



Benton County, MO ARES

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Benton County, MO Amateur Radio Emergency Service Standard Operating Guidelines

Goal: The SOG outlines the operation and response of the BC ARES to create a set of guidelines to use to best assist our served partners/affiliates by providing a reliable, redundant communications network in times of emergency or extreme need.

This document is created, revised, and installed prior to emergencies to “ensure readiness of the membership (both knowledge and equipment) and a robust command and control structure for the organization.” (~MCARES, 2015)

1. Organizational Structure

- a. **The Emergency Coordinator**-The ARRL Emergency Coordinator is a key team player in ARES on the local emergency scene. Working with the Section Emergency Coordinator, the DEC and Official Emergency Stations, the EC prepares for, and engages in management of communications needs in disasters.
 - i. Requirements: Technician class license or higher; Full ARRL membership
 - ii. Responsibilities:
 1. Promote and enhance the activities of the Amateur Radio Emergency Service (ARES) for the benefit of the public as a voluntary, non-commercial communications service.
 2. Manage and coordinate the training, organization and emergency participation of interested amateurs working in support of the communities, agencies or functions designated by the Section Emergency Coordinator/Section Manager.
 3. Establish viable working relationships with federal, state, county, city governmental and private agencies in the ARES jurisdictional area which need the services of ARES in emergencies. Determine what agencies are active in your area, evaluate each of their needs, and which ones you are capable of meeting, and then prioritize these agencies and needs. Discuss your planning with your Section Emergency Coordinator and then with your counterparts in each of the agencies. Ensure they are all aware of your ARES group's capabilities, and perhaps more importantly, your limitations.
 4. Develop detailed local operational plans with "served" agency officials in your jurisdiction that set forth precisely what each of your expectations are during a disaster operation. Work jointly to establish protocols for mutual trust and respect. All matters

involving recruitment and utilization of ARES volunteers are directed by you, in response to the needs assessed by the agency officials. Technical issues involving message format, security of message transmission, Disaster Welfare Inquiry policies, and others, should be reviewed and expounded upon in your detailed local operations plans.

5. Establish local communications networks run on a regular basis and periodically test those networks by conducting realistic drills.
6. Establish an emergency traffic plan, with Welfare traffic inclusive, utilizing the National Traffic System as one active component for traffic handling. Establish an operational liaison with local and section nets, particularly for handling Welfare traffic in an emergency situation.
7. In times of disaster, evaluate the communications needs of the jurisdiction and respond quickly to those needs. The EC will assume authority and responsibility for emergency response and performance by ARES personnel under his jurisdiction. Appendix A.
8. Work with other non-ARES amateur provider-groups to establish mutual respect and understanding, and a coordination mechanism for the good of the public and Amateur Radio. The goal is to foster an efficient and effective Amateur Radio response overall.
9. Work for growth in your ARES program, making it a stronger, more valuable resource and hence able to meet more of the agencies' local needs. There are thousands of new Technicians coming into the amateur service that would make ideal additions to your ARES roster. A stronger ARES means a better ability to serve your communities in times of need and a greater sense of pride for Amateur Radio by both amateurs and the public.
10. Report regularly to the SEC, as required.
11. Encouraged to earn certification in Level 1 of the ARRL Emergency Communications Course.
12. In the event the Emergency Coordinator is unable/unavailable to fulfill his/her responsibilities, the Assistant Emergency Coordinators will appoint a temporary EC for the duration of the event.

b. Assistant Emergency Coordinator(s)

c. BC ARES Member

i. Benton County Level 1

1. You are interested in caring for yourself and your family. You do not wish to deploy or take part in group activities. You will only be called if an actual emergency occurs for the purpose of check in and information.

2. This level is lower than any of the national ARES levels.

ii. Benton County Level 2

1. You are interested in caring for yourself, your family, and your neighbors. You are willing to take part in group activities. You will be called if an actual emergency occurs to take part in active nets.
2. This level lines up with **National ARES Level 1** — This is the primary level for those who choose a non-leadership role as well as those new to Amateur Radio or emergency communications. This introductory training is conducted by the local ARES group to meet their needs and those of their served agency or partners. This training could be formal or informal, and would introduce the ARES participant to the fundamentals of emergency communications and provide instruction on how participants are to conduct themselves while serving in the field or otherwise activated. Participants may elect to remain at this level, or any level, based upon the extent of their desired ARES involvement.

iii. Benton County Level 3

1. You are interested in caring for a broader range of people, up to and including the full county. You are willing to take part in group meetings, nets, activities, and more. You will be called if an actual emergency occurs to take part in and potentially run active nets.
2. This level lines up with **National ARES Level 2** — To qualify for this level, participants shall have completed the following courses: ARRL's EC-001 Introduction to Amateur Radio Emergency Communications (a no-cost program) and FEMA IS-100, IS-200, IS 700, and IS-800. Participants are also encouraged to take advantage of training opportunities available through partners to enhance their knowledge and skill set.

iv. Benton County Level 4

1. You are interested in caring for Benton County and beyond. You are willing to travel to and/or take part in nets and activities throughout District/Region A. The counties in District/Region A include: Bates, Benton, Carroll, Cass, Clay, Henry, Jackson, Johnson, LaFayette, Pettis, Platte, Ray, and Saline. You will be

called if an actual emergency occurs to run active nets and potentially work as a liaison for Benton County in regional efforts.

2. This lines up with **National ARES Level 3** — This level of training prepares ARES participants to take on leadership positions such as EC, ADEC, DEC, ASEC, and SEC, and other designated positions in the ARES program. Participants are required to complete ARRL's EC-016, Emergency Communications for Management, when available along with FEMA Professional Development Series of courses IS-120, IS-230, IS-240, IS-241, IS-242, IS-244, and IS-288 the Role of voluntary Organizations in Emergency Management. Participants also are encouraged to complete the FEMA courses IS300, and IS-400 should they be available locally.

2. Activation

- a. The Benton County, MO Amateur Radio Emergency Service (BC ARES) will be activated by the Benton County, MO Emergency Management Agency, the acting Emergency Coordinator of the BC ARES, the DEC/SEC of ARES, or other pre-authorized leadership only.
- b. Exception: In case of dire emergency needed to sustain life, any member of the BC ARES may call the group into service. Any other requests to activate the BC ARES MUST be placed through the above mentioned appropriate channels.
- c. Members of the BC ARES group, their calls, responsibilities, addresses, (at home and work), telephone numbers, equipment, availability, a relative (to contact in an emergency) and any specialized training or vocation which may be pertinent are listed in a private email listing. Members are provided with this information when needed.
- d. Because our group is small and we are so widespread, ANY member of the BC ARES is authorized to call an alert including alerting procedures (activation of a net/telephone tree/notification of call to action).
- e. As part of activation, the BC ARES will also participate in any function it is invited to participate in by the Benton County, MO Emergency Management Agency and other served partners in and around Benton County.

3. Operational Protocols

- a. The BC ARES will hold a weekly net every Sunday evening at 7 P.M. CST on Benton County's 146.925 MHz (negative offset, PL107.2) Repeater in Warsaw. Once per month beginning in September 2018, a random net will be chosen by the acting EC to run on the 147.480 Simplex. If you do not hear the net begin at the appointed time on the repeater, please check the simplex frequency for the weekly net.

- b. The group will use Benton County’s 146.925 MHz (negative offset, PL107.2) Repeater in Warsaw for Emergency Nets. If the 146.925 is not available, we will use 147.480 simplex for communications. HF broadcasts can be made to the Missouri Traffic Net on the 3.963, but it is strongly recommended they go through the BC ARES on a 2m relay for organization and tracking purposes first unless necessary for sustaining life.
- c. Net and message handling procedures on ARES and NTS nets will be as follows: ARRL Radiograms and ICS 213’s will be used for message handling and documentation and Net procedures will follow BC ARES scripting which will be attached to the SOP.
- d. Names, addresses and phone numbers of key people you may need to contact in an emergency, such as: ambulance services, elected officials, fire departments, government administrators (health, social services, public works), hospitals, media (radio, TV and newspaper), pharmacies, police (local, county and state), schools, utilities, etc. will be provided to BC ARES members by the Benton County, MO Emergency Management Agency when appropriate.
- e. A detailed map (or maps) showing the staging positions (if any) for your group, offices or buildings of importance (Red Cross, etc.) and repeater sites including their coverage areas will be provided with this SOP as soon as one is available.
- f. Floor plans of buildings the group may need to enter (such as a hospital or county courthouse) will be attached as soon as they are available.
- g. Mobilization procedures, possibly as a “check-off” sheet will be provided by the AEC of Logistics in Appendix B.
- h. List of supplies the ARES member should have ready for an emergency will also be prepared by the AEC of Logistics in Appendix B.
- i. Samples of paperwork needed and examples of how to properly utilize is located in Appendix C.

4. Deployment

- a. Do NOT self-deploy. Exception: If you are the first on the scene of an emergency, you have no choice but to self-deploy.
- b. Self Awareness-If there is a weather or disaster emergency, members should tune their radios to the assigned repeater or if the repeater is unavailable, tune their radios to the simplex frequency and standby for information as to whether or not they are needed for deployment.
- c. The following is adapted from the ARES Field Resource Manual. Further information can be found at <http://www.arrl.org/files/file/ARESFieldResourcesManual.pdf>.
 - i. Initial Actions during an Emergency**
 - 1. The net control station and/or ARES officials on the designated emergency net will provide additional instructions, including information on frequencies used for other resource and tactical nets. Normally, a resource net will enroll volunteers and provide information on how you can assist.
 - 2. Be prepared to operate. Check all equipment and connections.

3. When deployed, check in with your assigned contact.
4. Deploy to assignment with Go-kit. See Appendix B.
5. Obtain tactical call sign for your location/assignment.
6. Use log form to record messages handled.
7. Use a formal message form (ICS-213) when a precise record is required.
8. Use tactical call sign for your location, and observe FCC's 10-minute ID rule.
9. Monitor your assigned frequency at all times. Notify the net control station if you have to leave.

ii. Actions after the conclusion of your deployment

1. Prepare an After Action Report. See Appendix D.
2. Debrief with your AECs and EC.
3. Consider attending counseling after the emergency. While it is not required, every responder is advised to obtain counseling.
4. Check your equipment and pack up to return home.

Appendix A

Not for public release.

Appendix B

Go-Bag List (~Clay ARES, 2016) *Note: This is a RECOMMENDED list, not a MANDATORY list.

- Backpack/Duffle bag/other sturdy bag
- Package individual items in ziplock bags or plastic kitchen containers

Radios and Accessories

Handhelds

- Radio and spare
- Spare rechargeable batteries
- Alkaline battery pack
- Alkaline batteries
- Speaker mic and earphone
- Battery chargers

Portable Radio

- Mobile VHF or dual band radio
- HF radio
- Multiband HF antenna, tuner, heavy parachute cord or nylon mason's twine
- VHF/UHF gain antennas and adapters (roll up J-Pole, mobile magnetic mount, etc)
- Coaxial feed lines, jumpers
- Ground rod, pipe clamp and wire
- AC power supplies for VHF/UHF mobile and HF radios, accessories
- Large battery source for VHF/UHF mobile and HF radios, with charger
- All related power, data, audio and RF cables and adapters

Additional tools

- Small repair kit: hand tools, multimeter, connectors, adapters, fuses, key parts
- Materials for improvisation: wire, connectors, small parts, insulators, duct tape, etc.
- Photocopies of manuals for all equipment
- Headphones, for noisy areas and privacy with proper connector, adaptors
- Specialized gear for packet, ATV or other modes
- Multiband scanner, weather radio
- Personal cell phone, pager, spare batteries and chargers
- Pencils, legal pads, pencil sharpener

Personal Gear

- Clothing for the season, weather, and length of deployment
- Toilet kit: soap, razor, deodorant, comb, toilet paper

- Foul weather or protective gear, warm coats, hats, etc. as needed
- Sleeping bag, closed cell foam pad, pillow, earplugs
- High energy snacks
- Easily prepared dried foods that will store for long periods
- Eating and cooking equipment if needed
- Water containers, filled before departure
- First aid kit, personal medications and prescriptions for up to one week
- Money, including a large quantity of quarters for vending machines, tolls, etc.

Information

- ID cards and other authorizations
- Copy of Amateur Radio license
- Frequency lists and net schedules
- Maps, both street and topographic
- Key phone numbers, email and Internet addresses
- Contact information for other members in your group (EC, DEC, SEC and others)
- Copy of emergency plans
- Resource lists: who to call for which kinds of problems
- Log sheets, message forms
- Operating Supplies
- Preprinted message forms
- Log sheets or books
- Standard forms used by the served agency
- Letter or legal size notepads
- Sticky notes
- Paper clips and rubber bands
- Blank envelopes
- Stapler, spare staples

Appendix C

Begins on next page

GENERAL MESSAGE (ICS 213)

1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

ICS 213 General Message

Purpose. The General Message (ICS 213) is used by the incident dispatchers to record incoming messages that cannot be orally transmitted to the intended recipients. The ICS 213 is also used by the Incident Command Post and other incident personnel to transmit messages (e.g., resource order, incident name change, other ICS coordination issues, etc.) to the Incident Communications Center for transmission via radio or telephone to the addressee. This form is used to send any message or notification to incident personnel that requires hard-copy delivery.

Preparation. The ICS 213 may be initiated by incident dispatchers and any other personnel on an incident.

Distribution. Upon completion, the ICS 213 may be delivered to the addressee and/or delivered to the Incident Communication Center for transmission.

Notes:

- The ICS 213 is a three-part form, typically using carbon paper. The sender will complete Part 1 of the form and send Parts 2 and 3 to the recipient. The recipient will complete Part 2 and return Part 3 to the sender.
- A copy of the ICS 213 should be sent to and maintained within the Documentation Unit.
- Contact information for the sender and receiver can be added for communications purposes to confirm resource orders. Refer to 213RR example (Appendix B)

Block Number	Block Title	Instructions
1	Incident Name (Optional)	Enter the name assigned to the incident. This block is optional.
2	To (Name and Position)	Enter the name and position the General Message is intended for. For all individuals, use at least the first initial and last name. For Unified Command, include agency names.
3	From (Name and Position)	Enter the name and position of the individual sending the General Message. For all individuals, use at least the first initial and last name. For Unified Command, include agency names.
4	Subject	Enter the subject of the message.
5	Date	Enter the date (month/day/year) of the message.
6	Time	Enter the time (using the 24-hour clock) of the message.
7	Message	Enter the content of the message. Try to be as concise as possible.
8	Approved by <ul style="list-style-type: none"> • Name • Signature • Position/Title 	Enter the name, signature, and ICS position/title of the person approving the message.
9	Reply	The intended recipient will enter a reply to the message and return it to the originator.
10	Replied by <ul style="list-style-type: none"> • Name • Position/Title • Signature • Date/Time 	Enter the name, ICS position/title, and signature of the person replying to the message. Enter date (month/day/year) and time prepared (24-hour clock).

Appendix D After Action Report Template

[Exercise Name]

After-Action Report/Improvement Plan

[Date]

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with preparedness doctrine to include the National Preparedness Goal and related frameworks and guidance. Exercise information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.

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EXERCISE OVERVIEW

Exercise Name	[Insert the formal name of exercise, which should match the name in the document header]
Exercise Dates	[Indicate the start and end dates of the exercise]
Scope	This exercise is a [exercise type], planned for [exercise duration] at [exercise location]. Exercise play is limited to [exercise parameters].
Mission Area(s)	[Prevention, Protection, Mitigation, Response, and/or Recovery]
Core Capabilities	[List the core capabilities being exercised]
Objectives	[List exercise objectives]
Threat or Hazard	[List the threat or hazard (e.g. natural/hurricane, technological/radiological release)]
Scenario	[Insert a brief overview of the exercise scenario, including scenario impacts (2-3 sentences)]
Sponsor	[Insert the name of the sponsor organization, as well as any grant programs being utilized, if applicable]
Participating Organizations	[Insert a brief summary of the total number of participants and participation level (i.e., Federal, State, local, Tribal, non-governmental organizations (NGOs), and/or international agencies). Consider including the full list of participating agencies in Appendix B. Delete Appendix B if not required.]
Point of Contact	[Insert the name, title, agency, address, phone number, and email address of the primary exercise POC (e.g., exercise director or exercise sponsor)]

ANALYSIS OF CORE CAPABILITIES

Aligning exercise objectives and core capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned core capabilities, and performance ratings for each core capability as observed during the exercise and determined by the evaluation team.

Objective	Core Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
[Objective 1]	[Core capability]				
	[Core capability]				
[Objective 2]	[Core capability]				
[Objective 3]	[Core capability]				
<p>Ratings Definitions:</p> <ul style="list-style-type: none"> • Performed without Challenges (P): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. • Performed with Some Challenges (S): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified. • Performed with Major Challenges (M): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws. • Unable to be Performed (U): The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s). 					

Table 1. Summary of Core Capability Performance

The following sections provide an overview of the performance related to each exercise objective and associated core capability, highlighting strengths and areas for improvement.

[Objective 1]

The strengths and areas for improvement for each core capability aligned to this objective are described in this section.

[Core Capability 1]

Strengths

The [full or partial] capability level can be attributed to the following strengths:

Strength 1: [Observation statement]

Strength 2: [Observation statement]

Strength 3: [Observation statement]

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: [Observation statement. This should clearly state the problem or gap; it should not include a recommendation or corrective action, as those will be documented in the Improvement Plan.]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

Area for Improvement 2: [Observation statement]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

[Core Capability 2]

Strengths

The [full or partial] capability level can be attributed to the following strengths:

Strength 1: [Observation statement]

Strength 2: [Observation statement]

Strength 3: [Observation statement]

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: [Observation statement. This should clearly state the problem or gap; it should not include a recommendation or corrective action, as those will be documented in the Improvement Plan.]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for [Organization or Jurisdiction] as a result of [Exercise Name] conducted on [date of exercise].

Core Capability	Issue/Area for Improvement	Corrective Action	Capability Element ¹	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Core Capability 1: [Capability Name]	1. [Area for Improvement]	[Corrective Action 1]					
		[Corrective Action 2]					
		[Corrective Action 3]					
	2. [Area for Improvement]	[Corrective Action 1]					
		[Corrective Action 2]					
		[Corrective Action 3]					

¹ Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.

APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations	
Federal	
State	
[Jurisdiction A]	
[Jurisdiction B]	