

Holyrood Communications Team Guide

Rule one in an emergency is **Be Careful** – ***do not become part of the problem!***

It is the mission of the Holyrood *Communications Team* leader to coordinate the flow of information into and out of the Incident Command Center (ICC) as directed by the Incident Commander. The incident Commander relies on the Communications Team to provide the information needed to make effective emergency response decisions.

Among the tasks of the Communication team are the following:

- Assist in setting up the communications section of the Command Center.
- Using an individual as a scribe, post status display boards indicating neighborhood status, by street address.
- Communicate with operational teams in the field.
- Communicate with the City Emergency Operations Center as authorized by the Incident Commander.
- Maintain a communications log during the emergency.
- Monitor emergency radio and TV broadcasts.
- Maintain a status board indicating the Commander, Deputy Commander and Communications team leader on duty, along with the operational teams in the field.

Two-way Radio Operation – Within Neighborhood

Your radio Call Sign is “**Holyrood Incident Command Center**” You should have your radio set on Channel 8 with no privacy code/secondary channel (those should be set on 0 [zero] or - - - depending on your brand of radio).

When you initiate a call to, or receive a call from a deployed team, use the following format:

“Holyrood (Team name) this is Holyrood Incident Command Center. Over”

The (Team) will respond:

“Holyrood Incident Command Center, this is Holyrood (team name). Over.”

Note: If this is a drill/exercise (not a real emergency) you MUST add the words, “this is a drill” or “this is an exercise” to any message you send that might include situations that would alarm anyone listening in on our channel. For example, “Holyrood (team) this is Holyrood Incident Command Center. Please verify you have (contained a small fire/shut off the gas/etc.) at 2020 Holyrood Drive. This is an exercise. Over.”

When you have finished transmitting with a team say “*Out.*”

Remember to wait for the channel to be clear and then press the transmit button for a half second before beginning to speak. Speak clearly, slowly and as succinctly as possible.

Two-way Radio Operation – Outside Neighborhood

Your radio Call Sign is “**Holyrood Neighborhood Group.**” You should have your radio set on Channel 7 with no privacy code/secondary channel (those should be set on 0 [zero] or - - - depending on your brand of radio).

You may wish to communicate with other Neighborhood Groups, ham radio operators or the closest fire station, to report situations within your neighborhood that require outside help.

Use the same procedure for making calls. Identify who you are calling, followed by who you are. If conducting an exercise or drill, be sure to include the words, “this is an exercise,” or “this is a drill.”

Equipment/Personnel You Should Have:

Item	Quantity
Situation Status Board	1
Personnel Status Board	1
Two-way Radio – GMRS	1
Two-way Radio – FRS	1
Utility Map	1
Communications Log	1
CORE Hard Hat, Vest, ID Card	1/individual
Radio – battery and/or solar powered	1
Flashlight or battery-powered lantern (if at night)	1
Status Report for Outside Help	1
Two-way Radio Relay at local Fire station	1
Scribe	1

A final note. The Communications Team is the only group that should be located inside the ICC with the Incident Commander. A close working relationship must exist between the two. Organization and calm, clear sharing of information are critical to the success of the two. **Thanks again for helping!**