



Emergency Communications

DO'S AND DON'TS

Most material found on Pinellas County Florida web site
<https://www.pcacs.org/training/calling-and-communicating-techniques/>

Do's

- ▶ Identify yourself at the beginning of each transmission especially where confusion may result if omitted.
- ▶ Know what you are going to say BEFORE you push the mike button
- ▶ Hold the transmit button down for at least a second before talking to ensure that the first part of your message is not cut off.
- ▶ Often talking across the face of your microphone will makes the communications more understandable. In other words, hold the face of the microphone almost at a right angle to your face.
- ▶ Speak slowly, distinctly, clearly, and do not let your voice trail off at the end of words or sentences.
 - ▶ Give each and every word equal force.
 - ▶ For some this takes a lot of practice and conscious effort but do it.

Do's

- ▶ When you have understood the message, acknowledge the receipt with the words “copy,” “received,” or “acknowledged.”
- ▶ Under stress, many operators have a tendency to talk too fast.
 - ▶ Accuracy first, speed second.
- ▶ If you are relaying a message for another person, be sure you repeat the message exactly, word for word as it is given to you.
 - ▶ If it makes no sense to you, get an explanation before you put it on the air.
 - ▶ If necessary, refer the message back to the originator for clarifications.
- ▶ When transmitting numbers (house numbers, street and telephone numbers, etc.), always transmit number sequences as a series of individual numbers. Never say numbers in combinations.
 - ▶ Example 1008 is “One Zero Zero Eight” not “One thousand and Eight”

Do's

- ▶ If a proper name needs to be transmitted, always spell it out using the ICAO phonetic alphabet.
- ▶ ONLY TRANSMIT FACTS.
 - ▶ Be careful what you say on the air. There are many ears listening.
 - ▶ Many facts will be taken out of context, even when carefully identified.
- ▶ Stay off the air unless you are sure you can be of assistance.
- ▶ Always know your location.
 - ▶ Mobile
- ▶ A mobile radio (that is one that is mobile, portable, or airborne) has priority over any other type of radio station

Do's

- ▶ If you check into an emergency net, you must monitor on the net frequency.
 - ▶ If you must leave the frequency, ask permission from the NCS.
 - ▶ Report to the NCS when you return to the net.
- ▶ Net Control Stations frequently are very busy with work that is not on the air.
 - ▶ If you call the NCS and do not get a reply, be patient and call again in a minute or two.
 - ▶ If you have an emergency, say you have “Emergency traffic” after you identify yourself when you call the NCS. Be patient with the NCS and other stations.

Don'ts

- ▶ Never acknowledge calls or instructions unless you understand the call or instructions perfectly.
- ▶ The word “break” is never used in an emergency. Use the word “emergency”. In a non-emergency situation give your call letters to gain access to a net.
- ▶ There is no place for “Q” signals during official and emergency communications. They are too easily misunderstood, rarely save time, and often result in errors.
- ▶ Do not act as a relay station unless Net Control, or another radio station, asks for a relay and you can fulfill the requirement with your station.

Don'ts

- ▶ Don't offer a deduction, educated guess, or transmit hearsay.
- ▶ Do not clutter up the air with nonessential information.
- ▶ Don't operate while trying to eat or drink at the same time
- ▶ No wisecracks and jokes.
 - ▶ Emergency communications is serious business and should be treated as such at all times.
- ▶ Don't walk around talking while in a communications fringe area.
 - ▶ A few steps away and you may no longer be getting in.
- ▶ Do not accept any assignment if you don't understand it, don't feel safe, aren't properly trained for it, or don't have the right equipment for the assignment

Additional Material

- ▶ What follows is taken from the Santa Clara County California
- ▶ Full presentation can be found at:

https://www.scc-ares-races.org/training/intro/fundamentals/SCCo_Fund_of_EmComm_v20250629.pdf

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Preparation While Waiting



- Net Control may or may not make an immediate assignment
 - It may take time for incident command to determine what resources are needed and where they need to be deployed
 - Be patient; pay attention; monitor closely; respond promptly
 - If you are unable to monitor inform Net Control that you need to leave the net and provide an alternative contact method
- If not immediately activated, use the time wisely to prepare
 - Double check your personal situation: home, family
 - Double check your go-kit, including batteries, food, water, etc.
 - Review proper emergency communications procedures & techniques
 - “Performance Standards & Best Practices”



Go-Kit Advice

- 2 Hour Carry Kit
 - Keep nearby at all times
- 12 Hour Go kit
 - Fully independent operations for 12 hrs
 - Return home to retrieve
- Extended Kit (optional)
 - 72 hour or longer

<https://www.scc-ares-races.org/operations/go-kit>

Interacting With Local Authorities



- Approach in the field of vision of the officer
- Keep hands in plain sight
- Greet the officer
- Identify yourself
- Show identification
- State who sent you
- State where you are headed
- State what you will do there
- Request permission to pass
- Thank the officer
- If you have difficulty, do not argue!
 - Walk away (as appropriate) and contact net control to ask for instructions

Conducting Yourself at the Scene



- You are there to assist with communications
 - You are not there to manage the incident, nor to manage all comms
- You must be courteous and respectful at all times
 - You are an ambassador for ALL amateur radio!
 - What you do and how you act reflects on ALL of us
 - If you experience difficulty, contact your supervisor or net control
- Your job is to be a communicator
 - Do NOT direct vehicle traffic, climb towers, move barricades, etc.
 - You are not trained for these; you will not be covered by DSW!
 - Do NOT take on tasks that will interfere with duties as a **communicator**
 - Do NOT take on tasks or go places if you do not feel safe
 - Do be the best, most effective communicator you can be
- At all times, remain in contact with net control

Thank you for participating in ARES/RACES

- You are an ambassador to the public for SCCo ARES/RACES. How you perform reflects on all amateur radio operators.
- **Your Responsibilities before an event**
 - Learn your radio and other equipment.
 - Please keep your go-kit updated (everything working, batteries charged, etc.)
 - You are responsible for staying current with SCCo documentation (frequency lists, procedures, training material, forms, etc.).
 - Verify preparation and that everything is working before arriving at your assignment.
- **Your Responsibilities during an event**
 - You need to be trained and fully prepared to perform the duties assigned.
 - Do not take an assignment unless you have the confidence that you can provide dependable and reliable communication services to a served agency in benefit to the public for real and public service events.