



STANDARD OPERATING PROCEDURE

(SCARES OPs-Plan)

Created 18 March 2014

Rev. 26 December 2015

Rev. 10 February 2017

Rev. 01 January 2018

Introduction

The Sumner County Amateur Radio Emergency Service (SCARES) is organized to provide emergency communications resources to Sumner County and also provide non-emergency communication services for various public events and organizations as required. SCARES members serve strictly as volunteers: giving of their personal time, using their own equipment and shall not receive any remuneration for the performance of their public service mission(s).

Mission

This Standard Operating Procedure (SOP) forms the framework within which SCARES will provide communication support for the public's benefit in emergency situations affecting Sumner County and/or surrounding counties if approved. Each emergency carries with it specific communications needs for the circumstances involved. This SOP provides guidelines and flexibility to assure effective coordination of SCARES resources, regardless of the situation.

Organization

SCARES is affiliated with the Amateur Radio Emergency Service (ARES), a nationwide organization coordinated by the American Radio Relay League (ARRL). SCARES activities are under the overall direction of an Emergency Coordinator (EC) appointed by the ARRL's Tennessee Section Manager (SM). The EC may be supported by one or more Assistant Emergency Coordinator(s) (AEC).



Minimum Membership Requirements

All members must maintain a current Amateur Radio License.
Members must maintain regular attendance at SCARES meetings.
Members must maintain a minimum attendance at events.
Any members under the age of 18 must have on file with the EC a parent or guardian signed permission document.

Members under the age of 18 may not deploy to any area that might present hazardous conditions.

ARES cards will not be issued to new members until such time as the EC and AECs are confident that the new member is going to put forth the effort to be a productive member of the team.

Criminal Background Checks/Arrests

All SCARES members will provide a criminal back ground check to the County Emergency Coordinator.

Members who maintain a Tennessee Handgun Carry permit, TN Armed Security Guard License, or a Law Enforcement Officers Safety act card may submit a copy of same in order to satisfy this requirement. Active Law Enforcement officers may submit a copy of their agency credentials to satisfy this requirement.

Prior misdemeanor or felony convictions are not necessarily a disqualifying factor for SCARES membership. The EC will review any prior convictions for type of charges, how old the convictions are, and activities since conviction and determine membership on a case by case basis.

Any ARES member who is arrested for a misdemeanor or felony offense must report the arrest to the EC as soon as possible after the arrest. The EC may suspend that member from active ARES service pending a court outcome of the criminal charges. If the member is convicted the EC may temporarily suspend or permanently revoke that member's ARES membership.

Due to the varying circumstances the EC will determine these on a case by case basis.



Suspension/Revocation of SCARES Membership

The SCARES Emergency Coordinator may at any time suspend or revoke the membership of any member violating the conditions or requirements set forth in this SOP.

Any time a membership is suspended or revoked all SCARES property (ID Cards, Access Cards, etc.) will be returned to the EC immediately.

Primary Served Agency

SCARES primarily supports the Sumner County Emergency Management Agency (SCEMA). Any emergency requiring SCARES support would be the result of a request from SCEMA. SCEMA may further request SCARES provide support to adjacent emergency agencies such as Fire Departments, Police Departments, Public Works Agencies, County Government, Emergency Medical Services, Search and Rescue, or other needs as they arise.

SCARES assumes that any emergency resulting in the need for SCARES support would necessarily first have involved SCEMA, which has overall responsibility for coordinating interagency emergency communications with other public and emergency agencies.

All requests for SCARES support to any agency shall be initiated by SCEMA directly to SCARES.

Non-Emergency Served Agencies

All requests for support from Non-Emergency Served Agencies shall be directed to the SCARES Emergency Coordinator (or authorized representative). Private welfare agencies may also request communication assistance from SCARES when public emergency resources are not involved. It is recommended that Memorandums of Understanding (MOU) be established in writing between SCARES and these served non-emergency agencies prior to any support being provided by SCARES. The MOU's should be prepared and reviewed by SCARES Emergency Coordinator and an authorized representative of the served agency with copies to be on-file with the SCEMA.



Activation of the Emergency Response Plan (OPs-Plan)

Any activation and/or deployment of SCARES resources shall be made jointly by the SCARES Emergency Coordinator (or authorized representative) and the Director of SCEMA. The nature of the emergency will dictate the level of SCARES support required and when/where/how they will be deployed.

Means of notification will include, but not be limited to:

1. Local repeaters (Occasionally utilizing special tones and/or automated announcements)
2. Mass SMS system (text messaging thru the organization's maintained SMS/TEXT system)
3. Twitter and/or Facebook or other social media accounts
4. Email accounts
5. Telephonic call lists
6. Mass communications such as radio and television

****It is critical that each SCARES member ensure that his/her contact information is current in the SCARES Team Member Directory and in the possession of the EC and AEC(s).**

The formal chain-of-command for activation of SCARES shall be:

1. Emergency Coordinator
2. Assistant Emergency Coordinator(s)
3. Net Control Operator (NCO) [Also serves as an AEC]

Realizing that events sometimes do not follow formal protocol, if an emergency situation develops and it is obvious none of the above individuals are available, any member may initiate an emergency response commensurate with the nature of the event. SCARES members should take the initiative, when the possibility of severe weather is forecast, and be proactive in anticipation of SCARES support being required. Monitoring of NWS forecasts, local TV weather notices and local repeaters will greatly enhance the activation process. When it is obvious that activation will be needed, the Net Control Operator may elect to bring the Net into INFORMAL status and begin taking check-ins from available operators. When the anticipated emergency reaches a level that requires active support, the Net Control Operator will declare the Net to be in FORMAL session, designate subordinate stations (to include Net Back up



operator(s)/station(s) and Liaison Station) and all participants will operate under his direct instructions.

The Following is criteria for automatic formal activation of the SCARES weather net:

1. The issuance of a Severe Thunderstorm Warning for Sumner County
2. The issuance of a Tornado Warning for Sumner County
3. Any condition resulting in the activation of SCEMA.

In the event that SCARES activates in response to Severe Weather, the Net Control Operator shall appoint a Liaison Station and if deemed necessary, a Backup Liaison Station to monitor and maintain communication with the National Weather Service by one or more of the following:

1. "NWS Chat Live" National Weather Service Online Chat Room (only designated and Pre-Authorized Individuals can utilize this reporting method)
2. The Middle Tennessee Emergency Amateur Radio System (MTEARS) UHF net. (Available for monitoring only at any time during their net activations. However, to maintain continuity of information to be passed and organization professionalism, only the designated liaison or their authorized backup (to include, but not limited to, SCARES officers and the NCO or their backup) may pass information to the MTEARS system NCO.
3. Official Local NWS forecast office's alternative reporting mediums, to include the official Twitter, FaceBook, Local office toll-free phone number, and e-Spotter accounts. (By nature of the sheer volume of information received via these mentioned mediums, it is not recommended that Real-time, Emergency, or Immediate Action Needed reports be submitted via this method unless it is a last resort.) The appropriate reports to be utilized on these methods should be those of damage that fall under the reportable criteria for damage reports.

The Liaison Station will forward any reports as directed by SCARES Net Control. The Liaison Station is authorized, at their reasonable discretion, to forward traffic utilizing the mediums. If a Liaison Station is not available the Net Control Operator



will also act as Liaison to NWS until another station is available.

Primary operational MTEARS frequencies most likely to be used by SCARES members can be found at mtears.org and are located on the ICS217A, attached at the end of this document.

During a SCARES activation, all appropriate activities should be documented using the applicable ICS Form. (See Operational Requirements)

Additionally, in the event SCARES is activated it is highly likely that certain members will be tasked to report direct to the SCEMA headquarters to man the amateur radio stations there and provide support to the EMA staff as requested.

Limitation of Support

SCARES members will only provide emergency communications support. SCARES members are licensed amateur radio operators and as such are not trained, equipped, nor should they be charged with performing other duties such as providing first-aid, search and rescue, law enforcement, etc. Our job is to communicate.

Resources

The level of support being requested will determine the type of resources that SCARES will be required to deploy. Levels of support may require, but not be limited to, the following:

- . Fixed Station HF/VHF/UHF radios located in the SCEMA HQ.
- . VHF/UHF "Drop Kits"
- . HF/VHF/UHF "Drop Kits"
- . Mobile vehicles with HF/VHF/UHF capability
- . Automatic Position Reporting (APRS) equipment
- . Packet Data methods
- . Amateur Television (ATV) / Slow Scan Television (SSTV) methods
- . Generators
- . Antennas that can easily be erected in a field environment (i.e. multi-band dipoles for HF J-Pole VHF/UHF antennas, etc.).
- . Global Positioning System devices
- . Two 50ft coils of coax cable with PL-259's on each end plus two barrel connectors.



- . 100 ft. of "soft" nylon rope for hoisting antennas

"GO KITS" are an assembly of radio equipment and other accessories that each SCARES member should have. It should be

ready to deploy quickly and be in the possession of the member when an emergency activation is anticipated or likely. There is no standard list of things required in the "Go Kits". Obviously, radio communication equipment is fundamentally understood to be part of it. In addition, some less thought of necessities include, but are not limited to the following:

- . Operating manuals for ALL of the equipment you plan to use.
- . ARRL Repeater Directory and or SCARES ICS-217A
- . Basic tools such as screwdrivers, needle-nose pliers, pocket knife, electrical tape, etc.
- . Message forms, note pads, pens, paper clips and other supplies of this nature.
- . Medications you need for a minimum of three (3) days if being deployed locally.
- . Enough rations (food & water) to sustain yourself for 24 hours.
- . Cash
- . Cell phone charger
- . Personal hygiene items
- . Change of clothes appropriate for the weather conditions expected
- . Flashlight(s) and batteries
- . Chemical illumination sticks
- . First Aid Kit
- . A minimum of ½ tank of fuel in your POV (gas stations may be out of service or w/o electricity)

Most, if not all, of this equipment will be provided by the SCARES members themselves who will be solely responsible for its use and security. It is critical that members being activated/deployed with their own personal equipment SHALL be fully familiar with the programming and operation of that equipment.

Security Requirements / Identification Policy

SCARES members will be provided with an OFFICIAL standard, non-access control, photo identification badge for limited access to the SCEMA HQ(EOC) or Operations Area(War Room) under



normal operational status(ex: monthly meetings or training/testing sessions). Such identification MUST remain visible at all times while member is on the premises. Members are not to enter any

Unauthorized Personnel/Secure areas of the EOC without permission of one of the SCARES officers or SCEMA officials.

During activated/elevated EOC status, only Pre-Authorized members will be issued the required access control credentials to gain access in and to their assigned areas within the EOC. Members not in possession of such ID will not be permitted to enter but may be deployed outside the secure area or in other support functions elsewhere as directed by the SCARES EC.

If SCARES members are requested to provide support to another EMA agency outside Sumner County, the SCEMA Director will be responsible for coordination of access for the deployed assets to the requesting agency.

The identification policy will remain in effect regardless of deployment location and may be required to comply with that deployment location's individual policy. If SCARES is made aware of a location's or served agency's identification requirements, SCARES will attempt to comply, within reason, prior to any deployment need arising.

Operational Requirements

SCARES members operating as a Net-Control operator (or assisting the NCO) must be capable and prepared to maintain an accurate log of all pertinent traffic whether verbal, radio, or digital. Informal (tactical) messages between stations may be unwritten when short, time sensitive information is involved. Such messages should be clearly identified and if at all possible a short narrative written when time permits. The Net-Control Operator is responsible for approving any formal traffic across his net. Standard message forms are the best way to catalog traffic sent or received. ICS Form 213 is included in this SOP.

Each station should keep an accurate log of all formal messages, and a copy of the formal message itself. ICS Form 305 is included in this SOP.



To avoid confusion, "Q" signals or other abbreviations will not be used. **Please use plain English only.**

Security of Information

Information transmitted by amateur radio can never be considered totally secure. FCC regulations prohibit use of any "codes" that would obscure the actual meaning of the message. Regardless of the above, ALL amateur radio traffic should be treated as confidential and privileged.

Incident Command System

The Incident Command System (ICS) is a management tool that has been universally adopted for use by multiple agencies to establish a coordinated command structure. SCARES members involved with emergency communications support do so by the invitation from the Incident Commander, the Logistics Section Chief, or the Communications Task Force Leader. It is important the SCARES members become familiar with the ICS concept. Participation and completion of the many ICS courses is paramount to success of the SCARES organization. Certification in the ICS 100, 200, 700 and 800 courses are strongly encouraged; other related courses are highly recommended. Completion of these four ICS courses is also mandatory for any SCARES member who has volunteered for a communication team that is deployable to other jurisdictions outside of Sumner County.

Operational Procedures

The following is the Priority Order for all Operational Frequencies for all events/incidents unless otherwise defined by the SCARES EC:

1. Primary Linked Repeater Frequency
2. Other Linked Repeater Frequency
3. Primary (Unlinked) Repeater Frequency
4. Secondary (Unlinked) Repeater Frequency
5. Primary Simplex Frequency
6. Secondary Simplex Frequency



Operational frequencies used in the event of an ARES and/or SKYWARN activation can be found on the ICS217A, attached at the end of this document.

MTEARS

The Middle Tennessee Emergency Amateur Radio System (MTEARS) is a system of linked UHF repeaters that basically provide reliable radio communication throughout the 39 counties in middle Tennessee that are serviced by the National Weather Service in Old Hickory. Refer to the attachment showing locations and frequencies. For more detailed information on MTEARS visit their website - www.mtears.org.

The MTEARS system is open to all licensed amateurs during non-emergency periods. Each SCARES member is encouraged to program the appropriate frequencies in your radios so they will be ready for emergency operations. Always broadcast a query - "is the frequency in use?" to be sure there is no formal activity. When the potential for severe weather or other potential emergency situations may develop, please just **MONITOR** and keep the frequency clear. Primary MTEARS frequencies most likely to be used by SCARES members are located on the ICS217A, attached at the end of this document.

END OF SOP