



Garland Radio Amateur Civil Emergency Service

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Shelter Operations - Communications support

Garland RACES/ARES® may be deployed to assist a Shelter agency and/or local EMO with shelter operations to provide support communications. "With that, there are a number of things to consider during preparation." Listed here is information to help you with that assignment. Shelters are temporary locations where disaster victims find lodging, food, assistance and supplies. Shelters may operate during and/or after an incident. They may be opened from a few hours to as long as several months.

FUNCTION:

Communicators do not respond to a shelter, they are deployed. Deployment should be as a team of two in 8 to 12 hour shifts. Communicators with both voice and digital capability are preferred.

Communicators assigned to a shelter, are there to provide support and backup communications, for health and welfare traffic, logistical support communications and tactical shelter data. Communicators working at a shelter should present a positive attitude and professional presence. This allows both the shelter management and their guests to know that there are persons concerned about their welfare. Use your discretion if asked to assist in other areas, but always keep net control informed.

The Shelter Manager or his/her designee is the only person authorized to issue traffic pertaining to shelter victims for transmission by communicators. Other traffic may also be passed although most traffic will be logistical in content.

Do not respond to inquiries from the press. Refer them to the Shelter Manager or your PIO.

Shelter communications should not be conducted on a tactical net. They should be on a secondary net or channel.

RESPONSIBILITIES:

- Prepare for a long duration (72 Hours or more) due to the uncertainty of the incident
- Make arrangements for your family
- Review the Common Responsibilities document
- This assignment requires CRF-B equipment (CRF-DM equipment and a blank Zip/Thumb drive suggested but optional)
- Report to the Shelter Manager upon arrival
- Set up your equipment after consulting with the Shelter Manager. Request a quiet location near the Manager. Arrange your set-up to minimize hazards to yourself and the occupants from cables, antenna and such. Red Cross managed shelters strive to have all cable runs overhead
- Contact Net Control (NCS) as soon as you are operational
- Use headphones due to sensitive nature of some communications and as a courtesy to those around you
- Once established, strive not to be out of radio contact at any time, if so notify NCS of reason and time away
- Maintain a communications log of all communications traffic and a unit/activity log of significant occurrences and/or events (assignments, tasks, difficulties, injuries)
- Provide Shelter Manager with up to date weather, coordination, and logistical information
- At the end of your shift, brief your relief communicator, tidy up your area and notify net control upon leaving
- If you are a relief communicator, report to the on duty communicator and the Shelter Manager, then notify NCS of the change in communicators
- Obtain a briefing from the on duty communicator and Shelter Manager
 - Gather as much information as you can before shift change
 - Gather current shelter statistics
- At the end of shelter operations, notify NCS of status and return the operating area back to normal
- Submit all documentation to Radio Officer or Resource Team Leader

REFERENCE MATERIAL

Forms; ICS-213, ICS-214, ICS-309

Garland RACES/ARES® Operations & Procedures Notebook

Garland RACES/ARES® Common Responsibilities (during Activation) Document

Public Service, RACES & ARES® Communications Resource Functions and Equipment Guide