

Clay County Amateur Radio Service Shelter Deployment Manual



Shelter operations is just one of the many responsibilities that the Clay County Amateur Radio Emergency Services (ClayARES) provides for our community. This manual is intended to make to role of shelter communicator less stressful. It outlines procedures and advice that provide guidance when communicating from an evacuation shelter during an actual event, such as a hurricane. If for some reason an incident occurs that it is not addressed in this handbook, ClayARES members will rely on common sense, training or the counsel of net control stations to fulfill our roles as communicators.

This manual will consist of the following:

- Activation and deployment procedures
- Arriving on-site
- Station setup
- Operating Procedures
- Sending Traffic
- Maintaining a Radio Log
- Ceasing operations

ACTIVATION PROCEDURES

At the request of the Clay County Department of Emergency Management the ClayARES Emergency Coordinator, or his representative, will notify the Assistant Emergency Coordinators and ClayARES members via ReadyAlert, email, social media and announcements on local repeaters that an activation has commenced. ClayARES member will tune to the Sleepy Hollow Repeater (146.925MHz, PL Tone 156, -600) for further information and instruction. All monitoring stations are encouraged to check-in at the request of the net control station. When net control calls for check-ins each station will reply with their call sign phonetically, one time only.

Deployment assignments will be made in due time through this net. Your first responsibility is to your life, your loved ones and your property. Please do not accept any assignments until you are sure that your personal matters have been safely secured.

Do not self-deploy! Even if you have accepted a pre-assigned deployment location, wait for instructions from the net control station before proceeding to a shelter. Emergency situations are fluid by nature and requirements for providing communication support may have changed.

What to Do First in Case of an Emergency

1. Check that you and your family are safe and secure BEFORE you respond as a ClayARES volunteer.
2. Check that your property is safe and secure before you respond as a ClayARES volunteer.
3. Monitor 146.925MHz -600 PL 156.7. (Secondary: 146.670MHz -600 PL None; Tertiary:147.225MHz +600 PL 156.7; Simplex 146.505MHz) **Additional frequency information is included in the annex of this document.*
4. Follow any instructions provided by the ARES officials in charge of the above frequencies.

NEVER SELF-DEPLOY

What to Do if You Accept a Deployment Assignment

Upon accepting a deployment assignment, notify net control when you leave your location en route to the assignment. At this time, it is acceptable to ask net control for any last-minute instructions or information. Ask net control for any contact information of shelter managers or other shelter officials whom you should contact upon arrival. Record that information below. (Net control may not have this information. In that case, record that information upon arrival.)

Shelter name: _____

Shelter address: _____

Shelter manager: _____

Shelter manager phone: _____

Shelter custodian or facilities manager: _____

Regularly scheduled shelter status conference calls will be held for the duration of the event. The shelter manager will participate in these calls and all key shelter staff (including ClayARES personnel) should monitor this conference call. It may be necessary to courteously remind the manager of an approaching call. The conference call number is...

904-529-5409

Immediately upon arrival at your deployment location open this manual (which you have obviously done). While still in the parking lot or outside establish your U.S. National Grid (USNG) Location. The easiest way to do this with a smartphone utilizing usngapp.org. Record your USNG information below:

U.S. National Grid Location

Example: **17R MP 3065 2796**

Before entering the facility, notify net control that you are onsite:

You: "NET CONTROL, this is [YOUR PERSONAL CALLSIGN], OVER."

Net Control: "[YOUR CALLSIGN] this is NET CONTROL, OVER."

You: "This station is onsite at [NAME OF FACILITY] USNG [YOUR USNG LOCATION], OVER."

Net Control: "ROGER, show your time onsite as ##:##. The TACTICAL SIGN for that location is [Net Control will provide a TACTICAL CALL SIGN], OVER." **Net Control may provide further information at this time. (Record the TACTICAL CALL SIGN below.)*

TACTICAL CALL SIGN

You: "ROGER [repeat TIME PROVIDED BY Net Control]. [TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT." (Record time provided by Net Control below.)

ON SITE ARRIVAL DATE & TIME

Prior to unloading any equipment, assure that your ClayARES identification is displayed in clear view either as a clip or lanyard badge, proceed to the check-in location.

Entering the Shelter

When you arrive at the shelter, do not immediately carry your equipment with you until you have signed in as a volunteer, informing the check-in location that you are with Clay County Amateur Radio Emergency Services. Ask to be introduced to the shelter manager, then ask the shelter manager to take you to the operating location. The shelter manager may not be familiar with the operating location, it may have moved from the last location, it may not be accessible,

or it may not have been established. In most cases there will be power and coax run to the operating location (it may be above the drop ceiling), however some investigation may be necessary (an external search for a VHF antenna may provide clues to the location of the coax). THE OPERATING LOCATION IS USUALLY IN OR NEAR THE CAFETERIA MANAGER'S OFFICE OR THE TEACHERS LOUNGE.

If, after 15-30 minutes of searching, the location has not been found, then report to net control that the location has not been found. Net control will inquiry with EOC staff or will deploy assistance. In rare cases, supplemental equipment will be deployed to establish an operating location. Net control will advise on how to proceed.

Establishing the Operating Location

Once the operating location has been identified, assure that the coax has been extended to the operating location. If the coax is in the ceiling, ask the shelter manager to have maintenance personnel pull the coax down to the operating location. In some cases, maintenance personnel may not be available. In that case, feel free to ask for a ladder or other necessary equipment to retrieve the coax yourself, but **ONLY IF YOU ARE COMFORTABLE DOING SO, SAFELY**. If the coax cannot be retrieved, notify net control and they will advise how to proceed. Also, assure that there are adequate 110V power outlets available at the operating location.

A desk or other table surface should be available at the operating location. Remember, this desk is probably someone's place of employment. If the desk is not clear, confirm with the shelter manager that you are permitted to move any material. ***Before clearing a space, take notes or a picture of the desk to help you return it to the way it was found.*** BE SURE THAT A DESK AREA IS READY TO RECEIVE YOUR EQUIPMENT AND OTHER MATERIALS BEFORE UNLOADING YOUR VEHICLE.

Finally, inquire with shelter staff about sleeping and eating arrangements, i.e. are your accommodations with the general population, with other staff, is there a dining schedule, etc. In some cases, you may be able to setup sleeping accommodations adjacent to the operating location. This is encouraged, but is at the discretion of the shelter manager and yourself. ***In rare cases, it is necessary to provide your own sleeping provisions, i.e. cot, bedding, etc. If you are not able to provide this equipment for yourself, notify net control and they will advise.*** Also, you may want to provide your own accommodations. This is permissible at the discretion of the shelter manager.

You are now ready to unload your vehicle. In most cases, it is appropriate to ask for assistance, if needed. Be sure to bring in all equipment and personal items that will be needed for the duration of the deployment.

Operating Procedures

All nets conducted during a ClayARES deployment are directed nets. All communication, messages and net discipline are carried out at the discretion of net control. Each shelter or deployment location is assigned a TACTICAL call sign. Radio operators at deployment locations will be called by that location's tactical call sign.

To notify net control that you are starting operations...

Once the operating station has been established and powered, tune to the appropriate frequency. In most cases, it will be 146.925MHz -600 156.7. (Refer to the ICS-205 Radio Communications Plan, located in the appendix of this document, for alternate frequencies and transmission modes use during ClayARES deployment activations.) Then call net control to advise regarding readiness (The pro-word OUT must be used at the end of the final transmission. Other pro-words are optional when communicating via repeater)...

DEPLOYED STATION (DS): "NET CONTROL, this is [TACTICAL CALL SIGN], OVER."

NET CONTROL (NC): "[TACTICAL CALL SIGN], this is NET CONTROL, OVER."

DS: "This location is operational, OVER."

NC: "ROGER, show [TACTICAL CALL SIGN] active at ##:##, OVER."

DS: "ROGER, COPY active at ##:##. Do you have any further information for this location? OVER."

NC will answer with any further information or "NEGATIVE. NET CONTROL, [PERSONAL CALL SIGN], OUT."

DS: ROGER, [TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

Record TIME ACTIVE provided by net control: _____

Also, record TIME ACTIVE in the ICS-309 form.

Tactical call signs are used to initiate communication, identify deployment locations, and direct traffic and communication. Personal call signs must be included at the end of communication in accordance with FCC Regulations, Part 97.

Remember, all communication must be directed by net control. Never call a station directly without prior permission from net control. If net control does not respond, a designated alternate net control will respond.

To request communication with another station...

DEPLOYED STATION (DS): "NET CONTROL, this is [TACTICAL CALL SIGN], OVER"

NET CONTROL (NC): "[TACTICAL CALL SIGN], this is NET CONTROL, OVER."

DS: "Request comms with [OTHER STATION'S TACTICAL CALL SIGN], OVER."

NS: "ROGER, call [OTHER STATION'S TACTICAL CALL SIGN], OUT."

Communication between two stations...

DEPLOYED STATION: "[OTHER STATION'S TACTICAL CALL SIGN], this is [TACTICAL CALL SIGN], OVER."

OTHER STATION: "This is [TACTICAL CALL SIGN], OVER."

Once contact has been established, necessary event related communication is conducted.

Concluding communication...

DEPLOYED STATION: "...this is [TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT"

OTHER STATION: "This is [TACTICAL CALL SIGN], OUT."

Listing traffic addressed for net control...

DEPLOYED STATION (DS): "NET CONTROL, this is [TACTICAL CALL SIGN], OVER"

NET CONTROL (NC): "[TACTICAL CALL SIGN], this is NET CONTROL, OVER."

DS: "ONE [PRECEDENCE] [MESSAGE TYPE] for your station, OVER."

NC: "Ready to copy, OVER."

Send the message by reading one line at a time using the pro word WAIT and unkeying the microphone before proceeding to the next line.

Net control acknowledges receipt of the message with "ROGER, NET CONTROL [PERSONAL CALL SIGN], OUT."

DEPLOYED STATION: "[TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

Message types are identified at the top of the form and are as follows:

ICS-213 Shelter Report
ICS-213 Special Needs Shelter Report
ICS-213 Shelter Report Extended
ARRL Radio Gram

Listing traffic for a station other than net control...

DEPLOYED STATION (DS): "NET CONTROL, this is [TACTICAL CALL SIGN], OVER"

NET CONTROL (NC): "[TACTICAL CALL SIGN], this is NET CONTROL, OVER."

DS: "ONE [PRECEDENCE] [MESSAGE TYPE] for [RECEIVING STATION'S CALL SIGN], OVER."

NC: "COPY, ONE [PRECEDENCE] [MESSAGE TYPE] for [RECEIVING STATION]. [TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

DS: "[TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

At the appropriate time in accordance with a particular message's precedence, net control will direct the passing of traffic:

NET CONTROL (NC): "[DEPLOYED STATION'S TACTICAL CALL SIGN], this is NET CONTROL, OVER."

DEPLOYED STATION: "This is [TACTICAL CALL SIGN], OVER."

NC: "Call [RECEIVING STATION'S CALL SIGN] and send your ONE [PRECEDENCE] [MESSAGE TYPE], OVER."

DS: "WILCO, [TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

NC: "[TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

Immediately call the receiving station to send the message. Use the receiving station's tactical call sign when applicable.

DEPLOYED STATION (DS): "[RECEIVING STATION'S CALL SIGN] this is [TACTICAL CALL SIGN], OVER."

RECEIVING STATION (RS): "This is [TACTICAL CALL SIGN], OVER."

DS: "ONE [PRECEDENCE] [MESSAGE FORM] for your station, OVER."

RS: "Ready to copy, OVER."

Send the message by reading one line at a time using the pro word WAIT and unkeying the microphone before proceeding to the next line.

The receiving station acknowledges receipt of the message with "ROGER, [CALL SIGN], OUT."

DEPLOYED STATION: "[TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT TO YOU."

DEPLOYED STATION immediately calls NET CONTROL...

DEPLOYED STATION (DS): NET CONTROL this is [TACTICAL CALL SIGN], OVER."

NET CONTROL (NC): "This is NET CONTROL, OVER."

DS: "Traffic sent, OVER."

NC: "ROGER, NET CONTROL [PERSONAL CALL SIGN], OUT."

DS: "[TACTICAL CALL SIGN] [PERSONAL CALL SIGN], OUT."

Maintaining the Logbook

Record traffic and on-site deployment activities will be documented utilizing the ICS-309. It is advisable to work in tandem, one operator receiving and transmitting information, the other documenting the activities. Be sure to indicate the time of the activity (transmission, check-in, query, etc.) the transmitting and receiving station, description, message number. Operators should log the following activities:

- Checking in and out of the net.
- Record traffic, sent and received.
- Specific instructions, inquiries or requests from or on behalf of shelter or EOC staff.

Remember, the ICS-309 will become a matter of official, public record. If a situation arises regarding whether an activity should be recorded or not, then ask net control.

In addition, it is advisable to maintain a personal log of ancillary activities. This might include, but not be limited to:

- Personal observations.
- Suggestions for future deployments.
- Medical needs.

Securing from Operations

Do not secure from the operating location or from operations without instruction from net control.

Leaving a particular location prior an event's conclusion

In the event that you are leaving a location prior to the conclusion of an event, i.e. moving to a new location, concluding a shift to return home, etc., then...

- Request permission to leave your operating location from net control.
- Pack and load personal effects as necessary.
- Record your dismissal time in the ICS-309 form.
- Record your dismissal with the appropriate shelter personnel.
- Advise net control when you commence travel.
- Advise net control when you arrive at your destination.

If event operations are concluded, then net control will instruct all appropriate stations to secure from operations.

- Advise net control that the station is closing down. (Net control will coordinate the return of any ClayARES equipment and official documents.)
- Shut down the station, but maintain communication with net control utilizing a handheld radio.
- Record the time secured in the ICS-309 form.
- Organize and package all ICS forms in the envelopes provided.
- Secure, pack and load all equipment.
- Secure, pack and load all personal effects.
- Return the operating position to the manner in which it was found. (Use the pictures you took upon arrival.)
- Record your dismissal with the appropriate shelter personnel.
- From your car or utilizing a handheld radio, advise net control when you commence travel.
- Advise net control when you arrive at your destination.

ClayARES Contact Numbers

Scott Roberts, ClayARES EOC Liaison (KK4ECR) - 904-759-7812

Adrian Gray, ClayARES Emergency Coordinator (K4AWG) - 904-772-4376

Mark Fields, ClayARES Chief AEC (N4QLC) - 904-553-5460

Joe Bassett, ClayARES Training AEC (W1WCN) – 904-505-1713

Deployment Locations

Location	Tactical Call Sign	Address	Notes
Emergency Operations Center	Net Control	2519 State Rd. 16 West, Green Cove Springs, FL 32043	
Orange Park Medical Center	OPMED	2001 Kingsley Ave., Orange Park, FL 32073	
Orange Park High School	Orange Park High	2300 Kingsley Ave., Orange Park, FL 32073	Pets
Lake Asbury Junior High School	Lake Asbury	2851 Sandridge Rd., Green Cove Springs, FL 32043	Special needs
Keystone Heights Junior/Senior High School	Keystone Heights	900 Orchid Ave., Keystone Heights, FL 32656	
Clay High School	Clay High	2025 State Rd. 16 West, Green Cove Springs, FL 32043	
Keystone Town Hall	Keystone Town Hall	555 South Lawrence Blvd., Keystone Heights, FL 32656	
National Weather Service	W4JAX	13701 Fang Dr., Jacksonville, FL 32218	
Thrasher-Horne Center for the Arts	Thrasher Horne	283 College Dr., Orange Park, FL 32065	

ClayARES Operating Frequencies

Primary – 146.925MHz -600 156.7 (QRM ID: Abigail)
Secondary – 146.670MHz -600 No PL Tone (QRM ID: Jordan)
Tertiary – 147.225MHz +600 156.7 (QRM ID: Carolyn)
Simplex – 146.505MHz (QRM ID: Lucy)

ITU Phonetic Alphabet

Alpha	Bravo
Charlie	Delta
Echo	Foxtrot
Golf	Hotel
India	Juliette
Kilo	Lima
Mike	November
Oscar	Papa
Quebec	Romeo
Sierra	Tango
Uniform	Victor
Whiskey	X-ray
Yankee	Zulu

Military Time Conversion

Midnight – 0000 or 2400	Noon – 1200
1:00AM – 0100	1:00PM – 1300
2:00AM – 0200	2:00PM – 1400
3:00AM – 0300	3:00PM – 1500
4:00AM – 0400	4:00PM – 1600
5:00AM – 0500	5:00PM – 1700
6:00AM – 0600	6:00PM – 1800
7:00AM – 0700	7:00PM – 1900
8:00AM – 0800	8:00PM - 2000
9:00AM – 0900	9:00PM – 2100
10:00AM – 1000	10:00PM -2200
11:00AM – 1100	11:00PM - 2300

Common Prowords and Their Meaning

OVER – “My transmission is finished, I expect a reply.”

OUT – “I am finished transmitting all of my information.”

ROGER – “I understand your last transmission.”

WILCO – “I will comply with your request.”

BREAK – “I wish to interrupt current communication.”

QUERY – “I have a question.”

INFO – “I have information relevant to the current communication.”

CONTACT – “I wish communication with a station on frequency.”

WAIT – “I am unkeying the microphone, but will continue with more information immediately.”

DOs and DON'Ts

Do make sure your interests are safe.

Don't self-deploy.

Do introduce yourself upon arrival.

Don't forget to sign-in.

Do keep notes.

Do be courteous.

Don't talk to the media.

Do help in other areas.

Don't place yourself in danger.

Do ask questions.

Don't let procedure outweigh effectiveness

Do get sleep.

Don't forget to hydrate.

Do know that “YOU GOT THIS!”