

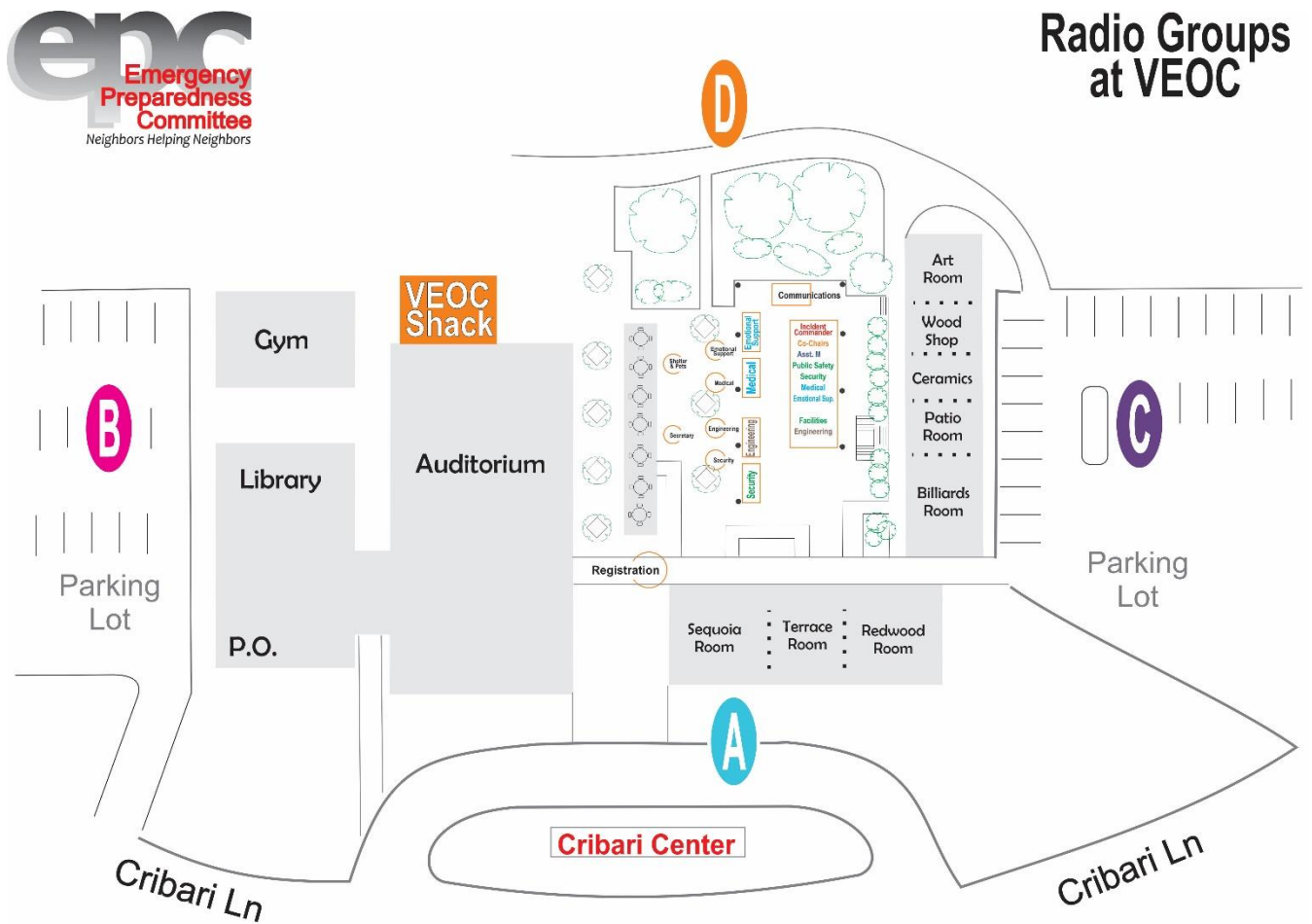
# COMM GROUP PROCEDURES

9-11-2024 kf

## COMM GROUP PROCEDURES:

As soon as possible after a serious event occurs, the Communications Team will assemble to set up and operate at the **Villages Emergency Operations Center (VEOC)** in Cribari Plaza. If you have downloaded the new **“Villages Golf & Country Club”** app on your mobile phone and **enabled notifications**, you should receive a notification that **EPC** has been activated.

We will be setting up our **sector** communication stations in 3 locations at Cribari for **Groups A, B, and C**. See diagram below. **Group A** is located on the inside/middle of the half-circle loop in front of Cribari in the **3<sup>rd</sup> handicap spot** as you enter the circle. **Groups B and C** are in the east and west parking lots. We will be using one volunteer car at each location to set up and operate our **magnetic-mount radio antennas**. If possible, please drive your car to location A, park and place your **Radio Team Placard** in the driver’s side window. If a volunteer is already parked in location A, go to location B, then location C.



1. In addition, we will be setting up a base radio station with tri-pod antenna at **location D** within the VEOC operations courtyard. This station will assist the other **VEOC specialty teams** with additional communications support as necessary. However, our priority will be to set up the **Group A, B, and C** stations first so that we can start communicating with the **sector chiefs ASAP**.
2. After parking, place “**RADIO TEAM**” placard in window and sign in at the Registration table if it is set up. If not, help set it up.
3. After registration, find a **partner** from our group and begin setting up the **Radio Groups** at each of the designated comms areas (A, B, C). From the **VEOC shack** located behind the auditorium, you and your partner will be taking the following items to one of the Group stations (begin with Group A, then B, then C):
  - a. One table and 2 chairs
  - b. A Comm Group Bin (A, B, C) – containing a radio, battery packs, battery eliminator, mag-mount antenna, clipboard, Runner radio, and 3 vests.
  - c. All necessary forms, scripts, and pens will be inside the clipboard.
4. **Radio/Car setup** – place mag-mount antenna on top of car and screw cable into connector located on top of the radio. Snap on the battery pack. Weather permitting, set up table and chairs outside of car and operate radio from there. If it is dark or the weather is bad, you will be operating from within the car. Connect the battery charging station to either the cigarette lighter adaptor or the USB adaptor. Insert your rechargeable battery into the charging station so it can be charging. Provide **Runner** with their radio (they will be operating on **channel 10**). In addition, **Medical** will provide a volunteer to sit with you in case they would like to ask more detailed questions about an incident.
5. **Begin** radio operations. Begin by making a roll call to your group using the script that is provided. After the roll call, the **Sector Chiefs** are instructed to call in on their respective radio channels with their emergency issues. A **VEOC Action Message Form** (quaduplicate) is filled out for each call detailing the specific incident. Do not stack forms on top of each other while writing on them as they will transfer through to the other forms. Please print clearly.
  - a. Make sure you get the following information on the VEOC form:
    - i. Name of Sector Chief, Sector #, and Village
    - ii. Address of where incident is occurring.
    - iii. Type of incident: e.g., fire, gas leak, down tree, etc.
  - b. Verify by repeating the information back to the **Sector Chief**, you will assess the form and determine which **Specialty Team** should receive the form. If you are unsure which **Specialty Team** should respond to the incident, you should consult with the **Communications Director**.

***Specialty Team Referral Rationale***

<b>Medical</b>	<b>Emotional Support</b>	<b>Public Safety</b>	<b>Logistics</b>	<b>Language</b>	<b>Pets</b>
Person has broken bones, is bleeding, is in shock, ...	Person is distraught, crying, traumatized, emotionally fragile, ...	Directing traffic or persons near damaged structure, gas leak, downed trees, ...	Assistance for batteries, technical issues, setup issues, aid station help, ...	Interpreter needed at aid station or an address	Pets are wandering, unleashed, lost, need care, ...

- c. Keep the bottom copy of the Action Message Form and give the rest to the **Runner**. The **Communications Director** will inform you of who the **Runner(s)** is/are. You can contact a Runner on radio channel **10** if one is not readily available.
    - i. The **Runner** will give the top 2 copies (white & yellow) to the assigned **Specialty Team(s)**.
    - ii. The **Runner** will give the other copy (pink) to the **Incident Commander** desk.
  - d. Should we have more than **(8) Comm Radio Volunteers** present, the additional volunteers will provide support by acting as **Runners**, coordinating with the **Communications Director** as necessary, or relieving an active Radio Operator. In addition, we can begin setting up the **Location D base station** for use by the VEOC Specialty Teams.
6. The **Incident Commander** will determine when the Stand-Down order is appropriate, indicating that the emergency is over. At that time, the **Radio Operators** will inform **Sector Chiefs** of the Stand-Down order and confirm that all **Sector Chiefs** have received the order. **NOTE:** It is possible that some Sectors can be ordered to shut down before others.
7. If it is not possible to issue the Stand-Down message by radio, inform the **Incident Commander** desk and they will dispatch a Security Team or other VEOC member(s) to the sector(s).
- 8. Clear comm channel! Twice!**
9. Before leaving the VEOC, **Comm Team Volunteers** will return all tables, chairs, radios, antennas, unused forms, pencils, clipboard, and vests to the **Comm Group bins** and place back in the **VEOC shack**.