

PTSAR SOP for communications

Revision 2020-10-18

Contacts

Most communication for searches and trainings will be through text message or email. Rarely will phone calls be used. We maintain two contacts for text and email for each team member. Your email address is in the Contacts of the Email@PineTreeSAR.com email. Your Primary contact information is in the Contacts of the Comms@PineTreeSAR.com email.

Non-urgent messages will be sent using the Email@PineTreeSAR.com Contact. This would include notices for trainings, meetings, or other non-urgent communications. This list of contacts includes members of Pine Tree Search and Rescue as well as people who have expressed an interest in joining and a few members of other SAR teams that want to be affiliated with PTSAR.

Urgent communications such as for an active search and or rescue would be sent using the Comms@PineTreeSAR.com Contact. Only members of Pine Tree Search and Rescue will be included in this list of contacts.

When replying to any message, reply to the message sent and not directly to the personal email of the person who sent the message. There are multiple people who have access to the email accounts mentioned above and at times multiple people will need to see all correspondence. Always include your name as part of the message.

Test Page

On the first of every month the Communications Officer will send a test page to all team members listed in the Comms@PineTreeSAR.com Contacts. All team members will reply as soon as possible with their name.

This allows us to make sure that your primary contact is working and correct. Reply with your full name in the body of the response. This makes it clear who received the test page since the "from" only has your phone number or email address. Use the Reply option, and Do Not Reply to All.

If you fail to get the test page, please contact the Team Secretary at treasurer@PineTreeSAR.com to confirm your Primary contact.

Standby

Occasionally we are put on standby for a possible search. One common scenario would be if Maine Search and Rescue Dogs are called out but they are not ready for ground searchers yet. The Standby call out will be sent using the Comms@PineTreeSAR.com

and will go to what we have as your Contact. When receiving a standby notice Do not Reply at that time. If this develops into a full search another message will be sent announcing an actual search.

Search

In the event of a search a message will be sent using the Comms@PineTreeSAR.com Contact. The initial message will contain only enough information for each team member to determine whether or not they are able to respond. This would include the location for the search, time expected to arrive and any other pieces of information deemed necessary.

Team members who reply to a search call out should Use the Reply option, and Do Not Reply to All and reply with their full name. The person doing the call out would then send more intimate details of the search only to those who are responding. These details may include the location of the Command Post or exact search areas.

Replying to Search, Meeting, or Training messages

When you reply to messages about searches, trainings, or meetings please include your name in the body of the reply. This saves confusion for the person doing the communications. If you reply that you are able to attend an event and circumstances change please send a message indicating that you are now unable to attend. Having an accurate head count for any activity makes planning that activity much easier.

Mileage

The Maine Warden Service requests us to track our mileage to and from searches and trainings. When tracking mileage whether for a search or a training the mileage is round trip miles from your house back to your house and any side trips. Set your trip odometer to zero when you leave your house and record your mileage when you get home. Mileage is per person, not per vehicle. If two people car pool and travel 50 miles that is counted as 100 miles.

Hours

When tracking mission or training hours travel time is not included. Hour start when you arrive at the CP or training area and end when you leave to go home.

Misc.

Under no circumstances will any information about searches be shared with anyone outside of the SAR community. Refer also to the MASAR media policy. Do not respond to a search unless you are contacted by PTSAR. Don't "just show up". High profile

searches will make the news and the CP and staging area may be announced to the public. If you have not been contacted by the team you can check with the Communications Officer at Comms@PineTreeSAR.com