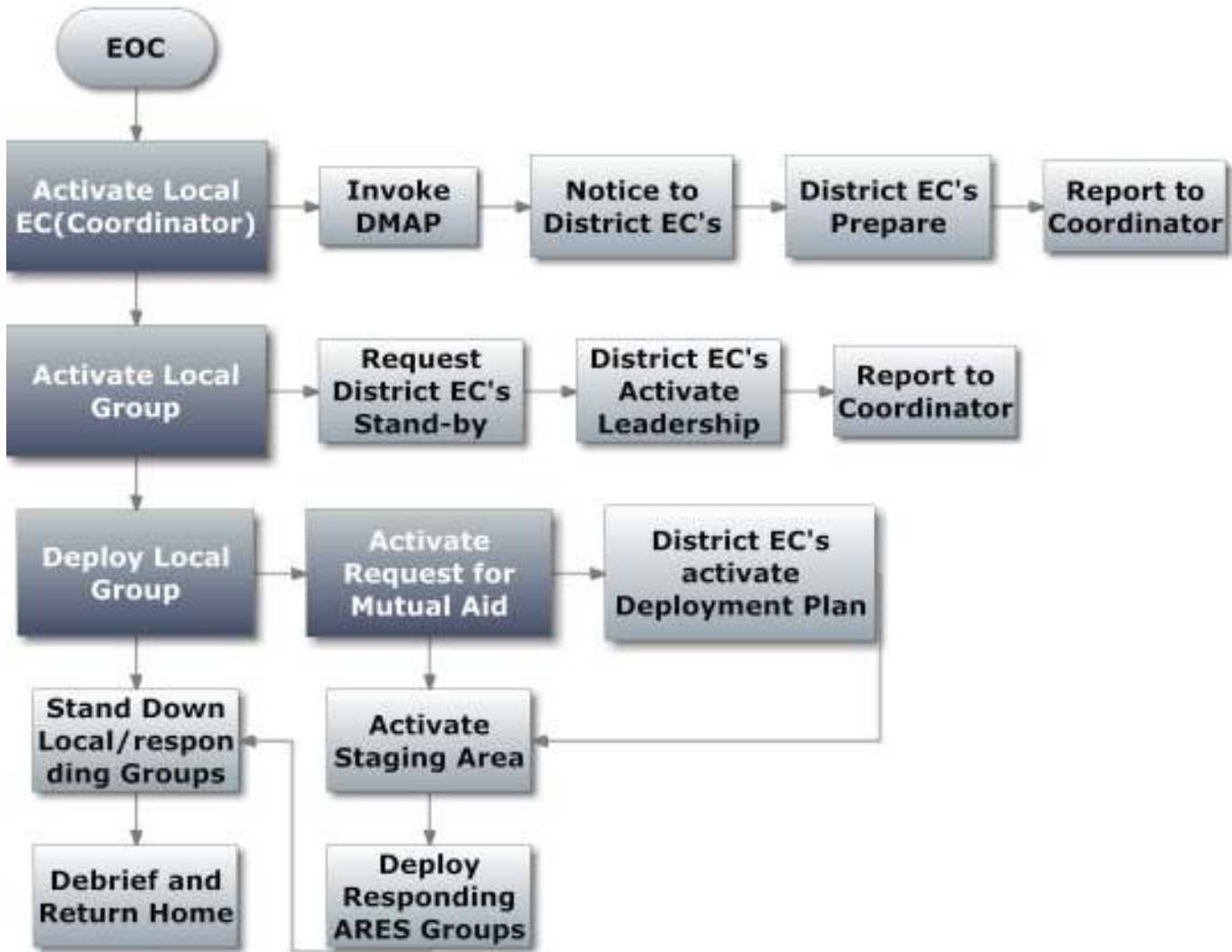
Please note:

- 25. This is a living document that provides an agreement and guidelines to the groups within the Seaway/Capital ARES District to provide mutual support to each other. It can be changed at any time, as long as all the groups agree to any methodology changes.
- 26. The Seaway/Capital (Eastern Ontario) ARES District Emergency Coordinator is the holder of the document, but the document is owned by all the Groups within the District.

CONCLUSION

- 27. This document is intended to provide common simple guidelines that would allow ARES Groups within the DMAP to quickly and easily request aid when it is time to provide EMCOMM services to our communities. It is expected that each group will review this document well in advance of any occurrence and have additional local requirements documented in their own plans and procedures.

DMAP Process Flow



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FORMS

(REPRODUCE AS REQUIRED)

The forms have the needed instructions at the rear for guidance in filling them out.

RESPONSE TO/REQUEST FOR [MUTUAL AID] FORM

(Please Print)

Group Contacted/ Contacted by	Contact Method	# Operators Requested	When Required	Duration of Service		
	Date/Time					
Situation						
Staging Area/Inbound Frequency		Documentation Required PHOTO ID		Served Agency		
Requested Capabilities						
Requested Equipment						
Are these provided and by whom?						
Food	Lodging	Transportation	Insurance	Cost Reimbursement		
Local Hazards and Danger Zones Personal Protective Equipment (PPE)						

To be used when invoking or receiving a call for mutual aid. Example on the reverse.

Form: DMAP-01 Dated: 02 Aug 2010

RESPONSE TO/REQUEST FOR MUTUAL AID

*** EXAMPLE ***

(Italics are examples to consider when filling in the form)

Group Contacted What Group called? (one sheet for each group called)
Larry Lightbar, EC Neighbourville

Contact Method - HOW WERE THEY/YOU CALLED (PHONE # FREQ, ETC.) *613 555 5554*

Operators Requested - HOW MANY OPERATORS REQUESTED? *13*

When Required - WHEN ARE FIRST OPERATORS NEEDED?
Tomorrow (Friday 13 Feb 20xx) 19:00

Duration of Service - WHAT IS ESTIMATED DURATION OF SERVICE? *1 week plus or minus*

Situation: What is the local emergency and what role are we filling?
Power and or phone outage, sheter Ops.

Staging Area - IS THERE A STAGING POINT? (WHERE?)
Municipal works yard, West side. HWY 73 and Perimeter Avenue. Incoming vehicles will be left there.

Documentation Required - WHAT DOCUMENTATION IS NEEDED? (ID)
Drivers Licence, Health Card, other Id, (forms) Intake form

Served Agency - What Served Agency called out the initiating group? *Municipality, Red Cross, Police.*

Requested Capabilities - WHAT CAPABILITIES ARE NEEDED?
Basic licence, phonetic alphabet, formal net participation, tactical messaging, for shelter, Red Cross HQ,, some relief ops for net control. 146.52 for incoming liaison and coordination enroute.

Requested Equipment - WHAT EQUIPMENT IS NEEDED?
equipment is already on scene for the duration. a portable repeater would help, but not vital

Are the following provided and by whom?

FOOD, LODGING, TRANSPORTATION? *1. all supplied by municipality. accommodation, meals at shelter.
2. Incoming vehicles to be left at staging.*

INSURANCE? *Municipality liability insurance while on duty, otherwise you are on your own.*

Cost Reimbursement? Is there any prospect of repayment of costs of above? *No*

Local Hazards and Danger Zones:

WHAT ARE ENVIRONMENTAL PROTECTION HAZARDS? *Normal cold weather, ice.*

WHAT ARE THE DANGERS OF THE AREA? *Unusually icy roads, some roads closed.
Trees and power lines down.*

WHAT PERSONAL PROTECTIVE EQUIPMENT IS REQUIRED? *Cold weather wear,
rain gear, (this should not include specialized equipment such as hard hats, respirators, climbing belts. This should be in special equipment request)*

Form: DMAP-01 Dated: 02 Aug 2010

List of Resources to be Provided

(Please Print)

Group	Names / Callsign	Equipment	Special Equipment	Availability	Smoker	Medical	ETA

Form: **DMAP-02** Dated 16 March2011

CONFIDENTIAL

List of Resources to be Provided

This form is used by the responding group(s) EC to track resources that will be provided by each group. This includes names of the group(s), personnel, equipment, special equipment, limitations, and estimated time of arrival. This is not a comprehensive list, but a quick tool to indicate the expected available resources. Amplifying information should be documented elsewhere (Not provided as a form). There is room on one page for 13 entries.

Group: This is the group that will be providing the resources. i.e. CORNWALL, OTTAWA, RCE, RCW, LNL, PR-ARES

Name / Callsign: This is the name of the individual that is deploying to the affected area. i.e. Larry Lightbar, VE3FFK

Equipment: The equipment the person is bringing with them. i.e. Handy talkie, Mobile radio, spare batteries, Basic Go Kit..

Special Equipment: This is the equipment not normally brought with someone on deployment. If your group has requested generators, a portable repeater, antennas with masts, HF radio, these would be mentioned here. If it is not associated with a person bringing it, indicate what group it came from, who it is coming with..

Limitations: If there are any limitations, i.e. availability – duration this operator can stay deployed, if the operator is a smoker, or if the operator has any medical conditions that would preclude a deployment to a specific area, these would be indicated here.

ETA: This is the expected date and time the resources will be available to the receiving group.

Form: DMAP-02 DATE: March 16-11

Mutual Aid Staging Area Tracking Form (Please Print)

INCIDENT : _____ DATE : _____ RCVG GROUP: _____

PAGE ____ OF ____

SENDING GROUP NAME	VOLUNTEER NAME	CALLSIGN	TRAVELLING WITH	PERSONAL KIT	OTHER KIT	Personal INFO FORM REC'D (DMAP 04)	BRIEFING REC'D (DMAP-05)	ASSIGNED TO	ACCOM	DEBRIEF DONE	RELEASED BY Who/When

Instructions

This form provides a one page form to track incoming mutual aid/local volunteers. At a minimum, copies are required at the intake point and the incoming mutual aid Team Leader. Not all copies will have all information.

>>> **Someone showing up that is NOT on the list** – send that person to the Staging Area MGR who needs to have this person vetted before accepting. <<<

INCIDENT: This is the name which has been given to the emergency or exercise.

Date: Please insert the date on which the intake of volunteers occurs. Start new pages on day change.

RCVG Group: This is the name of the ARES group *that has requested the volunteers* and will be deploying them in the name of the served agency.

Page __ of __ : This is to ensure that pages are not lost once the forms are complete for that day.

Sending Group Name: If the volunteer is provided by another ARES/EMCOMM group, insert name of group.

Volunteer Name: Must be same as on provided identification.

Callsign: Amateur Radio Callsign

Traveling With: This is the name/names of any persons traveling with the volunteer. Could be other volunteer or a spouse or a friend.

Personal Kit: Indicates whether the volunteer has brought any personal kit with them. Personal kit should have identification attached for tracking lost/left behind items.

Other Kit: Indicates whether the volunteer has brought any other kits with them. Such as a station kit, generator, mast, antenna etc.

Intake Form Received: Indicates that the volunteer has filled out an Intake Form (DMAP03) and submitted it to the intake coordinator at the intake point.

Briefing Received: Indicates that the volunteer has received a briefing on the situation, the overall requirements of the volunteers and what will be provided to the volunteer during their deployment.

Assigned to: Indicates what location the volunteer has been assigned. E.g. EOC, Shelter One, Fire Station 3

Accommodations: Indicates where the volunteer will be accommodated while deployed. E.g. West Wind Motel, Home of VE3XXX, No accommodations

Debrief Done: Indicates that the volunteer was debriefed at the end of the deployment by the Receiving Group. If this has not been done, the Receiving group should notify the sending group so that they can do a debrief of the member.

Released by: This identifies the team leader of the receiving group who has released the volunteer. Prior to releasing, the team leader should ensure that all forms have been completed, any equipment or personal kit is with the volunteer and a message should be sent to the sending group to inform them that the volunteer is being returned to them.

CONFIDENTIAL
PERSONAL INFORMATION FORM
ARES Mutual Aid

To be collected by Mutual Aid invoking organization in emergency/exercise event.
 This information is to be kept **CONFIDENTIAL**. 3 COPIES NEED – see back of form at bottom.
(P l e a s e P r i n t)

Name			
Callsign			
Group Affiliation			
Identification			
Deployment Limitations	Availability	Smoker	Medical
Home Address	Tel:		
Emergency Contact Name	Relationship:		
Emergency Contact Home Address	Tel:		
Vehicle Make / Plate #			
Equipment / Gear	Model	Serial Number	

- This document to be destroyed by receiving ARES group after Radio Op has returned home -
Form: DMAP-04 Dated: March 16-11

It is important that deployed individuals be properly identified prior to deploying into the affected area. Just as it is important to know exactly where your own group members are at all times in a disaster, so too it is important to know who and where any deployed DMAP members are. As well, any equipment brought in by the members as well as any personal requirements should be recorded. As this is a disaster area, Emergency Contact information should be collected.

It is also important this information collected is destroyed as soon as it is no longer required to support the disaster. Some information may need to be kept as part of the archive of the call out (i.e. Name, Callsign, Affiliation.)

NAME:	<i>Proper name as indicated on your identification. If using an alias, bracket the name</i>
CALLSIGN:	<i>The callsign that you will be using during the deployment. If vehicle has your callsign, suggest you use that one.</i>
GROUP AFFILIATION:	<i>(xxx ARES Group, Amateur Radio Club, etc)</i>
VEHICLE/Plate#:	<i>Your vehicle Year, Make, Model and license number</i>
IDENTIFICATION:	<i>Type of ID that you provided (i.e. Health card, Drivers License) Do not put information from ID on the form.</i>
DEPLOYMENT LIMITATIONS:	<i>Do you have any limitations (medical, etc.) that could affect your deployment?</i>
Emergency Contact:	<i>Name of person and phone number to contact should the need arise. (NOTE: DO NOT PROVIDE AS EMERGENCY CONTACT, THE NAME OF ANYONE WHO IS DEPLOYED WITH YOU)</i>
HOME ADDRESS:	<i>Your home address</i>
WHAT EQUIPMENT DID YOU BRING?	<i>MODEL / SER # / MARKINGS? /PERSONAL or GROUP owned? (You may want to keep a copy of this list to ensure you bring everything back with you)</i>

Make 3 Copies:

- 1 – Deploying Group EC
- 2 – Receiving Group [Ops MGR] - EC
- 3 – Radio Operator – on person at ALL times.

INFORMATION FOR MUTUAL AID RESPONDER

This information is to be provided to each amateur responding to a mutual aid request, at the same time as their mutual aid intake form is received from them.

GENERAL INFORMATION

You are here because _____ has asked _____ for more operators than we can supply for this emergency.

Here is what is happening in the area: _____

You are here to provide communications for: _____

Your deployment for this emergency is expected to last about _____

The food, accommodations, transportation, insurance, expense repayment, situation is as follows:

Food _____

Accommodations _____

Transportation _____

Insurance _____

Expense Repayment _____

Inquiries by the media are to be handled as follows: DO NOT TALK TO MEDIA – REFER ALL DISASTER INQUIRIES TO LOCAL COMMANDER. REFER ALL INQUIRIES ABOUT AMATEUR RADIO TO EC.

The following information shall not be released without consulting with: _____

YOUR ASSIGNMENT INFO: Name _____ Callsign _____

Your first assignment will be at:

Reporting to: _____

Performing Task: _____

The hazards in the deployment area are: _____

The environmental protection requirements in your deployment area are as follows:

Form: DMAP-05 Dated: March 16-11

EXAMPLE INFORMATION FOR MUTUAL AID RESPONDER

(This information is to be provided to each amateur responding to a mutual aid request, at the same time as their mutual aid intake form is received from them)

GENERAL This is general information to be provided to all participants deployed throughout the affected area.

You are here because *The town of Localville (Served Agency)* has asked *Localville ARES Group (Invoking group)* for more operators than we can supply for this emergency.

Here is what is happening in the area: *There is an ice storm, with many power outages and some structural failures.*

You are here to provide communications for: *Shelters, EOC, Red Cross HQ*

At location... *See map provided*

Your deployment for this emergency is expected to last about... *one week, more or less*

The food, accommodations, transportation, insurance, expense repayment, situation is as follows:

Localville will put you up in a shelter during the off shifts. You are responsible for your own meals. (Restaurants in the area are still open). You are covered by the town insurance when on duty, but not when off shift. There are no plans to re-pay expenses incurred by operators.

Inquiries by the media are to be handled as follows: *Refer all questions from media to shelter manager. Refer all questions about radio operations to the initiating ARES EC, or if available, the ARES Media Person.*

The following information shall not be released without consulting with: *Shelter Manager:*

Any inquiries related to who is staying in the shelter, where they are from or going to after leaving the shelter, number of persons housed in the shelter.

YOUR ASSIGNMENT: This section deals with the information provided to each individual deployed for the emergency.

Your first assignment will be at: *Shelter one, see map provided.*

Reporting to: *Tammy Tent, shelter manager, relieving Ray Dio, VE3XYZ, shelter radio op.*

For the following task: *Handling tactical logistics messages for the shelter manager.*

The hazards in the area are: *unusually icy roads, some roads closed, trees and power lines down. Some structures have collapsed due to snow/ice loads.*

The environmental protection requirements in the area are as follows:

Cold weather gear. Snow tires on vehicles.

Form: DMAP-05 Dated: March 16-11

MUTUAL AID DEBRIEF FORM

(For members after return from a mutual aid deployment)

Add additional blank sheets if required.

- 1)** How did it go?

- 2)** What did the other group do that you liked/ disliked/ was different from our local practice?

- 3)** What areas for improvement does the sending ARES group need to address about how members are dispatched for mutual aid?

- 4)** What areas for improvement does the receiving ARES group need to address about how members are inducted for mutual aid?

- 5)** Do you need to ask yourself anything else when a mutual aid request is received?

- 6)** Do you need to ask the person / group anything else when a request is received?

- 7)** Identify any unique capabilities your group has that the invoking group may have been able to use, but were unaware of.

Form: DMAP-06 Dated: March 16-11

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Deployment Kits Guidelines

Introduction

When trying to define deployment kit requirements for the purpose of Mutual Aid, it is important to keep in mind that requirements in one area are most likely not the same for another. However, to provide both a place to start and a very basic requirement we will endeavour to provide these lists. They will be broken down into three areas:

- Basic Carry Personal Kit
- Station Carry Kit
- Specialty kits

Basic Personal Kit (1 Day)

Before we begin discussing the expected items, it is important that each person being deployed understand their own personal needs that may arise during a deployment. Any medical issues, personal hygiene and personal safety requirements must be identified in advance of a deployment. Ensure that you have included anything you feel is needed in your Basic Personal Kit. As well, you must have a basic operational capability.

Paperwork

Identification: Always have some sort of government issued photo ID card that has your picture on it, examples; Provincial Drivers license, Provincial Health care (C/W Picture ID). A passport is also useful. If you belong to organizations like the Red Cross and have their ID, make sure that is with you as well.

Amateur Radio License: Always bring the original of the wallet size with you.

Logging and Messages: Have copies of your logging sheets (station log, message log) as well as plenty of copies of message forms.

Manuals: Bring the operating manual for every piece of gear that you bring with you.

Miscellaneous: Bring clipboards, Pens, pencils, erasers, notepads, scrap paper.

Equipment

Personal communications: Minimum VHF handheld with spare batteries and charger. As well, bring at least an earpiece. A hand-mic with an earphone jack is better, but a headset for your handheld is best of all. You need to avoid “broadcasting” what you hear to everyone in your immediate area, and you have to be able to hear a call the first time, even

in when you are in a noisy cafeteria. This is your own personal radio for use in transit and around the station.

VHF Mobile and antenna. If using your vehicle to travel to the deployment site, a mobile with antenna on roof of car is useful. This is not expected to be your station at the site. This is expected to be a different radio.

GPS: If you have one, bring it along.

Clock/Alarm Clock: A small alarm clock will do double duty so you will know what time it is and what time you have to get up to go back on shift

Personal Care: If we deploy for one day, the following items are essential to ensure that we can keep ourselves going for a full 24 hours without external help. It is important that everyone look at this list and decide if this is enough to function well for 24 hours. Adjust it accordingly:

- Look at list and add or delete as necessary for individual requirements
- This is what you bring, not what you believe should be provided by the requesting agency.

Food: Bring enough food for three meals and snacks as well as water, while deployed. Choose non perishables, easily prepared foods. Bring about 1 gallon of water per day for everything from drinking coffee to minimal cleansing.

Eating Utensils: Include a plate/bowl, knife, fork, and spoon. Bring a drinking cup of some sort. A closed lid travel mug is a good idea to reduce the chance of spillage over the logs.

Clothing: Remember the time of year you are deploying. Consider layering your clothes so that you can take off or put on only what is required for the weather you will be deployed in. Boots are better for protection than runners. A second pair of footwear would be useful for foot health. Hats and scarves can be put on and taken off as required. Remember to bring clean spare underwear and socks.

Sleeping: As you may not have the best accommodations provided, having a sleeping bag, pillow, blow up mattress/fold up cot may be useful. Earplugs, eye coverings etc may help to sleep in noisy areas. At a minimum bring some sort of warm blanket and pillow.

Safety/Medical: Remember, you are NOT a first responder. A **small** first aid kit (bandages safety pins etc) will be useful for you being able to look after yourself for minor cuts and abrasions. Aspirin, or your most trusted pain reliever, will be very useful. If you have particular medical requirements, ensure you have enough for the full deployment time plus at least 100% more. Consider bringing antacids, antihistamines, vitamins, sunscreen, lip balm, and eyewash. If you have a safety vest, bring it along, if only for identification.

Ablutions: you may want to bring along the following for your daily ablutions. Soap, towel, face cloth, Toothpaste and toothbrush (non electric), dental floss toothpicks. You can

usually use the same soap to wash your hair as you use for your face. Bring toilet paper, and maybe a Roll of paper towels.

Update

- What needs to be added to this? Check links at municipal, provincial and federal websites for 72 hour personal kit list suggestions.
- Remember this is a one day kit.
- You could be there longer, but food etc, is provided after the first day.

Basic Personal Kit – Medium Deployment (2 to 5 days)

There are really no additional requirements for an extended stay kit other than to ensure that your personal requirements are met for the required number of days. Increase consumables as required, bring extra logging sheets and message forms, more clean underwear and socks. Possibly a change of clothes. You need to understand your own physical needs. Ensure that the invoking group has identified whether food and lodging will be provided and when.

Basic Personal Kit – Long Deployment (over 5 days)

It is very important that we understand the requirements for long deployment. These must be spelled out in advance by the invoking agency. The basic requirements in the 'one day' kit and medium deployment basic personal kit are there to help the operator support themselves until client/group support can be provided. This relates mainly to food and accommodations. If the client cannot provide food and accommodations within a three day period, this must be spelled out prior to deployment.

A long deployment kit should not normally include food for an extended period. Again, like the medium kit, one would expect to increase only those items that would not be provided by the client. These are typically clean underwear and socks, change of clothing, extra dry shoes/boots, extra gas for your vehicle, extra batteries for handheld, etc. Ensure you have sufficient medications for well past the expected deployment. Inform the receiving group of your medical requirements and limitations on your stay.

Basic Station Kit

From a mutual aid perspective, any requirements to establish a communications station at a site should be requested separately, not as part of a responding person. This should include everything to establish a station that would be required to set up a station and make it ready and able to communicate within the communications net.

The kit does not include the operator. If an EC requests a basic station kit, it should include the following with the understanding that commercial power (115VAC) is available. (If commercial power is not available, the power resource is a separate kit).

Radio – VHF radio, minimum 25 watts output, microphone, speaker, earphone/headset and audio splitter. (You have to be able to keep audio out of the room and both the operator and logger must be able to hear). A mobile radio with power supply would work best. Dual band VHF/UHF radio might be preferred. Check with the invoking ARES group which type of radio is required.

Power Supply: A power supply that is capable of providing power to the provided radio is essential. If using a battery, it must be sufficient to power the radio at max power output and have a suitable charging system provided with it. An extension cord and a power strip/bar of some sort, should be included.

Antenna: An omni-directional vertical antenna that is capable of allowing the provided radio to operate to its fullest capability. If radio is dual band, antenna should be dual band.

Mast: This basic kit should provide a mast on which to install the provided antenna and support it at least a height of 15 Feet. All equipment necessary to hold the mast upright safely in a temporary location must be provided. I.e. guy ropes, ground stakes, clamps, hammers etc.

Coax: Supply enough coax to provide a connection between the radio and antenna up to about 75 feet away. This would normally take about 100 feet of coax. Two sections of 50 feet is recommended. That way if only one is needed, the extra loss will not be in line. RG58 or RG8X sized coax may be used as they are lightweight and small.

Logistics: The station should also come with enough paperwork to last at least a few days until the invoking ARES group can augment. I.e. Station logs, message log, message forms.

Maintenance support: Ensure that all manuals are sent with the equipment. This should include manuals for antennas, masts, power supply and radios. As well, this kit should include electrical tape, duct tape, connectors and adapters. A complete description of how the whole system should be installed and interconnected should be provided.

Miscellaneous: A small lamp for reading in the dark is essential. It may be either battery or mains operated.

This will provide everything except furniture and shelter for an operating station.

Specialty Kits

This may be specific items such as a portable repeater or cross band repeater. These should be properly documented and all necessary equipment provided or at least a good understanding of what is not provided.

Some specialty kits can be loosely defined.

Generator Kit

When requesting a generator it is important to identify the power output that is required. Example; 800 watt, 1200 watt, 5600 watt. A basic kit should have a ground rod with it and a manual to allow for proper care of the unit while in operation. If extensions are required this should also be identified in the request. Sufficient 100ft length of 12 or 14 ga extension cords to use 75% of the generator capacity should be provided with the generator.

Deployment Tool Kit

In trying to come up with a basic tool kit that fulfills many jobs, here are some ideas:

Hammers – regular, 2 ½ pound, rubber,
Pliers - Linesmen's, needle nose long, needle nose short,
Screwdrivers – Robertson No. 2 and No. 1, Phillips #1 and #2, Spade,
Knives – break away,
Soldering iron and soldering gun + solder,
De-soldering tool or Wick,
Electrical Tape,,
Duct Tape,
Various Coaxial adapters,
Plastic Strap ties – many, and mixed sizes,
Assortment of screws and nails, small open end wrench set, fits common nuts on equipment/coax connectors.

The tool kit should be sufficient to handle a variety of basic set up and **light** repair tasks. It is not expected to handle major constructions jobs. Power tools are strictly optional. It is expected that tool kits will vary widely, depending on the history of the groups supplying them.

Eastern Ontario [Seaway/Capital] ARES District DMAP manual – April 2011

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Notes: