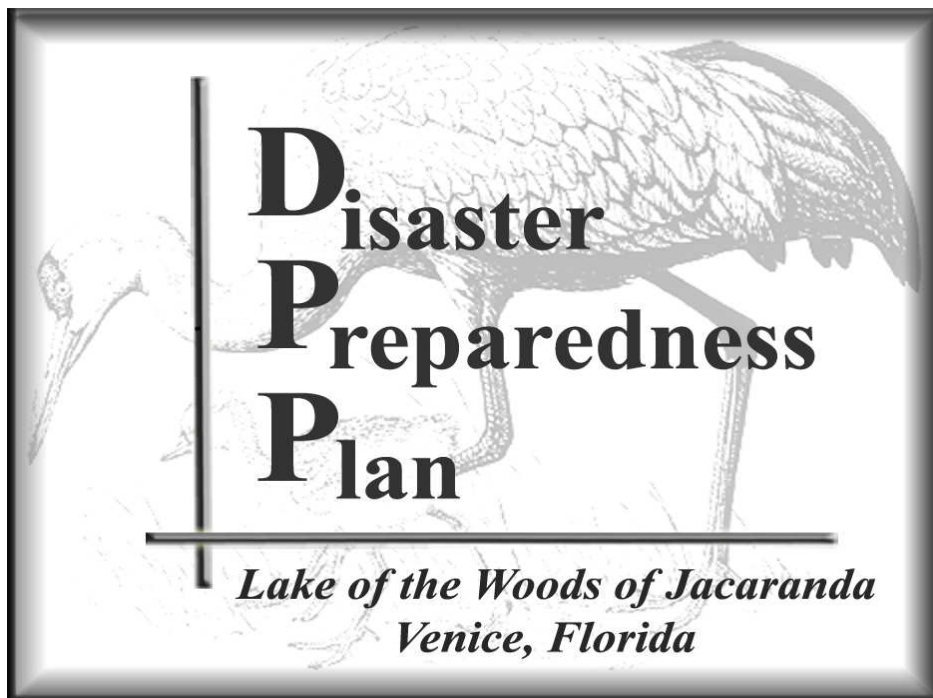


# Communication Training Guide

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## Disaster Preparedness Plan (DPP)

June 27 2008



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Lake of the Wood of Jacaranda  
Venice, Florida

# Disaster Preparedness Plan Lake of the Woods of Jacaranda

## Communications Plan

**Objective:** The objective of this guide is to introduce you to the general concepts of emergency communication and how you, as volunteers, can best help

### What is a Communications Emergency?

A communication emergency exists when a critical communication system failure puts the public at risk. A variety of circumstances can overload or damage critical day-day communications systems. It could be a storm that knocks down telephone lines or radio towers, a massive increase in the use of a communication system that causes it to become overloaded, or the failure of a key component in a system that has widespread consequences.

### Communication Methods

#### Telephones and Cell Phones

Telephones and cell phones will be used until such services are no longer available.

#### Radio Wireless Communications

Family Radio Service - FRS  
General Mobile Radio Service – GMRS  
Amateur Radio Service – HAM  
Government radio service – SCGOV.com

#### Handy Talkie -

Hand held radio Short range FRS/GMRS.  
HAM Radio Medium range.  
Ham Radio “Jump Kit” County wide communications.



*TALKABOUT* Radio by Motorola

- + Combination FRS/GMRS
- + 22 Channels
- + Channels 1-7 requires a license if power greater than ½ watt
- + Channels 8-14 are license free FRS frequencies
- + Channels 15-22 require a license
- + Unlicensed GMRS operation can bring up to \$10,000 fine

# DPP - COMMUNICATIONS BASICS

1. Role of the communicator
  2. Tactical call signs
  3. Talking on the radio
  4. Controlled nets
  5. Noisy environments
- 

## 1. ROLE OF THE COMMUNICATOR -

- Your role as an emergency communicator is to:
    - Be a set of eyes on the ground during an incident.
    - Relay information between official personnel in connection with an incident.
    - Be a trained emergency resource at an incident.
    - Be part of a team of emergency communicators working to assist first responders during an incident.
  - Remember, you as the communicator, are not a decision maker. You relay information to and from the leader.
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## 2. TACTICAL CALL SIGNS -

- Identify yourself by your location or assignment such as "Command Post" or "Team 1". This is your tactical call sign. This enables "Net Control" to manage resources by position rather than each person's name.
  - Use your tactical call sign consistently.
  - Contact net control or others by their tactical call sign.
  - Listen for yours.
  - Tell your successor what tactical call sign you have been using.
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## 3. TALKING ON THE RADIO -

### WHEN DO YOU SPEAK?

- Speak only if you must, then keep it short.
- Be calm, clear, and concise.
- Effective communications means listening, not talking.
- If someone seems in control of things, listen to them.

### **3. TALKING ON THE RADIO (cont)**

#### **CALLING SOMEONE**

- Listen before transmitting;  
Do not interfere with radio traffic in progress.
- Say the tactical call sign of the person you want to call.
- Then say "this is".
- Followed by your tactical call sign.
- Then say "over".
- Example: " IC this is team one, over"

#### **ACKNOWLEDGE CALLS**

- Say the tactical call sign of the person calling you.
- Then say "this is".
- Followed by your tactical call sign.
- Then signal them to proceed with their message by saying "go ahead".
- Example "Team 1 this is IC, go ahead".
- If you are busy, say "stand by" or wait.
- Example "Team 1, stand by".
- Don't forget to return to the station and talk to them.

#### **TERMINATING A CONTACT**

- When you have said all you have to say, use the word "Out" or "Clear" instead of "Over".
- This tells the other party you are finished and expect no reply.
- Don't use "over" and "out" together. Use one or the other.
- The person who initiates the contact should usually terminate it.

#### **DURING A CONVERSATION**

- "Copy"  
Means message received and understood  
Some people use "Roger" instead  
Does not mean yes.
- "Affirmative" or "Negative"  
Use instead of "yes" or "no"  
Ensures meaning is clear, even under noisy operating conditions.
- "Say Again"  
Used to request a repeat from the last known word  
Example: "Say again all after... (known word)".
- Spell difficult or uncommon words phonetically.

### 3. TALKING ON THE RADIO (cont)

#### ITU (International Telecommunications Union) STANDARD PHONETIC ALPHABET

A - Alpha	J- Juliet	S - Sierra
B - Bravo	K- Kilo	T - Tango
C - Charlie	L - Lima	U - Uniform
O - Delta	M - Mike	V - Victor
E - Echo	N - November	W - Whiskey
F - Foxtrot	O - Oscar	X - Xray
G - Gulf	P - Papa	Y - Yankee
H - Hotel	Q - Quebec	Z - Zulu
I-India	R - Romeo	

#### IT'S NOT LIKE A TELEPHONE

- You can't hear anyone if you are talking.
  - No one else can speak when you talk.
  - If everyone talks, nobody listens.
  - Everybody hears everything anybody says.
  - Results in CHAOS (%A#&\*!).
- 

### 4. CONTROLLED NETS -

#### WHAT IS A CONTROLLED NET?

- Someone - "Net Control" – takes command to control/mange the flow of communications.
- Radio users must call Net Control to get clearance before calling anyone else.
- Use a controlled net when more than 4 people are "on the air".

#### WHY USE A CONTROLLED NET?

- It enables Net Control to:
  - Prioritize resource requests.
  - Quickly and effectively handle multiple situations.
  - Record what happens.

## 4. CONTROLLED NETS – (cont)

### PARTICIPATING IN A CONTROLLED NET

- Respond only to net control.
  - Get clearance before contacting anyone.
  - Move to another channel/frequency if requested by Net Control.
  - Monitor the radio continuously.
  - Answer immediately if called.
  - Acknowledge transmissions to you.
  - Don't go "off the air" without checking out.
  - Wait for Net Control to recognize you before transmitting any further;  
    If you speak further without being recognized, you may "double"  
    with  
        (talk over the top of) someone, who then must repeat their  
    message.
  - Don't call repeatedly;  
    If net control doesn't answer you, wait for pending traffic to finish  
    before trying again.
  - If truly urgent, interrupt by saying "break break";  
    Wait for Net Control to terminate the current conversation and  
    acknowledge the "break".
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## 5. IN NOISY ENVIRONMENTS -

- Do not speak louder in a noisy environment.
- If you speak louder than is needed for normal speech, the radio will distort your voice and reduce intelligibility.

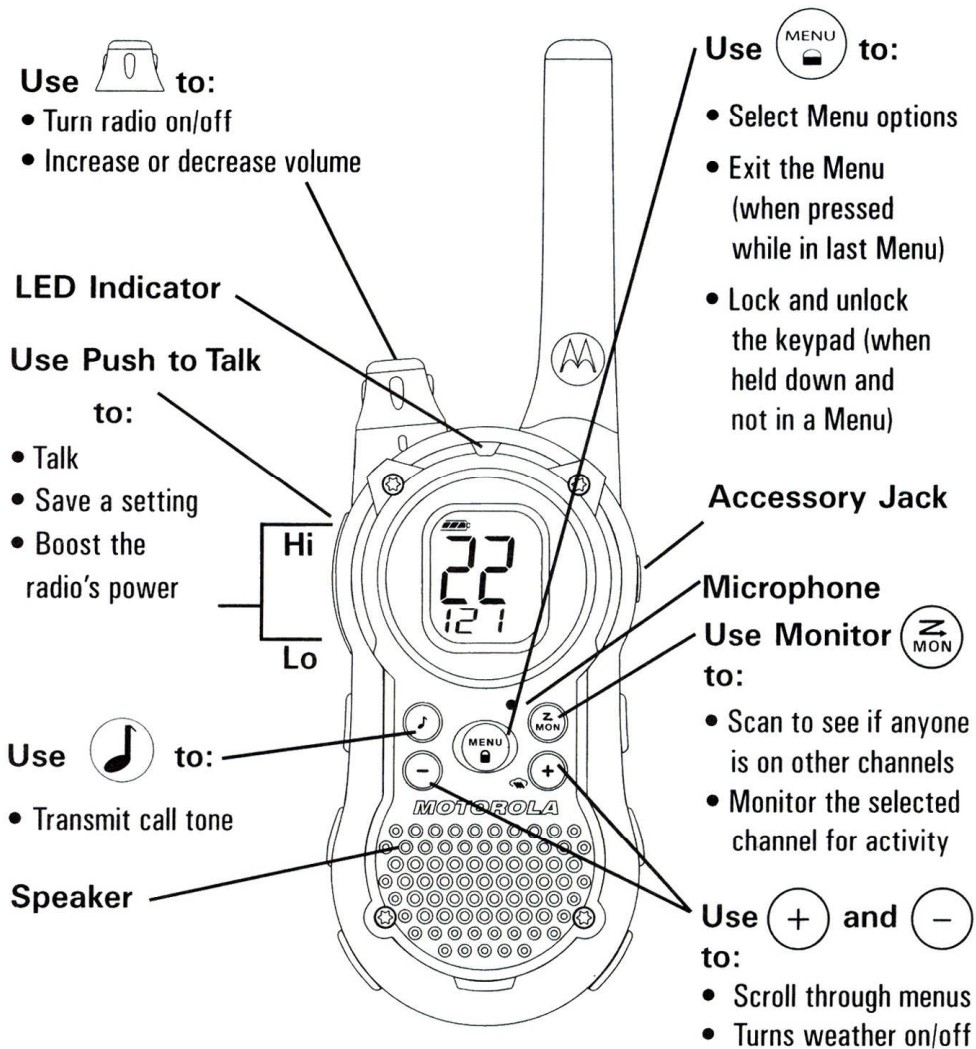
Preventive steps:

- Move to a quieter location.
  - Use earphone or headset;  
    Also saves battery power.
  - Turn down volume;  
    Don't add to the noise level.
  - Shield microphone from the wind.
  - Speak across the microphone.
  - Use a normal speaking voice.
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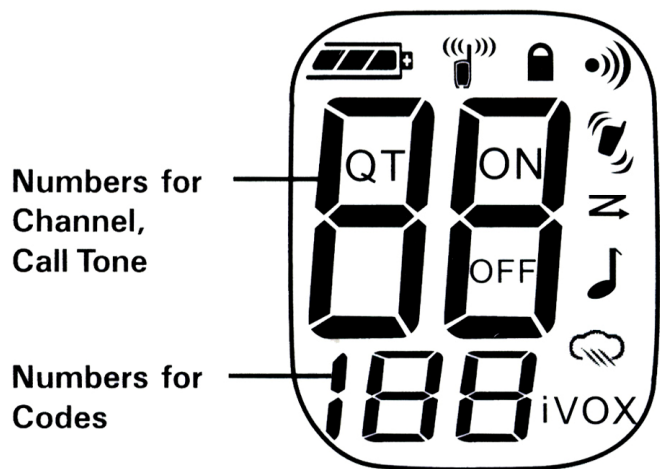
### EXERCISE

- Select a Net Control (Incident Command or IC).
- Determine tactical call signs  
    Team 1, 2, 3, or A, 8, C, etc.
- Take turns simulating a controlled net.

# Control Buttons



## Display Screen Guide





 – Battery Meter

ON – On/Off for  
OFF – each feature

 – Channel Power Indicator

 – Vibrate

 – Lock

 – Scan

 – Talk Confirmation Tone  
(Roger Beep)

 – Call Tone,  
Keypad Tone

QT – Noise Filtering

 – Weather Alert

iVOX – Hands-Free Use  
Without  
Accessories

VOX – Hands-Free Use  
With Accessories