

ARES

Oklahoma Section

Emergency Communications

Plan



The
Amateur Radio Emergency Service

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ORGANIZATION AND AUTHORITY

Amateur Radio Emergency Service Oklahoma Section Emergency Communications Plan

The Amateur Radio Emergency Service (ARES) is composed of FCC-licensed Amateur Radio operators who have voluntarily registered their capabilities and equipment for public service communications duty. ARES is a part of the field organization of the ARRL, the national association for amateur radio.

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Under Federal regulations, Amateur Radio public service communications are furnished without compensation of any kind. Part 97 of the FCC's Rules and Regulations states, as the first principal under "Basis and Purpose," the following:

"Recognition and enhancement of the value of the amateur service to the public as a voluntary non-commercial communications service, particularly with respect to providing emergency communications."

ARES in Oklahoma functions under this Emergency Plan, directed by the Section Emergency Coordinator (SEC), who is appointed by the ARRL Oklahoma Section Manager.

The Section Emergency Coordinator (SEC) appoints Zone Emergency Coordinators, District Emergency Coordinators and Emergency Coordinators to organize and direct ARES support groups throughout the state. An Emergency Coordinator (EC) is assigned a geographic area such as a county, or a specific public service agency or public safety agency. A District Emergency Coordinator (DEC) is assigned to oversee several ECs, based on population density, or the need to efficiently coordinate training and optimize the use of volunteer communications resources in a larger geographic area. A Zone Emergency Coordinator (ZEC) is assigned to oversee one or more DEC's to ensure coordinated training and help organize the Zone to meet section efforts section wide. To further coordinate regional ARES efforts the Section will be broke down into six (6) Zones (see Appendix B), and the Section will be broke down into Twenty-two (22) Districts (see Appendix C) Districts may be broke down in to several Districts and other DEC's may be appointed at the discretion of the SEC.

To enable the ARES organization to conduct financial business and function as a non-profit volunteer entity, ARES Section officials filed application as a non-profit corporation. Articles of Incorporation as "ARES Oklahoma, Inc." were filed with the Oklahoma Secretary of State in December 2002, and subsequently approved. On October 6, 2004, the Internal Revenue Service issued notice that ARES Oklahoma, Inc. had been declared exempt from Federal income tax under section 501 (c) (3) of the Internal Revenue Code, and that contributions to the entity were therefore tax deductible. Hence, ARES has the protections, authority, and flexibility to receive grants and conduct business in support of emergency communications activities throughout the State.

PURPOSE OF PLAN

The purpose of this plan is to provide written guidelines by which all ARES groups in the State of Oklahoma are to operate, and to outline a strategy for recruitment, training, and deployment that will meet the needs of the agencies we serve. The events of 9/11 raised the visibility of amateur radio service volunteers. While FCC rules make it clear that emergency communications provided by amateur radio operators is on a non-paid basis, it is the goal of ARES Oklahoma to establish a benchmark for professional quality communications that will be respected and solicited by agencies affiliated with Public

Safety and Homeland Security, as well as those public service agencies that render critical aid to citizens in the aftermath of manmade and natural disasters.

These guidelines are not intended as rigid regulations. The senior ARES official in charge may interpret and adapt the plan as reasonably necessary for efficient management of the situation.

The primary mission of ARES is to furnish communications in the event of a natural disaster or a manmade disaster, as requested and authorized by the served agencies. These agencies include but are not limited to the following, emergency management agencies, public safety departments, Homeland Security, public health agencies, and public service agencies such as the American Red Cross and the Salvation Army when regular communications fail or are inadequate. ARES operators use standard amateur radio equipment and frequencies, creating an optimum environment for interoperability and mutual aid throughout the state (and nation.)

DEFINITIONS

"AEC" – Assistant Emergency Coordinator

"APRS" – Automatic Packet Reporting System – A digital system that transmits and displays data on maps on computer screens. Highly effective as a parallel to voice circuits.

"ARES" – Amateur Radio Emergency Service headed by the Section Emergency Coordinator (SEC); is part of the ARRL field organization. More information can be found at: <http://www.arrl.org/FandES/field/pscm/sec1-ch1.html>

"ARRL" – American Radio Relay League – National Amateur Radio organization dedicated to implementing Part 97 of the FCC regulations.

"Communications emergency" – (as defined by the FCC) occurs when normal communications systems are disrupted in a specified area.

"County" - Any geographical jurisdiction assigned to an EC.

"DEC" – District Emergency Coordinator, an appointee in charge of ARES activities in an geographic area comprising a District Reports to the ZEC or the SEC if no ZEC is assigned see: <http://www.arrl.org/FandES/field/org/dec.html>

"Disaster" – An event causing death or serious injury to humans or a major loss of property.

"Distress traffic" – Any traffic relating to an acute, immediate threat to human safety or property; i.e. SOS, MAYDAY, or EMERGENCY traffic. Normally termed PRIORITY TRAFFIC

"District" – corresponds to the States geographic area, assigned to a DEC.

"EC" – Emergency Coordinator. An ARES appointee who supervises emergency planning and operations in a specified geographical area. Reports to the DEC or the ZEC if no DEC is assigned.

"EM" – Emergency Manager – City or Borough Emergency Manager or Emergency Management

"Email" – Electronic messages exchanged over the Internet or local computer network.

"Emergency" – any situation in which human life or property is threatened. The emergency ceases when relief agencies have no further need for our services. (See "Disaster")

"Emergency Net" – A group of Amateurs using the same frequency and associated side frequencies to support emergency relief measures.

"EOC" – Emergency Operating Center; an emergency headquarters.

"ESF" – Emergency Support Function. Each of the 16 ESFs is a group of people in an EOC dealing with specific kinds of problem.

"FEMA" – Federal Emergency Management Agency see: <http://www.fema.gov>

"Formal traffic" – is written in ARRL message form. It is used when Amateur Radio operators relay information between third parties or for all traffic on the National Traffic System.

"GPS" – Global Positioning Satellite

"HAZMAT" – Hazardous Materials.

"ICS" – Incident Command System -- a standard national incident management system used by local, State and Federal agencies to standardize the management of any incident

"Informal communications" – Radio exchanges between two people not requiring verbatim relay to any third party. Classified as non-traffic; not handled on emergency nets.

"LGL" – Local Government Liaison is an appointment made by the State Government Liaison (SGL) for any specific task.

"NM" – Net Manager. An individual who oversees the regular operations of a net. see: <http://www.arrl.org/FandES/field/org/nm.html>

"NOAA" – National Oceanic and Atmospheric Administration - Home agency for the National Weather Service

"NTS" – National Traffic System.

"NWS" – National Weather Service

"PIO" – Public Information Officer

"QNC" - QN signal for CW or digital net use meaning "All net member stations please copy."
It indicates that the message to follow is of general interest.

"RACES" – Radio Amateur Civil Emergency Service – operate at the county level under direct control of the County Emergency Management Director. FEMA an RACES see: <http://www.fema.gov/library/civilpg.htm>

"Section" – ARRL administrative unit headed by elected Section Manager (SM).

"SEC" – Section Emergency Coordinator – Official responsible for all ARES activities within a Section. see: <http://www.arrl.org/FandES/field/org/sec.html>

"SEOC" – State Emergency Operations Center located at Oklahoma City – the operational division of the Oklahoma Department of Emergency Management.

"Secondary net" – A communications channel associated with the primary emergency net used for traffic handling and other time-consuming net business. (Can be a simplex frequency)

"Service information" – Handling notes attached to a message form.

"Service message" – Radiogram relating to handling of another message.

"SET" – Simulated Emergency Test.

"SGL" – State Government Liaison is an appointment made by the Section Manager. The role is that of interface between amateur radio and all facets of state government. see: <http://www.arrl.org/FandES/field/org/sql.html>

"Side Frequency" – Secondary Net.

"SITREP" – Situation Report – message reporting status of emergency-related activities.

"SM" – Section Manager see: <http://www.arrl.org/FandES/field/org/sm.html>

"STM" – Section Traffic Manager

"Tactical traffic" – Spoken instructions or consultation on the air. No third party communication occurs.

"Traffic" – Any exchange of information between two or more Amateur Radio stations.

"Traffic Log" – A list of incoming and outgoing traffic at an Amateur station.

"ZEC" – Zone Emergency Coordinator, an appointee in charge of ARES activities in an geographic area consisting of several Districts. Reports to the SEC or the SM if no SEC is assigned. An Oklahoma appointment that carries an of ASEC for a given geographical region.

Editing and Coping this Plan

Permission is hereby granted to reproduce this document in limited quantities for distribution to ARES members and officials and to agencies served by ARES.

Changes to this document may be only done by the following procedures. As the need arises amendments will be added to this document after the Section Manager, Section Traffic Manager and the Section Emergency Coordinator have approved them. Once a year the SEC will update this document to incorporate the approved amendments. Appendix A is added for the amendments to be attached during the working year of this document. Appendix B is added to keep a revision history of this document. Each year when this document is updated, the revision history will list the amendment numbers, section number, and date of the amendment was added.

ARES Leadership

Section Manager (SM)

A Section is the largest administrative unit of the ARRL field organization. Each Section has an SM elected by ARRL members in that Section. The SM has overall responsibility for ARRL activities in the

Section and may appoint as many assistant officials as he deems necessary. They serve at the pleasure of the SM. Technically, their appointments end automatically when the SM leaves office, though the new SM may choose to continue any or all of them. All field appointments are made by the SM at the EC level and above.

Section Emergency Coordinator (SEC)

The SEC is directly responsible for emergency planning and operations, and heads the Amateur Radio Emergency Service (ARES), in the Section.

In the event of the SEC's absence or temporary inability to perform his duties (see Assistant Section Emergency Coordinator Chief of Staff).

By delegation of authority from the SM, the SEC appoints all Zone, District and County Emergency Coordinators. The SEC may appoint individuals at any time to assist in performance of specifically delegated duties.

Section Traffic Manager (STM)

The STM, also appointed by the SM, coordinates National Traffic System (NTS) activities in the Section. The STM is often helpful when setting up liaison circuits with other Sections or countries for served agencies in Oklahoma - for example, the Oklahoma Division of Emergency Services or the Red Cross.

This could also include moving welfare inquiry traffic into Oklahoma in the late stages of a disaster operation, or routing outgoing welfare traffic through NTS, including the digital systems, for rapid delivery. In such circumstances the STM coordinates the exchange and keeps the SEC and Emergency Net Manager advised of preferred routes and methods. And he works closely with other NTS officials to establish and maintain routes for whatever inter-Sectional traffic is being generated.

Assistant Section Emergency Coordinator Chief of Staff

This individual helps the SEC coordinate the section and takes over in the event of the SEC's absence or temporary inability to perform his/her duties. This position stands until the SM decides to take over or appoints someone to take the SEC position, or until the standing SEC can return to his/her duties. This is left up to the SM to decide.

Zone Emergency Coordinator (ASEC)

This individual in charge of a Zone, which consists of one or more Districts. Oklahoma is broke into six (6) Zones. This person helps to coordinate the Districts in this area to meet the Sections requirements in Training, operations, & logistics. This person is also responsible for recruiting personal to fill needed positions within the Zone. The ZEC is responsible to the SEC Staff.

District Emergency Coordinator (DEC)

District EC is a major responsibility, demanding a major commitment of time, energy and personal initiative. Oklahoma is divided into twenty-three Districts. DEC's are responsible to the ZEC for executing the Section ARES plan as it applies to the District.

Emergency Coordinator (EC)

The EC is the chief ARES official in the County, and is directly responsible to the DEC. The duties of Emergency Coordinator require a serious commitment of time and effort by the volunteer who accepts it. The EC serves at the pleasure of the SEC or SM, but works closely with the DEC (or ZEC if no DEC is appointed) day to day.

The EC's duties are many and complex. No EC can do everything himself/herself. To be effective, he can delegate duties to Assistant EC's (AEC's). He/she may appoint as many AEC's as needed. AEC appointments do not need approval by any other ARES official. AEC's need not be ARRL members, but should be encouraged to join. They serve at the pleasure of the EC and their appointments lapse when the EC resigns or is replaced, though any or all of the same individuals may be re-appointed by the new EC at his/her discretion. Key areas that AEC's may assist in are: administration, logistics, operations and technical. AEC's many have different functions in day-to-day planning than in an emergency. The EC and AEC's together form the ARES Planning Committee for the area that they serve.

The EC organizes and coordinates Amateur Radio communications in the County to accommodate the needs of agencies served.

Training Standards and Preparedness

In order to build the value proposition of ARES among key government and public service officials in Oklahoma, training must equip ARES volunteers with a foundation of skills and background knowledge. Training provided by - or advocated by – the public safety and public service agencies we serve will yield volunteers who enjoy a higher level of trust and perceived value among those officials. Drills and exercises should be carried out from time to time to practice learned skills, and to insure readiness to respond quickly in providing effective emergency communications whenever an incident may occur. Drills and exercises conducted in conjunction with those of served agencies are strongly recommended.

The following is a minimum outline of training for ARES Oklahoma participation

EC – EMCOMM Level 1, ICS 100 & 200, NIMS 700 & 800
DEC/OES EMCOMM Level 1 & 2, ICS 100 & 200, NIMS 700 & 800
ZEC/ASEC/SEC – EMCOMM LEVEL 1, 2, & 3, ICS 100 & 200, NIMS 700 & 800

Every ARES volunteer should be encouraged to at least complete EMCOMM Level 1, and complete a CPR & Basic First Class.

It shall be the responsibility of ECs, DECs, and ZECs to insure that all current ARES members complete the above-required courses by December 1, 2007, in order to continue participation in ARES Oklahoma. New applicants must complete the above within one calendar year of application.

Simulated Emergency Tests

Simulated Emergency Tests (SET) provide an opportunity to determine a state of readiness for the ARES organization as well as to provide training directed toward a specific scenario and incident. In addition a SET provides an opportunity to activate local emergency plans in conjunction with served agencies and local government entities. This SET dimension helps ensure that the served agencies and local government entities develop a sense of trust and relationship with the ARES organization. SETs should be conducted in accordance with the annual event as scheduled by the ARRL if possible.

SETs should be conducted on an annual basis at a time that is tailored to local conditions if the ARRL annual schedule is not practical for the local situation.

SETs can be as involved or as simple as the local conditions warrant. The objective is to increase preparedness and the level of SET complexity should be tailored to what is practical.

For any drill or actual emergency a debrief is to be completed in writing and shared with all officers of ARES Oklahoma. This will help ensure better training across the Section. This report can be sent to DEC's, ZEC's, and the SEC who will help get the report to all.

ALERTING and NOTIFICATION

Levels of Alert

ALERT STATUS	County Alert	County Activated Alert	District Activated Alert	Zone Activated Alert	Section Activated Alert
	County Alert	X			
County Activated Alert (District Standby)		X			
District Activated Alert (Zone Standby)		X	X		
Zone Activated Alert		X	X	X	
Section Standby				X	
Section Activated Alert		X	X	X	X
Condition Status	Standby	Condition 1	Condition 2	Condition 3	Condition 4

fig 1-1

When a disaster strikes or threatens any Oklahoma community, there are five (5) conditions that may arise.

Standby – The county has been placed on Alert

Condition 1 – The County has been placed on Activated Alert

Condition 2 – The District has been placed on Activated Alert

Condition 3 – The Zone has been placed on Activated Alert

Condition 4 – The Section has been placed on Activated Alert

Alert -- notifies ARES operators in a specified area (such as a County or District) or functional unit (such as a net) that their services may be needed on short notice in the next 24-48 hours. It is typically issued by the SEC or, occasionally by DEC, or EC. The alert may apply to the entire Section or to specific Districts or Counties. But omission of any area does not prohibit others from taking whatever precautionary steps may be appropriate. The SEC usually does not issue a follow-up order raising the alert level but leaves that step to the ECs or DECs in the affected areas. Each of the following County, District, Zone, & Section will use this alert mode if conditions exist.

This Alert declaration signals DEC's that they should alert EC's, "deployment team" coordinators, Net Managers, and other key emergency communications officials to prepare for short-notice calls. All radio operators in the alerted Districts or Counties should monitor designated net frequencies and keep closely in touch. Alerted Amateur Radio Emergency Communications operators should prepare to be en route to duty posts within two hours or less of being assigned. Preparations may include updating "ready-kits," arranging to take time off from work, fueling vehicles and power generators, charging batteries, obtaining stocks of expendable batteries and testing emergency-related portable equipment

Nets operating in Standby Mode customarily run in "free mode," i.e., they are not directed. Radio operators and officials should monitor the appropriate frequencies for information and for possible increases in or cancellation of the alert status.

Activated Alert -- is descriptive of operational status. It is usually issued by DECs or ECs and designates nets, and such, to perform specific tasks. The alert level becomes Activated in a County or District when

specific duty posts are staffed and become operational. A net typically "goes Activated" when a net control operator opens the net. A DEC may place any District or local net or other operating unit in his District on Activated Alert.

Both the Alert and the Activated Alert are written here as examples for the County and or District Levels. If a county goes to Activated Alert then the District will go on Alert. As shown in fig 1-1 if a lower level goes activated alert status, then the level above it will go to an Alert status

Standown Alert -- authorizes DECs and ECs to begin the stand-down phase of the activation. Standown is permissive only; it does not require that operations be shut down in the specified area. It simply advises the alerted DECs and/or ECs that no apparent reasons exists for continuing operation unless they have local requirements. The DEC and EC then may reduce operating hours, restrict operations or close down designated nets as the emergency passes and traffic loads subside. Only the SEC (or SM) may invoke a Stand down Alert for a Section net, or if more than one District is involved in the emergency operation, because specific DECs or ECs may not be aware of conditions elsewhere that might require their support. A DEC can invoke a Stand down Alert in the District net if the emergency- operation involves only his/her own District and no Section net is in operation.

No Alert is the normal situation for Amateur communication. No state of alert or emergency exists.

The EC, DEC, & ZEC will write up Notification procedures for each of their areas in their EMCOMM Plans.

When any ARES group is activated for service, the EC will notify the DEC, ZEC, and SEC as soon as possible, so that contingency plans may be prepared in the event additional resources are needed, and to insure that ARRL Section officials are prepared for inquiries from public safety agencies or the press.

Policies

1. Certain policies prevail when ARES Oklahoma groups conduct emergency operations. When these policies differ from ARRL policy, the ARES Oklahoma procedures take precedence.
2. The SEC, ASEC, DECs and ECs do not assume specific operating duties when their organizations are on Condition 2 or above. They must remain free to cope with their official duties. When a ARES District is not activated, however, this restriction does not apply.
3. **ARES members on duty are directed only by ARES officials. Served-agency officials may not change the ARES volunteer's instructions.**
4. Amateurs who hold professional emergency-response obligations (e.g. police officer or County emergency management) will not be appointed EC or DEC. These positions may be temporarily filled by professional personal, to give coverage to an area, and until someone else is found to fill the position.
5. **ARES operators, while on duty, perform only their assigned ARES duties. If the operator wants to assume other duties he must ask the EC to be relieved from ARES duties.**
6. Complete service information will be written on the message form.
7. Written messages in ARRL format are used whenever third parties are involved.
8. A reply takes the same precedence as the original; a Priority message gets a Priority reply.
9. In-coming Welfare inquiry traffic will not be handled on any ARES Emergency Net operating in condition 1 or above.
10. Out-going Welfare "assurance" messages get a W (Welfare) precedence and will not be handled on any net operating on Condition 1 *unless* approved by the Net Manager. They will not be handled at all during Condition 2 or above Alert.
11. At their option, ARES officials may use the Emergency Net frequency for consultation and coordination.
12. Except for MAYDAY situations, business on the Emergency Net frequency must not be allowed to cause delays in listing emergency-related traffic or listening for weak stations.
13. Formal Numbered traffic is not be transmitted on a tactical net, but actually transmitted on side frequencies. However, during long periods of inactivity traffic may be handled on the net frequency at the discretion of the Net Manager or Net Control.

14. Situation permitting, emergency communications use VHF or UHF nets in preference to HF. HF nets should be reserved for communications into and out of the effected area.

15. When any operation taxes local ARES resources, the EC asks the DEC for support. The DEC may assign ARES units from other counties within the District and/or request additional help through the ZEC or SEC. The SEC may recruit additional personnel from any available source.

16. ARES officials may do whatever is legal and reasonably necessary for the orderly conduct of the operation.

17. Time format is to match that being used by the served agencies ARES Oklahoma is working with. Any message going out of the Section will use UTC in 24-hour format. Dates must agree with the time system being used.

18. Any release of information to the Media should only occur by the PIO. This means if we are working with a served agency then all media request for information will be referred to that served agencies PIO. No release of information by an ARES PIO shall occur until approved by the ARES official in charge. We shall also use ARRL appointed PIO personnel when ever possible.

Concept of Operations

The purpose of this section is to establish some guidelines for how the ARES Oklahoma organization is to operate. This document does not presume to establish a Concept of Operations for all possible situations, circumstances, agency relationships, county/municipality structures or different types of hazards, either man made or natural. The development of the Zone, District and County Plan is the responsibility of the ZEC, DEC, and EC in that area. These individuals can address local conditions more completely than at the Section level.

a) In all cases, requests for ARES assistance should be directed first to the closest ARES leader to the incident or disaster, usually an Emergency Coordinator, or a District EC. The EC or the delegated Assistant EC (AEC) is normally the only persons who may authorize the activation of the registered ARES members in his or her area. When any ARES member becomes aware of an actual or potential need for ARES activation, all effort should be made to contact the responsible EC or an AEC. Only when an EC or AEC cannot be contacted in a reasonable time should the DEC or ZEC be contacted. Once the EC, DEC, or ZEC has been notified, ARES members should monitor their local resource repeater, or the ARES Oklahoma HF net, for more information and instructions.

b) ARES members are not authorized to go to the site of any emergency incident unless authorized to do so by an EC, DEC, ZEC, SEC, or the resource net control. This to preserve the safety of the individual member as well as to ensure that resources are applied where and when needed.

c) If any requested action involves unacceptable risk, the person should NOT take the action. Upon refusal, the person should notify the net control station that he/she will not be performing the requested action, along with a brief statement of their risk assessment. There is no job so important that it cannot be done safely. In complying with this guideline, not only is the safety of the individual preserved but in most cases the requested action will be better served if a person trained and equipped to perform that action is assigned.

d) Staging and shift assignments will be established as needed to ensure that adequate staff is available for extended periods.

e) Net structures, frequency of operation, modes utilized, notification procedures and general net operational processes will be established at the local and/or district level. These shall be tailored for the specific conditions that exist in that area and in response to the hazards to which the ARES organization will respond. The

Oklahoma State ARES HF net will be activated when conditions include multiple counties, the entire Section or where the ARES Oklahoma organization as an entity is provided mutual aid to other states. The primary ARES Oklahoma HF net frequencies are:

i) 3900 KHz for evening and night operations on LSB

- ii) 7260 KHz for morning and day operations on LSB
- iii) 7290 KHz on LSB for Health and Welfare traffic (NCS may assign other frequencies or additional frequencies depending on volume and situation demands)

f) The primary net operations may be augmented by other assigned nets operating on frequencies determined by the NCS for the ARES Oklahoma HF net after coordination with appropriate ARES officials which would include SM or SEC or their delegates.

g) The Incident Command System (ICS) should be employed for all emergency response conditions especially when working with agencies such as local law enforcement and fire departments, state and federal agencies. See appendix F for a general layout of the ICS structure to be used by ARES Oklahoma. **This is to be used as a quick way to organize the ARES structure. This is in no way meant to be taken that ARES fits anywhere at the top of the Existing Emergency ICS Structure or any other place than where we are placed within the Existing Emergency ICS Structure.**

When an emergency occurs at the County the EC or their delegate assumes the role of the Incident Commander. The Dec or their delegate assumes the role of Planning/Logistics Section Chief.

When an emergency occurs across two Counties in the same District then the DEC or their delegate assumes the role of the Incident Commander. The ZEC or their delegate assumes the role of Planning/Logistics Section Chief.

When an emergency occurs across two Districts in the same Zone then the ZEC or their delegate assumes the role of the Incident Commander. The SEC or their delegate assumes the role of Planning/Logistics Section Chief.

When an emergency occurs across two Zones then the SEC or their delegate assumes the role of the Incident Commander. The SM or their delegate assumes the role of Planning/Logistics Section Chief.

h) *All formal messages must be written traffic in standard ARRL format when that traffic is being sent across districts, regions or out of state. The use of the standard ARRL format is encouraged at all levels.

However it is also recognized that at the county and city level, the local served agencies may already have a message format that is built into their SOP. In those instances it is the responsibility of the EC to establish an acceptable format that will allow efficient message handling and also be convertible to the ARRL message format for movement outside the county or city. ICS 213 would be one such format. <http://www.saroutfitter.com/ICSforms/ICS213.pdf>

i) All formal messages must be signed by the official who originates them and is taking responsibility for their content. Appropriate title must be included with the signature.

j) Message procedures of EMERGENCY, Priority, Welfare and Routine as defined by ARRL form FSD-3 shall be used.

k) *All stations should keep a log of both formal and tactical messages. If local served agencies do not already have a station log then it is recommended that the ICS 309 be adapted to fit the needs of ARES Oklahoma.

* It is recommended that ICS Standard Forms be used where there is not one already set. Modified to fit ARES Oklahoma needs. <http://www.saroutfitter.com/Resources.htm>

Agency and Mutual Aid Requested Assistance

Agencies asking ARES Oklahoma for communications assistance get the full benefit of the ARES infrastructure tailored to a level appropriate for the specific hazard. The organizational structure includes numerous nets, training programs and exercises that involve those agencies and cooperative planning with the agencies to learn their needs. It is highly desirable and strongly recommended that a Memorandum of Understanding (MOU) be put in place with each served agency as soon as possible. It is

important that the MOU clearly state the expectations of the agency and the clear description of the services that the ARES organization can and cannot provide.

Mutual Aid Within Districts

It is the responsibility of the DEC and the ECs within the district to establish a process for providing mutual aid between elements of the ARES structure in that district. Such requests for mutual aid are usually triggered by two conditions. The first condition would be that the requirement for staffing, staging, number of shifts and required equipment can not be met at a local level. The second condition is that the hazard to which the ARES organization is responding involves multiple counties within the district. In such instances, the DEC or their delegate assumes the role of the Incident Commander. It is important that pre planning be done to ensure that a request for mutual aid within a district has been addressed. The DEC should advise the SEC when cross county mutual aid is implemented.

Mutual Aid Within a Section

It is the responsibility of the SEC in conjunction with the ZEC's to establish a process for providing mutual aid between zones & districts up to and including the entire Section. As with mutual aid within districts, such requests for Section level mutual aid are usually triggered by the same two conditions (insufficient resources or broad area incidents) but are much broader in scope. The SEC should advise the SM when cross-Zone mutual aid is implemented.

Mutual Aid Between Sections

It is the responsibility of the SEC in conjunction with the SM of the Section to establish a process for providing mutual aid between Sections.

General Policy Regarding Mutual Aid

Providing Mutual Aid regardless upholds the highest standard of amateur service in that we are to always provide aid to our brother and sister amateurs in support of their emergency incident activities. In providing that mutual aid there will be times when conditions in the local area demand resources at the same time as the demand for mutual aid is being made. In such instances and under the assumption that the demand for resources exceeds the local capability, the following will apply:

- a) The local EC or DEC will give first priority to the area/district to which they have responsibility
- b) The EC should immediately report the need for support to respond to the mutual aid request to the DEC. The DEC is responsible for providing such support if possible. If it is not possible then the DEC should report the request to the ZEC for help from a neighboring district.

Reporting

Regular reports concerning operations, state of preparedness, achievements and any special issues related to ARES operations in a district or local area are important.

Regular reports covering the above listed items allow the SEC, ZEC and DEC to have an understanding of the ARES organization and its ability to provide emergency communications to the served agencies and the general public.

The DEC is to establish a regular report schedule with the EC's within the district using the ARRL FSD 212 form. It can be down loaded from the ARRL web site. It is available in either PDF or DOC format.

The DEC's is to report a summary report to the ZEC using the ARRL FSD 96 form not later than the 5th of the month following the month being reported. The SEC will combine the reports from each of the ZEC's into one common FSD 96 for submittal to ARRL HQ. In addition the SEC will distribute the monthly

summary report to all ZEC's.

NET OPERATIONS

Many VHF and UHF local or semi-local nets operate in just about every mode authorized by the FCC. These include repeaters which, by their inherent nature, may be defined as nets, though they may be seldom, if ever, subject to net controls. Each of these nets has its own procedures, schedule and operating practices and many of them shift almost automatically from routine, casual operation to emergency mode.

It is not the intent of this plan to prescribe operating functions or procedures for any of these nets unless they are explicitly part of the County, District, or Section ARES program. Individual participation in almost any well conducted net in any mode, on any frequency is strongly recommended as a way to become familiar with nets and how they operate. The discussions below refer to and recommend procedures for ARES-affiliated circuits; however, most of these procedures work quite well in any well-disciplined traffic or emergency net.

Duties of Net Managers during emergency Operation:

Overall supervision of the net's operation to maintain net discipline and efficiency.

A report to both the SEC and the appropriate DECs if an activated District is not consistently represented in the net.

Suggesting measures to the SEC to improve the existing ARES operation.

Selecting and assigning Net Control operators to keep the net going for long hours.

Arranging relief for NCS operators at reasonable intervals.

Replacing NCS operators who cannot maintain effective control of the net.

Reporting immediately to the SEC or SM any deliberate interference or persistent destructive interference of any kind.

Advising the SEC or his designee immediately of any disruption of net operations that the manager can't immediately handle.

Calls of NCS operators and their times on and off duty.

Net frequency.

Changes of band conditions and interference levels.

Number of Priority messages handled by the net during each NCS duty shift.

Suggestions for further NCS and net member training.

Suggestions for changes in standing net procedures.

Writing prompt reports after emergency net operation ceases, using log entries and other available information.

Copies of this report should go by email to the SEC, SM, STM and the other net co-manager as the manager's shift ends. These reports should be used to guide discussions on subsequent sessions of NFAN for training, and for distribution via the ARES Oklahoma home page on the World Wide Web and via the ARES email list.

Frequencies

Section-wide coverage during an emergency is normally maintained using frequencies on 75- or 40-meter side-band. The Net Control operator on duty will decide whether to keep the net on its current frequency, or to move up or down a few kHz to avoid interference.

However, if it becomes desirable to move the net to another band, the Net Manager on duty at the time decides whether to move the net and if so, to what band, frequency, and mode. The manager, after consulting the SEC, may also opt for running simultaneous sessions on two bands at once, or he may set up direct "hot-line" circuits for special purposes. For example, if conditions are unfavorable on 75 and 40 meters, a CW or digital circuit might be set up on an arbitrary frequency, perhaps on 30- or 160-meters, or via other digital modes, thus maintaining contact with critical locations while the net itself continues to operate on one of its normal frequencies.

The Emergency Net may operate simultaneously on both 40-meter and 75 meter, each with its own Net Control and its own set of side frequencies. The "primary net" is where net control is. Frequencies on either side of the primary net used for exchanging traffic, are called "secondary nets" or "side frequencies." The primary frequency and all its secondary frequencies are referred to collectively as "the net."

Secondary Nets

Traffic should not be handled on the primary frequency of the Emergency Net except during periods of light activity. If the net frequency becomes continuously busy, it blocks the listing and dispatching of traffic and the conduct of other business. Mobiles and other weak stations may have trouble being heard. If the net is handling much traffic off-frequency, the NCS or Net Manager should consider designating a separate frequency — a secondary net — for use by stations handling this traffic. And if a waiting line develops on the secondary net additional frequencies may be added to accept the overflow.

If operation is in Condition Red, and if FCC has declared a "voluntary communications emergency" for NFEN operation, these secondary nets should be operated within the channel specified by FCC. Very rarely, it may be necessary to ask FCC to widen the protected channel to make room for the additional net frequencies.

Spontaneous Nets

Under FCC regulations and international law, any person may use any available means at any time to summon help in an emergency. Any person may initiate emergency operations on any frequency. If this occurs in an Amateur band, control of the resulting net will rest with the station at the scene until a fixed-station operator can assume net control. A spontaneous net of this kind is not necessarily an ARES net however. ARES officials should be careful not to intrude if the net is already functional and getting the job done. ARES members should simply monitor the frequency and offer whatever aid is appropriate without disrupting the operations. If an ARES member or ARES official started the net however, or was requested by the station at the distress scene to assume control, the net should adopt standard ARES procedures.

Nets may also be activated by ARES officials on their own initiative or upon request from any agency supported by ARES. Each EC and DEC must have a well-designed plan for alerting local nets and ARES members. The highest ranking Oklahoma ARES official active in the operation will usually assume over-all control and should designate a temporary net control. Some Amateur Radio nets not affiliated with the ARRL or ARES operate in support of ships at sea, or of missionaries in Third World countries. Individual ARES members are encouraged to monitor these nets and to assist when possible with any distress traffic. However, they should remember that these nets are NOT ARES nets and their leaders may not need or want other parties involved.

Counties and Districts may be partially or fully alerted by their ECs and DEC's as necessary. Local VHF and UHF repeaters are commonly used for emergency nets and usually require no special alerting.

Any EC or Assistant EC may put a County net on Condition 1 status at any time, consistent with the County and District emergency plans. If the operation seems likely to continue for more than a few hours, the EC should notify the DEC, briefly describing the nature of the emergency.

The DEC may extend the alert to other Counties and Key Cities in his district at his/her discretion. Any DEC or assistant may put the District net on activated alert status at any time, consistent with the District and Section emergency plans. **The DEC will notify the SEC immediately by radiogram, email or telephone of any District activated alert**

Section HF net frequencies may be used in emergency at any time by ARES members or officials consistent with other emergency communications that may then be in progress on the frequency. Use of the net frequency is not the same thing as establishing an emergency net. When a local or District ARES official begins emergency use of an HF circuit, the SEC and Net Manager should be notified immediately by radio or landline. The SEC may (or may not) designate the ad hoc net as an emergency circuit at his/her discretion. The SEC or his designee will promptly notify the Section Manager, Net Manager and STM of any formal activation of the Section Emergency net on an NTS net frequency.

Recruiting and Relief

Once the operation is under way, it may be brief, or it could last for days. Relief operators must usually be recruited for ARES operations that last more than a few hours. Keeping each active operating position filled during a long operation is a necessary but time-consuming task that should not be allowed to interfere with the EC/DEC's other duties. Such recruiting is best conducted by the Administrative AEC — the one who keeps the ARES membership records and sends monthly reports to the DEC. If an EC believes he will exhaust the pool of

reserve operators, he should advise the DEC and request reinforcements from other counties. If reserves within the District have been depleted, the DEC must advise the SEC of the need so that other Districts can be tapped for assistance.

Every effort should be made to assign trained, experienced ARES members to critical posts, avoiding "walk-ons" of unknown ability. Any "broadcast" recruiting by public announcements must be authorized by the SEC. Operators recruited by such methods can create more problems than they solve.

Net Control

Net control should not be located in a disaster area, where it could suffer adverse factors. Rather, NCS should be located so as to hear stations in the impacted area as well as possible.

The Net Manager should select net control operators on the basis of signal quality and strength and operating skills, and should take propagation into account. NCS will appoint relay stations as necessary.

A two-hour emergency-net control shift is the norm, but the NM will adjust this duty cycle as convenience and necessity require.

If destructive QRM occurs on an emergency net frequency, the SEC should be notified promptly by telephone or radio (but not on the net frequency). If the NCS is unable to move the troublesome station by polite request, the SM may ask the FCC to intervene.

PLANNING

An ARES plan is basically a scheme for making the best use of limited ARES resources to provide maximum communications help to other emergency response organizations when they need it.

The Section Emcomm Plan

The Section Emergency Coordinator has full responsibility for writing, and revising, the Section Plan, after extensive consultation with the Section Manager, the Manager of the Section ARES Net, and the Section Traffic Manager.

The SEC is also responsible for getting the Section Plan printed and distributed to each ZEC, SM, STM, and posting on the ARES Oklahoma web site. See <http://www.aresok.org>

Zone Emcomm Plans

Each ZEC must develop a written Emcomm Plan for his/her Zone subject to review by the SEC. The plan should permit the districts to operate independently in small emergencies but allow districts to cooperate smoothly with each other and to intermesh effectively with the Zone and Section ARES nets.

The Zone plan must:

List the Districts within the Zone

Zone ID

Zone Emergency Coordinator – Name, Call, and contact information

Describe procedures to be used by DEC's to alert the ZEC and other DEC's in the Zone.

List VHF/UHF frequencies to be used for communications between Districts.

Describe procedures for liaison with Section HF nets.

List specific locations requiring special attention when involved in emergencies.

Describe any special measures required at each designated special site (e.g. a portable repeater, or special antenna arrangements).

In addition, the Zone plan must include the following verbatim portions of the current Section Emcomm plan:

Editing and Coping This Plan

Definitions

Alerting Procedures
Policies
Dress Code
Appendix A
Appendix B

District Emcomm Plans

Each DEC must develop a written Emcomm plan for his/her District subject to review by the ZEC & SEC. The plan should permit the counties to operate independently in small emergencies but allow counties to cooperate smoothly with each other and to intermesh effectively with the District and Section ARES nets.

The District Net serves as the primary on-air ARES coordination and training circuit for the District. During emergencies it handles traffic among member Counties and between them and major agency headquarters outside the District. Traffic coming into the District from outside, or going out of the District, usually passes through the District net.

The District plan must:

List the Counties within the District.

District ID

District Emergency Coordinator – Name, Call, and contact information

Describe procedures to be used by ECs to alert the DEC and other ECs in the District.

List VHF/UHF frequencies to be used for communications between counties (the District net).

Describe procedures for liaison with Section HF nets.

List specific locations requiring special attention when involved in emergencies.

Describe any special measures required at each designated special site (e.g. a portable repeater, or special antenna arrangements).

In addition, the District plan must include the following verbatim portions of the current Section Emcomm plan:

Editing and Coping This Plan

Definitions

Alerting Procedures

Policies

Dress Code

Appendix A

Appendix B

County Emcomm Plans

Each Emergency Coordinator (EC) must develop a written Emcomm plan for his/her County subject to review by the DEC, ZEC, & SEC. The plan should permit the County to function independently in local events, yet intermesh smoothly with the District, Zone, and Section plans.

The county plan must:

List the County

Emergency Coordinator – Name, Call, and contact information

Assistant Emergency Coordinators – Name, Call, and contact information

List AECs by title (not by name or call) and describe their duties. The EC should appoint an AEC for each

major area of the ECs responsibility. Several duties may be combined in a single AEC in counties with few ARES members. These duties include (but are limited to): administration (keeping records, making reports)

training and recruiting, liaison with each served agency, Managing the County ARES Net

Describe procedures to notify AECs and other ARES members for emergency duty.

Describe procedures to notify the DEC and other ECs in the District as necessary.

List Amateur VHF/UHF frequencies to be used within the County.

List Amateur VHF/UHF frequencies to be used between counties (the District net).

Describe procedures for keeping contact with activated District and Section HF nets.

List the most likely types of anticipated emergencies and describe suitable responses to each, including evacuation, weather reporting, searches in primitive areas, and HAZMAT spills. List specific locations, if any, requiring special attention in certain emergencies. Examples: flood-prone areas, chemical or explosive manufacturing plants. Describe the kinds of special attention required at each designated special site (e.g. a portable repeater, special antenna arrangements, boat mobiles or hazmat precautions).

In addition, the County plan must include the following verbatim portions of the Section Emcomm plan:
Editing and Coping of This Plan
Definitions
Alerting Procedures
Policies
Dress Code
Appendix A
Appendix B

Copies of the plan should be widely distributed to members, and specifically to the SEC, ZEC, and the DEC, all Assistant ECs, other ECs in the District, Net Managers, regular net control operators and other ARES members and officials. Copies should also be provided to agencies supported by ARES.

Membership

Membership in the ARES Oklahoma organization is to be open to all licensed amateur radio operators who have an interest and a desire to provide communications that aid the operations of the served agencies and which provide support to the general welfare of the public. The EC's and DEC's are given the latitude to address acceptance or non acceptance of amateurs seeking ARES membership based on their judgment as to what is best for the total organization. Additional qualifications or requirements for membership beyond those identified by the ARRL that may be invoked however must never be arbitrary or capricious or which hinder the basic operation, purpose and availability to all amateurs of the ARES and membership in it.

Leadership Appointments

Appointments to ARES Leadership positions (ZEC, DEC, EC, AEC and OES) require that a person be a current ARRL member in good standing. Appointment requests are forwarded to the SEC for consideration. The SEC upon reaching a decision to request that the appointment is made official will forward the application for Leadership Appointment to the SM. Appointments that are approved will be recorded in the ARRL Field Organization Data Base. A certificate attesting to the appointment will be generated and distributed to the appropriate next level of leadership for presentation. Those serving in ARES Oklahoma Leadership positions are to be guided by the ARRL published guidelines for each position. All ARRL ARES Leaders must establish good relations with all served agencies and should work to ensure that they represent the ARES organization in a manner such that the organization is held in high regard by such agencies and the general public. This relationship of trust is vital to the work of ARES Oklahoma and any barrier to that working relationship must be addressed.

Dress Code

ARES Oklahoma's dress code is being set based on Safety and the conditions that may exist within an Emergency Situation.

Required:

ARES appointed officers EC, AEC, DEC, ADEC, ZEC, ASEC, SEC will have and wear an ARRL name badge with rank tag during activation.

Full covered shoes – This means if there is a medical condition that you can not wear boots then, a shoe that is all leather, with no nylon netting or any other composition on it. If you have a condition you need to let the EC, DEC know so you can be worked in to a position that will not require you to be out on the scene at any time.

Boots – Are required to be worn by ARES Oklahoma personnel that are located out in the field around where there are potential hazards.

Long Pants – Shorts are not allowed

Shirt – Cut off shirts or shirts with the sleeves cut off are not allowed

May be required based on the situation

Hard Hats

Eye Protection

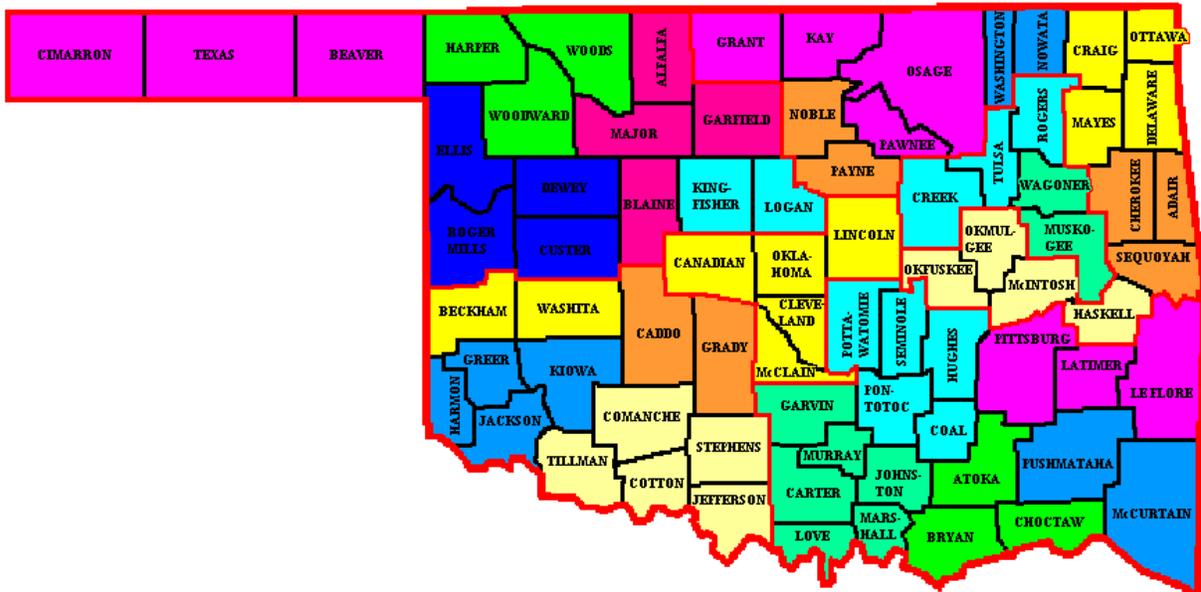
Appendix A

Amendments to this document

Appendix B

Revision History

Appendix D District Layout



- Z1D1 – Cimarron, Texas, Beaver
- Z1D2 – Harper, Woods, Woodward
- Z1D3 – Ellis, Dewey, Roger Mills, Custer
- Z1D4 – Alfalfa, Major, Blaine, Garfield
- Z1D5 – Kingfisher, Logan
- Z2D1 – Beckham, Washita
- Z2D2 – Harmon, Greer, Jackson, Kiowa
- Z2D3 – Caddo, Grady
- Z2D4 – Comanche, Tillman, Cotton, Stephens, Jefferson
- Z3D1 – Canadian, Oklahoma, Lincoln, Cleveland, McClain
- Z4D1 – Grant, Kay, Osage, Pawnee
- Z4D2 – Noble, Payne
- Z4D3 – Washington, Nowata
- Z4D4 – Craig, Ottawa, Mayes, Delaware
- Z4D5 – Cherokee, Adair, Sequoyah
- Z4D6 – Okmulgee, Okfuskee, McIntosh, Haskell
- Z5D1 – Creek, Tulsa, Rogers
- Z5D2 – Wagoner, Muskogee
- Z6D1 – Pottawatomie, Seminole, Hughes, Pontotoc, Coal
- Z6D2 – Garvin, Murray, Carter, Love, Johnston, Marshall
- Z6D3 – Atoka, Bryan, Choctaw
- Z6D4 – Pittsburg, Latimer, Leflore
- Z6D5 – Pushmataha, McCurtain

Appendix E

ARES Threat Advisory Levels and ARES Response Guidelines

Warning Code Level Change: The Federal Department of Homeland Security has created a warning system that represents increasing terrorism threat levels by a Green, Blue, Yellow, Orange and Red color code progression. Since this was first implemented the warning code level has been changed several times from Yellow to Orange and back again. These colors correspond to Moderate and High Levels respectively. ARES members should adopt emergency readiness procedures that correspond to these levels. Below each level definition a few steps have been added to indicate suggested corresponding ARES actions. These are provided as guidelines with the intent of creating discussion within each district on what the ARES response should be in that location.

- 1) Low Condition (Green):** This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies should consider the following general measures in addition to the agency specific Protective Measures they develop and implement:
 - a) Refining and exercising as appropriate preplanned Protective Measures
 - b) Ensuring personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures
 - c) Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks and all reasonable measures are taken to mitigate these vulnerabilities

- 2) Recommended ARES Response (Increase General Preparedness):**
 - a) Members should use this time to improve their operating skills and ARECC certification level
 - b) Participation in public service events, meetings and weekly nets

- 3) Guarded Condition (Blue):** This condition is declared when there is a general risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Condition, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:
 - a) Checking communications with designated emergency response or command locations
 - b) Reviewing and updating emergency response procedures
 - c) Providing the public with any information that would strengthen the ability to act

- 4) Recommended ARES Response (Verify Readiness)**
 - a) Participation in public service events, ARES meetings and weekly nets to maintain and improve operating skills
 - b) Members should continue to improve their operating skills and ARECC certification level
 - c) Emergency Plans should be reviewed and contributions or corrections should be submitted
 - d) General readiness of equipment should be verified monthly
 - e) ECs should regularly coordinate with public safety, emergency management and non-government disaster relief organizations

- 5) Elevated Condition (Yellow):** An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the agency specific Protective Measures that they will develop and implement:
 - a) Increasing surveillance of critical locations
 - b) Coordinating emergency plans as appropriate with nearby jurisdictions
 - c) Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures
 - d) Implementing contingency and emergency response plans as needed

6) Recommended ARES Response (Make Ready)

- a) Prepare home food, water and medical supplies. Review family emergency plan
- b) Review and revise as needed the ARES Emergency Plan, County maps and HAZMAT books to ensure that they are up to date and available
- c) Practice formal traffic handling monthly on traffic nets
- d) Log into weekly nets
- e) Check/change HT batteries weekly
- f) EC should make week contact with emergency management and report status on nets
- g) EC should put ARES on "Ready" status, indicating that activation is possible but is not expected
- h) Formally invite served organizations to participate in ARES meetings and training exercises

7) High Condition (Orange): A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to agency specific Protective Measures that they will develop and implement:

- a) Coordinating necessary security efforts with Federal, State and local law enforcement agencies or any National Guard or other appropriate armed forces organizations
- b) Taking additional precautions at public events and possibly considering alternative venues or even cancellation
- c) Preparing to execute contingency procedures such as moving to an alternate site or dispersing their workforce
- d) Restricting threatened facility access to essential personnel only

8) Recommended ARES Response (Alert/Standby)

- a) Avoid public service events and large public gatherings
- b) Maintain home food, water and medical supplies. Draw ready cash
- c) Test home and mobile communications equipment weekly
- d) Charge up HT and storage batteries weekly
- e) Refresh food, water and clothes in go-kits
- f) Check car and keep gas tank nearly full
- g) Refresh gas for emergency generators and test generator performance
- h) Pack go-kits and emergency batteries in car
- i) Program HT, home and mobile equipment to ARES frequencies
- j) Carry HT at all times
- k) Log into ARES nets indicating state of readiness and availability
- l) Practice formal traffic handling monthly on traffic net
- m) EC should put ARES on notice: "Alert" indicating that activation is possible or on "Standby" indicating that activation is probable.
- n) EC should prepare a detailed Readiness Assessment for emergency management
- o) ARES leadership should request and hold planning meetings with emergency management, public safety and non-government disaster relief organizations
- p) Alternate sites for "Red" alert meetings should be planned and agreed upon with participating organizations
- q) Formally request emergency management to brief membership at ARES meetings
- r) EC should be in contact with emergency management and receive status briefing weekly
- s) Review status of security badges with issuing organizations and update if needed

9) Severe Condition (Red): A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in previous threat conditions, Federal departments and agencies also should consider the following general measures in addition to the agency specific Protective Measures that they will develop and implement:

- a) Increasing or redirecting personnel to address critical emergency needs
- b) Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources
- c) Monitoring, redirecting or constraining transportation systems

- d) Closing public and government facilities

10) Recommended ARES Response (“Standby” or “Hot Standby” status):

- a) Do NOT participate in public service events or attend large public gatherings
- b) Secure home, emergency supplies and family members
- c) Carry HT at all times monitoring ARES nets
- d) Update security badge complement (color coded button, bracelet, etc) and procedures for hospital access
- e) If activated, work up duty roster and staff ARES locations on a 24/7 basis with two or more operators; otherwise hold daily roll call nets to record status and availability of members to support operations

Appendix F

ICS Structure for ARES Oklahoma

See: <http://www.aresok.org/default.asp> to download