



DEPARTMENT OF EMERGENCY MANAGEMENT (DEM)
EMERGENCY CONTROL CENTER (ECC)
AMATEUR RADIO SERVICES OPERATING PLAN
(Effective 01 January 2010)



I. PURPOSE: To provide a general operating guideline for the employment of ARES communications equipment and personnel, and the responsibilities and conduct of ARES members during any training net, exercise, or disaster response type mission within the DEM ECC Radio room. For the purpose of this procedure, the term “ECC” means the physical area of the radio room within the DEM offices.

II. STANDARDS:

A. SAFETY:

1. All ARES personnel must be aware of safety hazards around any operating sites, antenna systems, communications equipment, and power supplies in and around the DEM ECC Building.
2. If any hazard is observed, notify the local on-site authorities as soon as possible.
3. ALL ARES members are required to have their Emergency Workers Card available for review ANY time they are on an exercise or mission in or around the DEM ECC building.
4. ALL ARES members are required to wear their approved Unit Safety Vest ANY time they are on an exercise or mission in or around the DEM ECC building.
5. Turn off ALL transmitting devices before entering the ECC Radio Room. (i.e. Cellular phones, Portable radios, etc.

B. CONFIDENTIALITY:

1. Any message traffic or other forms of information/data to and from the DEM or other host or served Agencies working within the DEM, during any mission will not be released/distributed to others or outside agencies without the prior approval of the DEM or agency authorities or their representative.
2. Any questions from the public or the media. (reporters, news crews, cameramen) will be directed to the on site duty official or designated authorities.
3. Any matters under the **HIPPA** rules or matters of the internal operations, in that organization, will be directed to the on site duty official or designated authorities.

C. SECURITY:

1. All ARES members should be aware of the lack of overall security at any site. It is recommended all unnecessary valuables locked out of sight in their vehicles during any event at the DEM ECC.
2. No one will not loan out any DEM ECC equipment without prior approval by the DEM.
3. ARES members are not authorized to carry any type of firearms on site at any time.

D. EMERGENCIES:

1. In the event of an emergency requiring the evacuation of the DEM, ALL personnel are directed to follow the directions on the posted displays in the ECC Radio.
2. During any event where DEM officials are not available, all individuals are directed to use the telephone services and call ‘911’ immediately for assistance for Fire, Medical or Law Enforcement assistance.

E. ACCESS:

1. ALL personnel are required to sign in & out of the building ANY time they access it.
2. During any mission with a State Mission Number, ALL personnel are required to complete the sign in and out on the Daily Emergency Workers Sign In Sheet.
3. Currently, ARES personnel are only authorized access to the DEM ECC, Radio room and associated offices and Public Access area of the building.
4. Any access to other areas of the building or grounds must be approved PRIOR to going in that area by that agency/office.

5. Parking will be in the Public Access area unless directed by authorized personnel to park in restricted access areas.

III. DEM ECC RADIO ROOM OPERATING PROCEDURES:

- A. The ECC is a working area and will present such an appearance at during any operations.
- B. The ECC will be kept clear of any unnecessary non-ARES equipment.
- C. The floor will be kept clear of all trash, cables, and any ARES related equipment not in use.
- D. There is no smoking at the ECC or other DEM areas at any time. Smoking is permitted in designated areas outside of the building.
- E. Non-ARES related electrical items will not be used in the outlets within the ECC without prior approval of the ARES RO and DEM Officials.
- F. All antenna cables, etc., will be bundled, marked and secured out of the way of any normal physical movement and other power cables, computer lines, etc.
- G. The ECC will not be used as a place to sleep, by anyone, at any time.
- H. The ECC will not be used as a 'hang-out' by non-ARES personnel or any members not currently scheduled for operation. Non-ARES members or non emergency workers under 18 years of age are not authorized at any ECC during any exercise or mission without the prior approval of the Thurston County Manager of Emergency Management.
- I. All chairs, keyboard extensions, cabinet doors, etc., will be moved back to their original location any time those items are not in use for safety of movement within the ECC Radio Room.
- J. There will be no modifications to the walls, doors or storage areas within the ECC Radio Room without prior approval of the ARES RO and DEM Officials.
- K. When multi-mode equipment is used, the item should be checked to ensure there is no mutual interference with other ARES related, or the SAR, CEMNET, or CAPCOM radio/telephone equipment or other electrical gear on site.
- L. Non-recyclable items such as food, printer ribbons, cans, cups, etc., will be placed in trash cans marked for non-paper recycled items. Recyclable items will be placed in designated areas.
- M. There will be no posters or other objects placed within the ECC without prior approval of the Manager of the DEM.
- N. All ARES related devices that are used within the ECC Radio Room will be inspected and adjusted/repared as required prior to operation.
- O. The area around the ECC Radio Room will be kept clean at all times including any trash or non-ARES related items found upon arrival.
- P. "High" power settings will only be used when communications are adversely affected by low power operation. Heat from "High" power operation will be monitored and blowers installed as required on radio systems and associated power supplies.
- Q. It is each ARES member's responsibility to get a thorough briefing by the DEM Duty Officer or their designated representative, prior to operation. All ARES members will know where the nearest fire extinguisher is located in the radio room, the proper operation, and evacuation procedures in case of fire.
- R. Upon the end of any net, exercise, or actual disaster response type mission, the last ARES operator will ensure the ECC Radio Room is "cleaner than when they started operation."
- S. Questions and concerns about internal operations at the ECC Radio room will be directed to the Director of Emergency Management or the designated DEM Duty Officer as soon as possible.
- T. Questions and concerns about the ARES internal ECC Radio Room operations will be directed to the ARES RO as soon as possible.

IV. ECC RADIO ROOM EQUIPMENT:

A. PRE-OPERATING PROCEDURES:

1. Complete the heading and open the Operator's Log sheet for that ECC. The DEM Radio Room uses their own Operators Log Sheet during their shift. They will ensure they have adequate supplies of blank forms and writing materials are on hand prior to operation.
2. Equipment Inspection prior to operations: (Use equipment manuals on site as available)
 - (a) If the equipment is not 'powered' or turned on: Check all cables, connections, tie-downs, cords, paper feed, and power supplies. Make corrections, replacements, or adjustments as required.
 - (b) If the equipment is already on: Follow common safety procedures and check all items listed in (a) above without endangering the operator. Turn off and disconnect the power supply and then make any corrections if required.
3. Pre-set equipment for operations: (Use equipment manuals on site as available.)
 - (a) Prior to applying any power to equipment, operators will pre-set any knobs, dials, switches, buttons, connectors, and settings to manufacturer's recommended positions and consult local notes for specific ARES set up procedures on site.
 - (b) Make sure each mode on site is using the proper antenna for the respective piece of equipment. Make corrections if required.

B. STARTING PROCEDURES:

1. POWER SUPPLIES: Observe proper safety procedures at all times.
 - (a) Apply external power source to local ARES power supplies according to manufactures recommendations and local site procedures.
 - (b) Check output of power supply for proper voltage, etc. Make adjustments or replacement as required.
2. Turn on power switches to the systems and ensure all radios are set to 'Low Power' settings. If operation if questionable, turn off the radio and power supply in reverse order, consult equipment manual, and recheck. Then restart/power up the gear. If equipment fails to operate according to standards, notify the ARES RO and DEM Duty Officer immediately.
3. Consult equipment manuals and local specific work station instructions. Place switches, dials, and frequencies to normal operating positions.
4. On High Frequency (HF) radios, consult equipment manual and then tune and load the antenna system to the designated frequency. NOTE: If available, use a dummy load or check the frequency prior to tuning to ensure the site does not accidentally jam other communications on the frequency.
5. Digital Mode terminals, computers, monitors and associated printers will be turned on, programs loaded, initialized, and set to manufacturer's standards and local specific ARES procedures.
6. The Radio Operator will conduct and 'radio-check' with a known distant station on all modes to ensure equipment is functioning properly. Make adjustments as required. Operators will use proper safety procedures at all times.
7. Operators will note their log sheet(s) when the systems are operational, any equipment changes, repairs, have been performed, and initial radio-checks have been completed.

C. OPERATING PROCEDURES:

1. Keep all transmissions short, brief, and concise. Know what you need to say prior to pressing the 'Transmit' button on the radio.
2. Talk in a steady tone with normal fluctuation in the voice pattern, (don't be monotone) and talk 'across' the microphone, not directly into the front face piece, with about four to six inches of space between the microphone and the operator's face.
3. Do not use any 'cute', or currently 'in-vogue' terms between operators or in 'service' messages between sites. Use standard international phonetics to spell questionable wording.
4. Keep operator non-essential 'chatter' to a minimum on any net or mode at all times.
5. Do not keep radios in 'TRANSMIT' mode any longer than needed to send the information.

6. Complete all message 'hard copies' and log sheets legible. Use hand printed block style letters (Like those printed on this document you are reading), or a program & printer to make a final readable hard copy and Log Sheet. Distribute copies to per the current mission procedures posted by the DEM staff.
7. All operators should be prepared to thoroughly brief any on-coming radio operators, other ARES members, the DEM Duty Officer, etc., at any time about the current status of ARES ECC site or their work station, and network operations..
8. ARES operators will only be relieved by ARES members designated by the ARES RO at the end of their scheduled shift, meals, or end of exercise.
9. Both on-going and off-duty ARES operators will ensure that the other radio operator completes

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necessary log sheets, etc., prior to the new individual assuming full duties. Any questions will be directed to the ARES RO or DEM official as soon as possible.

E. **STOPPING/SHUT DOWN PROCEDURES:**

1. Equipment stopping or shut down procedures will only be acted upon after official notification by the ARES RO, Net Control Station or DEM Duty Officer, or their designated representative.
2. Operators will close down nets or log out of their respective networks first.
3. Follow "Starting" procedures listed above in reverse order.

V. **SITE/WORK STATION CLOSE DOWN PROCEDURES:**

- A. The last ARES duty operator will inspect all equipment for tie down and security and then cover, if available, after turning off all power supplies.
- B. The ARES area and ECC Radio Room will be cleaned up and trash thrown away in appropriate areas.
- C. Excess forms and writing materials will be stored or returned to the DEM officials.
- D. Final entries in Operators Log Sheet will be completed and, along with any message 'hard copies',
etc.,
will be turned in to the DEM Duty Officer.
- E. Sign out on Emergency Worker's form and security logs. Turn in any ECC security badges (If issued for that event) to the designated DEM Duty officer on duty or at the exit point.
- F. Upon leaving the ECC location, contact the ARES RO or designated representative or any additional instructions and advise them you are leaving for your final destination.
- G. If the operator has any comments or questions about the ECC operations, contact the Duty DEM official before leaving. If they have questions about ARES operations, contact the ARES RO as soon as possible.

VII. **AFTER MISSION OUT BRIEFINGS/REPORTS:**

- A. At the end of any net, training exercise or actual disaster response mission, that ARES operates from the DEM ECC Radio Room, ARES will attempt to have a timely informal out-briefing for all members

- and other interested parties to attend. All members are encouraged to be there and to provide positive feed-back for improving ARES operations within the DEM ECC.
- B. Members than cannot attend, are strongly encouraged to contact the ARES RO by phone or in writing and make any suggestions as to the mission.
 - C, The ARES RO is responsible for submitting an official report and forms to the Thurston County Director of Emergency Management within 96 hours after any mission.

KATHY ESTES
DIRECTOR, THURSTON COUNTY
EMERGENCY MANAGEMENT
01 January 2010