OFFICE OF EMERGENCY MANAGEMENT
DICKEY COUNTY NORTH DAKOTA

COMMUNICATIONS GUIDELINES
EMERGENCY COMMUNICATION OPERATIONS IN DICKEY COUNTY

The goal of The Dickey County Communications Guidelines is to provide the foundation for the training and implementation of communications standards for both large and small incidents in Dickey County. It is designed to utilize the radio infrastructure of our county to its fullest capability for the safety of our county's responders, and to provide for its most efficient use.

The plan attempts to tie the North Dakota State Radio Operations Plan, The Dickey County Communications Plan, and the Incident Command Standards as instituted in National Incident Management (NIMS) Plan as set forth by the United States Department of Homeland Security 2004

The individual Standard Operations Guidelines (SOG) of each entity affected will remain in full force until changed by the entity in their effort to meet the new federal guidelines.

I have included basic radio training and information in this document at the request of entities new to radio functions, maintenance, and basic knowledge's.

RADIO TRANSMISSIONS
In order to effectively use your radio, you will need to know a little information on how your radio will behave in each situation. There are various wattages (amount of transmitted signal) transmission modes (simplex, repeated, talk-a-round), and frequencies (State, local government, mutual aid). These are governed by the size and cost of your radio, location, operational safety, and type of incident you are responding to.

VEHICLE -BASE STATION RADIOS
Vehicle mounted radios go from 25watt- 150 watts, with the standard 100 watt used in most emergency vehicles. Base station radios are basically a mobile radio with a power supply that changes the 110 volt AC power to 12 volt DC to operate the electronics. Most base radios are in the 100-150 watt power to compensate for the length of the coaxial cable needed to reach an antenna on the top of a building, tower, or water tower. Vehicle radios use a centrally mounted antenna as high as you can get it. Vehicle radio antennas need to be inspected and cleaned yearly on all equipment to assure maximum efficiency. Water can get into the area where the antenna mounts to the vehicle and where it screws on to the coaxial cable and causes

Corrosion. This corrosion build up will eventually destroy your radio. Five minuets of maintenance a year will keep your radio working at its peak performance.

ANTENNA MAINTENANCE

Carefully inspect your antenna for cracks in the base or damage to the stinger.
Gently remove the base from vehicle by the turning it counter-clockwise. Inspect the both ends of for grime and discoloration. Use a common pencil eraser and a little alcohol to return the tarnished metal contacts to a clean shinny state.

Now check the rubber washer that seals the base with the vehicle. It should be replaced if there is any distortion or cracks noted. A small crack will let a lot of moisture in while driving 60 mph in the rain.

Re-tighten the antenna using a little silicone jell where the base meets the vehicle. This helps water proof the base and keep the crud out.
If you find damage to the base, are unable to clean the contacts to like new condition, or have a bent or broken stinger the antenna must be replaced. Vehicle antennas cost about fifty dollars. A new radio may cost a couple of thousand to replace, and will always quit when you need it the most.

Hand held radios need a little maintenance also. Never carry your hand held by the antenna, or leave it on the dash of a hot vehicle. The little "rubber ducky" antenna is "simply a coil of wire covered in soft rubber". These will last for a long time, but they also should be replaced if you see any damage. The average cost of a rubber duck antenna is twelve to fifteen dollars. A bad antenna can damage a radio in an extremely short time.

ALWAYS ASSURE THE POWER IS OFF TO YOUR UNIT BEFORE MAINTAINING YOUR ANTENNA.... RF ENERGY CAN BURN YOU!

BATTERIES

Hand held radio batteries should **never** be left for a prolonged period of time in a charger. This causes the battery to discharge say 5% and then recharge to 100%. Repeated cycles like this cause your battery to form a memory. You may end up with a battery, which only has 5% power and will die in an extremely short period of time.

Ideally, batteries should be cycled at twelve-hour intervals. If you are not going to carry the radio today, leave it operating on the counter for twelve hours and then replace it in the charger overnight. A properly maintained battery should last for five to seven years.

RADIO POWER

There are common miss conceptions regarding the amount of power needed to effectively communicate. The "more is better" theory is absolutely wrong. High power does have

advantages working in the fringes of your radio areas, but high power has many disadvantages you also must understand. A 100-watt radio uses much more battery power (will kill your truck battery fast if not left idling) and causes much more interference when multiple radios are working in a small area.

The key to efficient radio transmission (range and clarity) is a little basic understanding of radio bands, basic techniques, the type transmission, and the limitations of the equipment you are using. The poor radio techniques and lack of basic maintenance will defeat even the most high tech communication system.

SCANNING

Scanning will allow you to monitor (listen) to multiple channels at a time. This is a great function, but it does add at least one limitation. While scanning a large number of frequencies, you may miss the first part of a call directed to you. To defeat this problem, key your radio for a few seconds before you talk to assure the unit you are calling's radio is stopped on that channel.

On large incidents, safety dictates radios are left <u>off</u> of scan, and on the frequency you are to be operating on. A second radio (also off scan) would be set on the incident communications channel. (Discussed later) This can mean that your truck radio might be set on the county repeater and turned up while you use your hand held radios to do your functions work.

A proper communications unit will strive to have a separate radio for each frequency in use on the incident. This assures critical communications get through the first time.

RADIO THEORY

To get the most out of your communication equipment, you must first understand how radio basically works. Our radios operate in the VHF radio band. VHF communications require"Line of Sight" transmissions. If you are in a basement, behind masonry walls, or shielded by metal (as in your vehicle) your signal will be significantly diminished. You may need to relocate to another area to be heard by the outside world. You will always receive (hear) much further than you can transmit (talk), so just because you hear them does not mean you can respond to them. You must understand the basic limitations and the advantages of the different modes of transmission.

SIMPLEX

Simplex simply means both units are talking on the same channel. The range you communicate will be dependant on your location and the power of your equipment. A handheld radio is limited by safety rules to five watts. This works extremely well as long as you understand your limitations.

[For an example, your cell phone uses 1/8 watt on a top of the line phone and even less on the economy ones.
Bag phones and cell power amps only kick your power to two to three watt

This works fine in most conditions. In clear open areas, five watts will travel for miles; however transmitting from in the trees, inside buildings etc. can GREATLY diminish your ability to communicate.

To use our knowledge of "line of sight" limitations of VHF communications we know to communicate long distances (effectively) we need to get my signal to the top of the mountain and boost it to high power. (Can you imagine how heavy a 100-watt handheld radio would be?)

To accomplish the need to effectively communicate over large areas, varying terrain, on five watts we must go to a repeated system.

REPEATERS

Repeaters require the use of two frequencies to operate. One to frequency to transmit on/ and one frequency to receive on. They are generally high power and mounted on mountaintops, towers or on the roofs of tall buildings. They allow a five-watt hand held to perform as well as a hundred watt vehicle radio.

Our repeaters in Dickey County are located;

1) On a tower in the hills above Forbes (DICKEY CO WEST). This height allows an impressive communications range of operations. You can access this repeater from Wishek and talk into Aberdeen SD.

2) Our second repeater is located on top of a 125-foot tower in Guelph (DICKEY CO EAST). This should allow access to our county system by hand held radio anywhere in the eastern side of the county.

The **RECEIVE** FREQUENCY is the same on ALL of the Dickey County repeaters so east will talk to west without the need to change repeaters. You should not ever need to change repeater in a vehicle unless we have a failure of a tower. Hand Held radios will need to use the repeater nearest to their location.

TALK-A-ROUND

This feature allows units working together within three to four miles of each other to talk on the RECEIVE side of your repeater frequency pair, while still being able to monitor (hear) the repeater. This added feature allows the effective use of your frequency pair, without tying up the repeater. This will be a great asset for our county road crew on a highway job, to have communications without the entire county having to listen to in. While using this mode they can still listen for traffic coming from their base or other units on the other side of the county. They will however have to change back to the repeater to answer cross county communications.

CALL SIGNS

Call signs is a radio term which describes, "What you are called" when using a radio system. Common since dictates we cannot use our names for radio identification. How many Davids, Charlies are there in this county, state, etc. (Does everybody know your name and function, or what position you are functioning in today?) The three digit county numbering system is designed to identify your ENTITY, POSITION and DESIGNATION in our county system. This list will also allow you to know what entity and what position you are talking to. The plan will also identify the entity's base of operations, command structure, as well as it's staffing.

EXAMPLE

FULLERTON FIRE

The Fullerton community's base of operations (BASE RADIO) radio will be called "700 base". This would be the COMMAND CENTER for any incident going on in that jurisdiction.

701 (Any 01) designations would tell you that is the chief or leader of that group
702 The assistant chief or leader
703-799 Fullerton responders down the ladder.

This will allow everyone on the system to know whom he or she is talking to (according to their position) in that department.

Chiefs may change in a department, but the department position (CALL SIGN) designation does not. Emergency Management may need to contact the Chief of a given entity, or whomever is in command at the time, during an operation and may not even know his/her name. (This may be the assistant chief or a fire officer).

No one can know everyone's status all the time.

The Chief may be home with a broken leg today, but I still need to relay to, or get information from that department so I would call "FULLERTON FIRE COMMAND" instead of the chief's assigned number of "701". I would use the "701" number only if I needed to contact him on a personal matter.

TAC COMMUNICATIONS

TAC (Tactical) Communications is defined as communications operating ON THE SCENE during the time of an emergency. (WORKERS CHANNEL)

MUTUAL AID CHANNELS

There is a group of SIMPLEX frequencies allocated by the state for mutual aid [MULTIPLE AGENCIES, PROBABLY FROM OUT OF YOUR NORMAL AREA OF OPERATION] agencies on a large incident. These frequencies are mandated by state communications and should be in all responder's radios. They allow a unit from out of your normal area to communicate with you on a scene. Examples of mutual aid channels in our system are State Fire, EMS 3, Mutual Aid, DEM, CERT channels and ND Sheriff's Channel. These are the same frequencies all over the state and allow an ambulance from Minot, or a Sheriff from another county to operate in Dickey County during an emergency.

IDENTIFICATION

When more than one entity is operating on the same incident, the use of communications call numbers must cease to eliminate as much confusion as possible. Out of county units may be utilized which do not know our system, and prolonged operations may require units to change assignments on the same incident. You might start out as traffic control, and be moved to an evacuation team on the same day. So, our system of CALL SIGNS must change to fit the "FUNCTION" or the "OPERATION" being preformed" on the incident. Examples would include COMMAND, COMMUNICATIONS, TRAFFIC CONTROL, FACILITIES, RESCUE, TRIAGE any function needed on a scene. If you need an answer from law, you would call LAW COMMAND not Sheriff Jones.

When dispatched to an incident, you will be given instructions on where to respond and whom to contact for assignment when you get there. On small one or two department incidents, you would call _____COMMAND (LOCATION TO WHICH YOU HAVE BEEN DISPATCHED). That command would then direct you where they would want you to go and give you your instructions.

CHANNEL ASSIGNMENTS

The licensing authority for the common frequencies we use is ND STATE RADIO, which is part of the ND Division of Emergency Management. They operate a dispatching center located in Bismarck. They are primary 911 dispatches for 23 counties, The Department of Transportation, ND Highway Patrol, game and fish, livestock inspectors, Federal law enforcement, and the state prison system. They have a system comprising 36 towers spread over the whole state. Each tower services several counties. Each dispatcher can monitor up to seven towers at a time.

State Radio has assigned a four-digit number to all entities that are normally using the system, and set the following protocol governing the use of these frequencies.

Merricourt tower is Dickey County's primary link with state radio. The east side of the county also may also utilize Cayuga tower. (Located in Sargent County)

EXAMPLE

To access state radio dispatch you call the name of the tower you are closest to, and then identify yourself. (Four Digit number ONLY!) Key your radio a second or two before speaking, MERRICOURT TOWER (pause) 6156 (you're assigned STATE number) stand by... Be patient, they may be busy. Each dispatcher monitors several towers. Each tower may be serving two or three counties.

STATE RADIO FREQUENCIES AND THEIR USES

STATE 1 Is used primarily by law enforcement. It is capable of being monitored by STATE RADIO (but is not normally monitored.)

STATE 2 Is the primary "unit to dispatch" channel for Law and Ambulance

STATE 3 Is used as an alternate for communication path to state radio dispatch. This channel is also called the state EMERGENCY channel, and installed in most school busses. This is the fire department's state radio channel (IS MONITORED)

MUTUAL Is a channel for any mutual aid need (NOT MONITORED)

ST FIRE Is used primarily for fire-ground TAC communications and mutual aid (NOT MONITORED)

LOCAL GOVERNMENT FREQUENCIES

Dickey County has a two-repeater system, as discussed above, and is designed for cross county communication. When calling someone on the repeater use, the County **three-digit** number issued to you by your department.

DC-EAST Guelph repeater

DC-WEST Forbes repeater

DC-C The OLD repeater frequency to be discarded after changeover

DC-TALK County receive only for local use

DES Department of Emergency Service will generally be used between the Emergency Operations Center (EOC) and the Incident Command Post (ICP) and other command functions.

CERT C OR 1 (CERT COMMAND) will be used as the logistics command channel as well as shelter management communications to the EOC/ICP

CERT 2 TAC channel for CERT, logistics or any other support needs

CERT 3 TAC channel for CERT, logistics or any other support needs.
SKYWARN The storm chasing channel for the HAM radio folks to coordinate with the Aberdeen SD weather office and dispatch centers. This channel is mainly to be monitored during severe weather periods. This is a RECEIVE only channel.

WEATHER CHANNELS Most units are provided RECEIVE only NOAA weather for North Dakota [FT Ransom tower] and South Dakota. [Aberdeen]

PAGE This is the paging frequency for Fire, EMS, Law, and "THE DICKEY COUNTY ALL CALL" which is the one number page for the whole county response being currently developed for our county.

INCIDENT COMMUNICATIONS

LARGE INCIDENTS

Large incidents require incident (written) records of responders and incident timelines stating who and when units were requested, their duties, supplies needed, etc. This can overwhelm a single commander so INCIDENT COMMAND must be initiated to manage an incident. The amount of radio traffic will be intense so for the safety of the incident multiple positions in the incident command frequencies will need to be assigned. COMMAND will need to utilize a COMMUNICATIONS unit to relieve Incident command from having to deal with communications not dealing with the job at hand.

On a large incident, the incident commander (usually the first incoming fire officer) would rapidly establish a formal NIMS/INCIDENT COMMAND structure assigning the positions of OPERATIONS, COMMUNICATIONS and any other positions needed to fit his or her situation.

The OPERATIONS COMMAND would request your unit's dispatch through COMMUNICATIONS and give them instructions of where you are to deploy.

OPERATIONS may now concentrate on their job and not have to handle traffic on directions, frequencies etc. This is handled by COMMUNICATIONS. When you arrive on scene, you would be logged in and briefed by COMMUNICATIONS.

On your arrival, and after you have received your safety briefing, COMMUNICATIONS would now contact OPERATIONS (On the OPS frequency) and advise them of your status. OPERATIONS would then give COMMUNICATIONS instructions on where to send you, who to report to, and what frequency to operate on. On large operations you must be checked into communications for a safety briefing and frequency assignment BEFORE proceeding into the incident.

Some examples of large incident "function designations" would be: INCIDENT COMMAND, OPERATIONS, COMMUNICATIONS, LOGISTICS, MEDICAL, FIRE COMMAND, HOSPITAL, EMS COMMAND, TRIAGE, LAW COMMAND, AIR OPS the list goes on. Your briefing will advise you where you fit into the NIMS INCIDENT COMMAND SYSTEM, what your job is, who your supervisor is any safety considerations, projected weather, what call sign you work under and on what frequency your group is using.

DO NOT PROCEED INTO THE SCENE UNTIL YOU KNOW THESE THINGS!

[On scene, you will communicate ONLY to your group's leader, on your assigned frequency, except in the case of an emergency, where you would go straight to COMMUNICATIONS for help.]

SUPPORT UNITS

ALL SUPPORT UNITS (CERT TEAMS, AUXILIARIES, AND SHELTERS) WILL USE THEIR FUNCTION AS THEIR CALL SIGN FOR EASE OF OPERATIONS! This way you are calling the function, not the individual. You may not know who is filling what positions, or may call a name you thought was working in that area. This wastes time causes confusion as well as laying the groundwork for critical mistakes.

Communications trained CERT members, or amateur radio operators may be tasked to handle communications for any function or group. They would naturally assume the title of that group or function.

Examples of function call signs are. [COMMAND- OPERATIONS- SAFETY- AIR OPS- RIVER OPS- LOGISTICS- SUPPLY- FIRE COMMAND- TRIAGE- EMS COMMAND] The list goes on and on depending on the needs of the incident.

The scene COMMUNICATIONS frequency should be monitored by all entities, as it is the designated emergency frequency for the whole incident. ALL emergency notifications effecting groups on the scene will be announced on this channel.
(NOT ON EACH CHANNEL BEING USED!) This is a major safety function of a large incident. An example of how this would work follows.

COMMAND calls COMMUNICATIONS on the COMMAND frequency and states: WE HAVE A EMERGENCY!! ALL UNITS IN SECTOR B "PULL BACK ACROSS THE RIVER!...I REPEAT...ALL UNITS IN SECTOR B.. PULL BACK ACROSS THE RIVER....[communications would answer]...I copy you want all units to in sector B to pull back across the river....COMMAND STATES ...AFFIRMATIVE.....COMMUNICATIONS would now announce on the incident

communications channel BREAK FOR EMERGENCY TRAFFIC!!!....COMMAND WANTS ALL UNITS IN SECTOR B TO FALL BACK ACROSS THE RIVER...I REPEAT...COMMAND WANTS ALL UNITS IN SECTOR B TO FALL BACK ACROSS THE RIVER....._____ COMMUNICATIONS CLEAR ..1355....ALL UNITS RESPOND

All units affected would confirm the orders as such. (If it does not affect you do not respond!)

EXTRICATION COPY.....
FIRE GROUND COPY....
AMBULANCE 1 COPY...
HIGH WAY BLOCK COPY....

The COMMUNICATIONS unit would check off units as they called in to assure all units shown on their operations plan as working in sector B, copied their emergency traffic. Should a known entity in sector B not respond COMMUNICATIONS would then go to their frequency and assure they get the message.

The communications unit is also the information center for the incident. They will handle and document any messages from both inside and outside of the incident. Every shift change (on a large incident running for days), one member of your group should stop by communications for announcements that may affect your group. These maybe things like, all personnel need to fill out form 613 to get paid, or the movie tonight is Who Killed Roger Rabbit.

The phones for responders use would be located in this area as well as an information board with the local newspapers stapled up. (LARGE INCIDENTS)

County dispatch, would contact the incident on the COMMUNICATIONS channel or a designated phone number. COMMUNICATIONS would get the information and contact your group, on your channel to pass the traffic. (Information).

REMEMBER!
On a large incident you should be monitoring two channels, all the time. The one your group operates on and the COMMUNICATIONS channel. This information would be given to you as part of your safety/operations briefing when you check into the incident.

SMALL INCIDENT RESPONSE / COMMUNICATIONS

To be proficient at any task, we must practice INCIDENT COMMAND and INCIDENT COMMUNICATIONS on our every day responses. The guidelines you have been studying, will work on most small incidents. The senior leader on the incident should establish COMMAND on the scene. This command should be given a name and announced over the county repeater system. The next job assigned would be to assign a member to be COMMUNICATIONS for that

command. This person would handle all radio traffic until the incident is terminated. This is a great load off of the INCIDENT COMMANDER allowing him or her to concentrate on running the incident.

On small incidents, the INCIDENT COMMANDER must fill many positions on the scene, which would normally be delegated on a large incident. The communications person should be keeping the required documentation of scene activities as dictated by the Standard Operating Guidelines of the department involved.

Examples of small incident NIMS/INCIDENT COMMAND communications follow.

Ellendale fire responds to a CRP fire near Monago, and the senior fire officer would now establish command. He or she would assign a communications person, and decide what TAC frequencies they are going to use.

The communications person would now announce on the county repeater:

LIME CREEK FIRE COMMUNICATIONS IS NOW OPERATIONAL.

This alerts all units in the county to know we have an incident in progress and they would now limit all communications on the repeater channel. This also establishes that all communications with the incident will be on this frequency.

If the incident is small and requires no additional assets that's all the communications needed until the incident is terminated. When terminated, Communications would then announce:

LIME CREEK FIRE IS NOW TERMINATED.

This alerts the counties responders the incident is over and they can resume life as normal.

Should the incident overwhelm the original response capability, INCIDENT COMMUNICATIONS would go to STATE RADIO, OR COUNTY DISPATCH and request additional assets. Assets dispatched would respond as normal with STATE RADIO and change

To the repeater system and go direct with INCIDENT COMMUNICATIONS for directions and instructions.

EXAMPLE

LIME CREEK (Incident name) COMMUNICATIONS this is 7250.....*7250 this is lime creek communications, go ahead*.....LIME CREEK, I AM LOOKING FOR THE LOCATION OF FIRE COMMAND AND WHERE YOU WANT US.....*7250, fire command is just to the north of Monago bridge..... fire*

command request you set up a water drop at the Johnson farm,,, your operating channel is the mutual aid channel..YOUR call sign is water drop....LIME CREEK I COPY COMMAND IS JUST NORTH OF THE MONAGO BRIDGE AND THEY WANT US TO SET A WATER DROP ON THE JOHNSON FARM ..AND WE ARE USING THE MUTUAL AID FREQUENCY, ...CALL SIGN WATER DROP.....THANK YOU ...7250...*lime creek communications clear at 1445* (TIME).....

7250 IS NOW GOING TO ANSWER AS WATER DROP...MONITOR BOTH THE MUTUAL AID CHANNEL AND THE COUNTY REPEATER SYSTEM UNTIL RE-ASSIGNED OR RELEASED. ANY FUTURE COMMUNICATIONS WITH THIS GROUP OR ANYONE ELSE ASSIGNED TO IT WILL ANSWER TO WATER DROP.

Once assigned to a function, you become the function. Unit 7250 was assigned by FIRE COMMAND to set up a water pump to fill engines over on lime creek. They now have an injury of a crewmember. They would not call directly to EMS COMMAND they would call their request to COMMUNICATIONS on the communications channel (county repeater).

EMS COMMAND on a large operation would not even answer them...COMMANDS talk TO COMMANDS. COMMUNICATIONS would know which ambulance is dedicated to the incident's responders and its location.

FIRE COMMAND or OPERATIONS should always go through COMMUNICATIONS to request assets.

COMMUNICATIONS should keep a list of all units, their location, and their status as part of their ongoing incident documentation. THIS IS A SAFETY ISSUE!

EXAMPLE

LIME CREEK COMMUNICATIONS this is WATER SPOT .....*Water spot this is lime creek, go ahead... ...* LIME CREEK WE HAVE AN INJURED FIREFIGHTER AT THIS LOCATION..REQUESTING TRANSPORT...(BRIEF DESCRIPTION OF INJURIES OR SPECIAL NEEDS).... *water spot ... I copy (repeated need and injury description) and you need EMS transport....* THAT'S CORRECT LIME CREEK.....*break with water spot .....Ambulance 26, respond to (location) reference to an injured firefighter (brief description)... ....*AMBULANCE 26 ANSWERS...LIME CREEK WE COPY..ENROUTE TO (LOCATION) TO MEET UP WITH WATER SPOT WITH AN INJURED FIREFIGHTER....*I copy ambulance*

26....break with ambulance 26.....Water spot ...lime creek communications... WATER SPOT GO AHEAD*...ambulance 26 is enroute to your location..ETA 6 min.....*WE COPY 6 MIN FOR THE AMBULANCE, THANK YOU*.....lime creek communications, clear at....1535 (time)*

The repeating back of the key information guarantees both parties agree the information is correct. The clearing of communications gives everyone the time and tells all units the channel is now clear.

This type of communications is the "standard" format for all NIMS/INCIDENT COMMAND groups across the nation. It takes practice but once you do it a couple of times you will realize it takes all guess work out of mutual aid and assures you a level of safety by not having to guess who you report to, what frequency, what to do if someone is hurt, who is in charge and how to get a hold of them. By establishing a communications person to handle your request and radio traffic frees your command to command.

By announcing your incident over the repeater, you alert other responders there is an incident working, where it is, and alerts other users to stay off the repeaters except for critical traffic.

Your communications designate should keep an ongoing incident log for your documentation purposes, as well as the safety and proper utilization of your assets.

On a large incident, critical communications is recorded by a tape recorder or at least maintained in a written log. Communications records, on a large incident, are kept as part of the incident documentation packet and may be used in a court of law if there is a problem requiring them.

That is also the reason to keep all traffic in clear talk and avoid using codes or phrases used only by your discipline (FD, EMS, and LAW). There will be responders of all types from all disciplines
Working together. The acronym KISS (Keep It Simple Stupid) works the best for all incidents requiring mutual aid or out of the area entities.

BREAKING INTO COMMUNICATIONS

When incident communications are taking place, you should not try to contact any of the parties involved in this conversation until lime creek communications announced "clear". The ONLY time you would break into communications would be in a real emergency. This is accomplished by waiting for a break in communications, and interjecting the word,
BREAK! BREAK! BREAK! For emergency communications! (Firmly, but do not yell) all communications should immediately stop!

LIME CREEK COMMUNICATIONS would immediately re-enforce with *..Break for emergency communications!....go break..*You would then state your need.

OFFICE OF EMERGENCY MANAGEMENT
DICKEY COUNTY NORTH DAKOTA

COMMUNICATIONS CENTER ACTIVATION

In the event of an Incident requiring the activation of the Dickey County Communications Plan for Incident Documentation these will be the operational guidelines.

1) Read the Dickey County Communications Guidelines included in this note book.

2) Find out which frequency/frequencies emergency management or Incident Command wishes to be tracked. The county repeater and usually one TAC channel will be involved on most incidents.

3) Your call sign will be COMMUNICATIONS when units call you.

4) Information you are requested to document is:

INCIDENT TIMELINES

A) Dispatched units, by who, where, why
B) Incident milestone times (Fire out, road closed, tornado reported, units returned, etc.)

GENERAL TRAFFIC

A) UNIT NUMBERS
B) What is requested- and where asset is needed
C) Time [in military NOON = 1200 -1PM=1300 2 PM =1400 and so on. Midnight=0000]

COMMUNICATIONS LOG

Please note the log identification blocks located at the top of the page. This is important especially if the incident goes for multiple days. This log will become a permanent record for the incident so print or write as legibly as possible.

Incident name will be critical if we have two or more Incidents happening at the same time. Make every effort to attribute the traffic to the correct incident to the best of your ability.

Unit is who is calling. Start the entry with the unit being called. A hand written log will be included with this tutorial to show the basic form.

You do not need to write down every word exactly, just the basics.

EXAMPLES

201 to 9111, 9111 answers [201 states, I need 600 hoses taken to the scene and I need 60 box lunches to be delivered to Johnson Farm] conversation on several means of transportation go on for a few minutes.

You would just document 201 called 9111 for hose to be taken to the scene and 60 box lunches taken to the Johnson farm ---and the time the call was made. You do not need to document the whole conversation.

You hear Oakes fire call state radio stating the fire was out and all units are ready for service, you would just write down Oakes fire to state radio - Fires out all units returning to base 1635 (4:35 pm) We have included logs which will also provide guidance.

The OP slot on the COMMUNICATIONS LOG is for your initials.

PURPOSE

The purpose of this log is to document what time and by whom supplies or other assets were ordered, decisions made, and the order (by time) of progression of the incident. This type of information becomes critical for getting reimbursed for supplies and equipment and possibly defending actions in court at a later date.

It is suggested (if possible) for two documentation clerks to work together for the best accuracy possible. There only needs to be one log, but 4 ears are often better than 2 in deciphering some radio traffic.

OFFICE OF EMERGENCY MANAGEMENT
DICKEY COUNTY NORTH DAKOTA

EMERGENCY OPERATIONS ACTIVATION

PURPOSE
The Emergency Operations Center (EOC) will open and be staffed continuously during any and all emergencies which, require responses lasting over 24 hours, out of the county mutual aid or assets, or will probably result in an Emergency Declaration by one of our Cities, Dickey County or both.

STAFFING
Staffing will vary based on the needs of the Incident Commander and is designed to provide safety, logistical, planning and documentation, resource tracking and management and communications support for the incident. The quicker the EOC is operational, the more efficient it will become in providing the above mentioned services.

AUTHORITY
The EOC, normally activated by the Emergency Manager, may also be activated by:

1) County Commission
2) The County Public Health
3) The County Sheriff
4) The County Public Works Superintendent

The EOC may and should be activated on larger incidents which may NOT result in a declaration for staff training or public / responder safety.

-ACTIVATION-

RECOGNITION
When it is recognized that an incident meets the above mentioned criteria, the initiating party will contact Dickey County Sheriff's secretary or the highway department clerk to begin calling the requested personnel to the EOC, and to immediately begin to document radio/phone traffic until staff can be brought in to take over this responsibility.

STAFFING REQUIREMENTS
The following positions will be filled (if required) as soon as possible:

COMMUNICATIONS- DOCUMENTATION
At the minimum, there needs to be two persons called for this position. They are to report to the communications center in the EOC to take over documentation and communications for the

incident. They are to be given the communications burgundy binder which has instructions and all needed paperwork. One of these two personnel needs to be in the communications center at **all** times.

AGENCY REPRESENTATIVES
Representatives from FIRE, EMS, LAW, PUBLIC WORKS and any other agencies needed to create an Incident Command will report to the EOC, ascertain the situation and initiate the correct plan of action.

LOCAL GOVERNMENT REPRESENTATIVES
As many county commissioners or representatives as possible representing the affected city government (if needed) need to report to the EOC or be contacted by phone to achieve the needed quorum to get an Emergency Declaration. Briefings should be provided (via phone or email) of incident updates as needed to keep our elected government apprised of the situation as it progresses.

SECURITY
The EOC needs to be locked down. All entry should be documented as well as sign in all personnel already in house. This access documentation should include name, time in and time out. There is a burgundy binder for this position as well as visitor badges for non-badged personnel. The EOC security color code on county badges is YELLOW. These people are pre-cleared but still need to be checked in and out. **Press, public, and non-essential personnel should not be allowed in the EOC.**

PUBLIC INFORMATION OFFICER
The Public Information Officer (PIO) should be briefed in Command decisions early so as to be able to plan his/her press notifications for timely, accurate information releases. These releases should be done away from the EOC at a "to be determined" location. (Situational dependant)

LOGISTICS-ASSET MANAGEMENT
On large incidents, this position needs to be established early to acquire and keep track of assets, provide time keeping, and document costs incurred for the incident.

PLANNING
This position will create the Incident Action Plan which will be provided to ALL entities involved every 12/24 hours as dictated by the incident and it's Command. This will include daily operational goals, unit assignments, communications guidelines, safety considerations, medical plans, weather considerations, traffic plans, security plans and any other incident driven information needed by the participants in the incident. This plan is the OPERATIONAL history for the "Incident Day."

CONCLUSION

The activation of the EOC and the **early documentation of ALL activities** will assure the safest most efficient operation on any incident while assuring the best compensation for the entities involved. Countless compensation is lost every year due to poor or incomplete documentation

of activities as well as leaving the door open for future litigation. Most incidents in Dickey County will allow multiple positions to be held by one person; however each position must be assigned to get complete, accurate documentation.

A checklist is included on the following pages to assist you in the activation of the EOC and the initial information you will need to cover the first hour of its operation. It is assumed that after one hour the EOC will be adequately staffed and operational.

OPERATIONAL CHECKLIST

LIFE SAFETY

Have you-

1) Documented who opened the EOC, for what reason, time? TIME: _____
WHO: _____

2) Assessed the need for the following life safety issue notifications?
   a) Sirens or further All Call Informational pages or requests for help?
      349-3053...tone...535...tone ...give message ....end with star*
   b) Notified our hospitals of the situation? TIME: _____
      Oakes: 701-742-3291
      St Lukes: 605-622-5100

3) Have you provided an early situational heads up to State? TIME: _____
   a) ND-DES 701-328-8190
   b) ND State Radio 800-472-2121

These early notifications are critical to the State and our hospitals as staff needs to be called in to provide service. Explain to them that you do not have details other than the general situation we will get back to them as we get more information

OPERATIONS

Have you called in or assigned the following positions?

1) COMMUNICATIONS - DOCUMENTATION
[This requires two personnel] TIME: _____

2) SECURITY
[Instituted lockdown- document who is in house] TIME: _____

3) INCIDENT COMMAND STAFF
[Fire-Law-EMS-Public Works- DEM] TIME: _____

4) LOCAL GOVERNMENT LEADERS TIME: _____

5) PUBLIC INFORMATION OFFICER TIME: _____

6) LOGISTICS-ASSET MANAGEMENT TIME: _____

OTHER CONSIDERATIONS

Do we need to do the following for anticipated long term operations?

1) Arrange for food service to be delivered
   Fireside- 349-2479

2) Arrange for day care for staff and responders children

3) Heads up to our shelter partners for their possible use
   Prince of Peace [Elderly-Special needs] 349-3312
   TBC- [public sheltering] 349-3621
   Red Cross {major incident only] 701-346-1800

4) Volunteer staffing for shelters as well as EOC
   CERT team coordinator RESA 349-2751
   PAT 357-8101
   KAREN 349-3570

5) Locate and designate a staging area for equipment and personnel to report.

OFFICE OF EMERGENCY MANAGEMENT
DICKEY COUNTY NORTH DAKOTA

LOGS

Enclosed with this binder is a set of logs to get you started on the documentation trail until other staff can come in and take over the EOC positions described earlier in the book. The logs and timelines are critical in reconstructing the incident on paper. It is recognized you will be busy, but please take the time to note as much as you can.

DAILY LOG

This gives you a spot to jot down the incident progression [FIRE PAGED AT or BOB CALLED IN THAT MERRICOURT BLEW UP] and at what time you were notified. This log should be turned in to Emergency Management daily or at the termination of the incident. When COMMUNICATIONS-DOCUMENTATIONS unit has been established, they will take over this log as part of their tasks.

TELEPHONE COMMUNICATIONS LOG

This log is for you to jot down incident related telephone communications you receive and to document who wanted what where and at what time. Please turn this in to Emergency Management at the end of the day or at the termination of the incident.

PERSONNEL ACCOUNTABILITY LOG

This log is to account for the presence of personnel, staff and visitors in the EOC during an Incident. This is a Security responsibility, so please provide it to them when they arrive. I have provided you this log to allow you to get started with this documentation while waiting for security to get started.