

LVHA Emergency Communications Protocol

Revised 5-30-2017

Goal: Establish/maintain capability for reliable, community-wide emergency communications with access to external resources

LVHA Emergency Response Team

Preparation

- Maintain HAM “go kit” for EOC deployment
- Designate FRS channels for emergency use
 - Channel 1 primary, no privacy code or tone (interference eliminator code) 0 = Off
 - Channel 5 alternate, no privacy code or tone (interference eliminator code) 0 = Off
- Recruit and engage Neighborhood Emergency Team communications members
- Conduct practice drills to establish/refine emergency communications protocol

Wide area emergency

- Designate EOC communications point – Mt. Lyell communications building, secure residence (available HAM skills), LVCC, Dixie Multipurpose building – and control operator(s)
- Establish and maintain contact with NET communications coordinators
- Deploy observers to hillside positions [kits need maps, list of NET communications members]
 - Identify/monitor hazards (wildfire progression, debris flow)
 - identify/locate neighborhood emergencies (structure fire, collapse, signs of distress)
 - receive FRS communications from NET members/residents unable to reach EOC
 - relay NET communications, provide updates/needs identified to EOC
- Contact non-reporting NET communications members
- Communicate community status and critical needs to external resources

Neighborhood Emergency Team (NET) responsibility

Preparation

- Designate members for NET communications role
- Communicate LVHA emergency channels for monitoring and drill participation
- Establish a different FRS frequency for NET emergency communications
- Participate in community NET practice drills and conduct NET practice drills to maintain protocol

Wide area emergency

- Determine status of NET members and conditions in the area
- Maintain contact with NET search and rescue members
- Report status and critical needs to LVHA EOC, update as conditions change

Resources

NET Communications Practice Drill script

Roll call

Roll Call Document

https://docs.google.com/spreadsheets/d/1CXyL9O7SCBjCC9KIUJNij1xRRReK839IEVqnR48GdZZQ/edit?usp=s_haring

Net Control Script

<https://docs.google.com/document/d/13vCqh2D0MwGW7DRLez9hLMHx0UAUy2CAOF77PsPc7JI/edit>

Practice Drill Schedule:

HAM radio operators – monthly on 2nd Thursday at 7:30pm

Primary frequency 146.460 MHz; secondary frequency 146.430 MHz

FRS Neighborhood Emergency Team communications coordinators – monthly on 2nd Thursday at 7:45pm

Channel 1 (no privacy code or tone); alternate channel 5 (no privacy code or tone)

FRS/GMRS Radio Protocol

To achieve the best reception and transmission signal:

- Face the direction of the transmission source (or destination for your transmission)
- Hold the radio in a vertical position (antenna up), 6” to 12” from your face

For effective communication:

- Think before you speak, formulate a clear and succinct message
- Press the talk button and wait 1 second before talking, identify yourself ending with “over”, release the talk button and wait to be recognized
- Speak slowly in a clear, calm voice using plain language and a normal tone (shouting, even in a noisy environment, will distort the signal)
- End your transmission with “clear” or “out”.

Problem solving:

- No response – Check to be sure you’re on the agreed channel and privacy tone or code; switch to alternate channel and check for signal; move to another location (a few feet can make a difference)
- Poor reception – Check battery strength; assure that volume is turned up
- Channel in use – Do not interrupt unless your communication involves an emergency that is clearly more important than the call in progress, then use “break-break” to interrupt and wait to be recognized

Radio Manuals – see documents on <http://www.lvha.org/committees/emergency-response>