

Hello ARES group EC and or AECs,

This ARES District Mutual Aid Program (DMAP) document for Eastern Ontario has been sent to you because you are listed on the Mutual Aid page being part of the ARES leadership team for your ARES group. Your EC is aware of this document and has cooperated in providing any correction we needed in regard to your home mailing address listed on the RAC database.

As such you are asked to become fully familiar with this document so that you know how the Mutual Aid Program works in case you are the person on the list that receives the Mutual Aid call for help from an adjacent ARES group in need of additional help and your EC is not available.

Also, this document permits you to know how to make such a call for help to adjacent ARES groups should your EC delegate you with that task, or that you have become the acting EC in lieu of your EC and need to invoke the DMAP and follow its protocol and guidelines in making the call for help, and tracking the committed resources in response.

For the purpose of an upcoming Eastern Ontario wide ARES District deployed exercise, if you are coming to the ARES District meeting in Ottawa for April 17<sup>th</sup>, you then can become a responder for the purpose of this exercise. To be a responder, you will need to be called by your EC to activate you, in which case you will need to fill in a form or two (see forms in this document) and bring these (or copies) with you to the responders staging area in Ottawa.

As a responder on your way to Ottawa, please tune your radio to 146.880- (no tone) and check in with the ARES emergency exercise net control station who will guide you to the staging area. It is possible that you will need to bring a personal support kit, so you may want to prepare ahead of time. The exercise net control will be on air for ARES responders so they can check-in beginning at 0800.

This Mutual Aid document has been created to facilitate the Mutual Aid process in Eastern Ontario (combined, Seaway and Capital ARES Districts) and the tracking of personnel, their equipment and any special equipment requested and being committed to in support of the call for help. This exercise is to test both the DMAP process document and forms, and the forms you will receive at the staging area, providing you with current status of the emergency, your task and where and who to report to.

Please acknowledge by e-mail or phone that you have received this document.

If you are attending the yearly ARES District meeting in Ottawa on April 17<sup>th</sup> at 10:00, then we at the ARES District look forward to seeing you there.

Best of 73

Michael Hickey / Callsign VE3IPC  
RAC ARES-Ontario [Eastern Ontario]  
District Emergency Co-ordinator (DEC)  
613-679-4474 < ve3ipc@aol.com >  
< <http://www.racaresontario.ca> >

# Request for Mutual Aid Guidelines

When an ARES Group has been activated and is deploying the group to positions within the Group's territory, the EC must evaluate the group's ability to perform the required response for the duration of the deployment.

The following questions should be reviewed and, if necessary, a request should be initiated for mutual aid.

## Part 1- Preparation for a Request for Mutual Aid

When the EC is preparing to send out a request for Mutual Aid the following information will be a valuable assistance in determining the required support.

### Operators:

The EC should know the number of locations that the client needs to have filled, the number of operators per shift at each location and the duration of shifts. From this information the EC must determine the total number of operators required each day. Knowing the number of operators available from his own group, the EC can then determine the total number required to support his operation. Equally important is the types of tasks to be performed at each location.

### Equipment:

After assessing what equipment the EC can either put in place or already has in place, determining the equipment required from outside sources is the next step. One question to ask may be; is it desirable to have each respondent have a hand held VHF and/or mobile VHF for personal communications while deployed? Another would be; would dual band radios be needed?

### Start Time and Duration:

The EC should estimate how long the local group can provide support to the client before the Amateur system begins to fail as a useful emergency communications tool. This will help to determine how soon the mutual aid support is required. The EC also needs to have some idea of how long the support will be required. Exact lengths are not necessary, but certainly if it is a few days or a week or two weeks, etc. Anything over one week should be considered as long term.

## Part 2: Initiating the Request for Mutual Aid.

As indicated in the District Mutual Aid Plan (DMAP), utilizing the District Call list, the EC can either call directly to each of the other groups in the DMAP or he can ask (designate) someone to help in the matter, either the DEC, another EC not affected by the emergency or one of his own AECs. This should be done, at least initially, as soon as possible after call out

# Request for Mutual Aid Guidelines

by the client. If nothing else, this call should cause an initial discussion between the ARES EC in the emergency with the likely support coming from outside the area. The designated EC/DEC would then call the other EC's with a heads up.

Depending on what interruptions in communications the emergency has caused, any means necessary to get aid should be used: i.e. Phone, Radio, fax, e-mail, etc. There is a list of local repeater frequencies etc. in the DMAP that can be utilized to assist with the callouts.

To ensure proper tracking of the use of outside personnel, it is suggested that the group responding to a mutual aid request be prepared to provide the following information for each person deployed:

- Name
- Callsign
- group affiliation
- EMCOMM Skill set/physical capability
- Resources (radios etc)
- Next of Kin
- ID Check
- (Watch for op and spouse pair re Next of Kin - neither should be named as next of kin contact if both are deployed together).

If the request includes specific equipment, ensure that all information on the equipment is provided In particular, Manufacturer, name, model, serial number as well as who owns it.

For the mutual aid provider, it is important that the mutual aid provider receives enough information to ensure that the affected group gets the right people for the jobs. Some information that should be provided during the request are:

- Short description of the emergency/event;
- Tasks to be filled by requested personnel;
- Staging area/point;
- How food and lodging requirements will be provided;
- Environmental protection requirements;
- Dangers of the area;

# Request for Mutual Aid Guidelines

- Who pays for travel (and other things?); and,
- Liability coverage.

This allows the EC of the group providing resources to identify what resources they do have that would be most useful and in what tasks. The EC can provide this information to the requesting group.

On arrival at your staging point it is recommended that the following take place:

- Fill out any forms / hand over any pre-written forms (See DMAP);
- Inspect ID; (make sure all who were sent have arrived, and no one else)
- Provide the incoming hams with an updated briefing on the situation;
- Define what is classified-unclassified in the tasks;
- Provide information on where each person will be deployed;
- Provide information on expected duration of their deployment
- Identify any transport arrangements.

Each EC must decide, depending on the requirements of the client, their own knowledge of the persons being brought in, and discussions with the responding EC, where the incoming amateurs can be utilized:

- i. Net Control Station
- ii. EOC Operator
- iii. Emergency Coordinator
- iv. Out station operator
- v. Mobile operator
- vi. Shadow operator

Since most groups operate differently from each other, it is important that each EC understand that some training may be required for inbound operators. A good knowledge of your own operating conditions should identify these areas. For example, incoming hams may need to be trained on equipment you have already deployed. A definite explanation of how your net operates and your expectations of operators in the net is essential.

As the EC you may have some expectations of incoming operators. At the very least, a basic amateur license, knowledge of VHF transceiver basics, standard NET operating procedures,

# Request for Mutual Aid Guidelines

and possibly the International Phonetic Alphabet are likely to be required. Ensure that this is passed on in your request.

An essential part of providing emergency communications is being able to identify not only what went right, but also those areas that need to be improved. This can only be done through a thorough debriefing. The requesting EC should identify, up front, when and what type of debriefing will be done as well as when. From the debriefings, a 'lessons learned' document should be developed within the group and circulated to the other groups in the DMAP to help all groups improve their support.

## Part 3: Providing Mutual Aid

An EC or the DEC must be just as prepared to receive a request as to ask for mutual aid. It is vital that the EC know who should be requesting mutual aid. There are many issues of liability, etc. involved with emergencies. It is important that the right persons do the requesting as they understand these issues and know how their group addresses these with their clients.

Normally, you expect the call to come from the EC of a group, or someone on the call list in the DMAP. If the call comes from someone outside the listing in the group, it is important to verify the request for aid. It is unlikely, but possible, that a client from some other ARES group could request aid. It would be important to get in touch with that ARES group to ensure continuity. A few questions to ask are:

- Who are you?
- Who do you represent?
- What is the nature of the emergency?
- How can we help?

Once a request for aid is received it is important to have information prior to polling your members to see how many can be deployed for this operation.

- How many operators are being requested?
- Where are they being deployed?
- When do they need to arrive?
- For how long do you expect them to be deployed?
- Does the requesting group need equipment? If so, what can you provide?
- Are your members expected to bring/utilize their own equipment?
- What do you tell your members to bring?

# Request for Mutual Aid Guidelines

- Will there be a debrief of members after the deployment and will copies be provided back to the DMAP members?

As the EC, you must now decide whether you can even afford to send anyone to help. You must answer your own questions concerning the likelihood that your group will become embroiled in the emergency. Therefore, you must decide how many and who to send.

Whether a debrief session will be performed by the requesting group or not, it is vital to conduct a debrief session upon their return to your group. This will provide a second debrief after the operators have had time to think about the operation. Ask the following:

- How did it go?
- What did the receiving ARES group do that you liked/ disliked/ was different from our local practice?
- What does the sending ARES group need to fix about how members are dispatched for mutual aid?
- What does the receiving ARES group need to fix about how members are inducted for mutual aid?

There should be a debrief document to focus responders answers.

Finally some general questions about the task at hand:

- Do you need to ask yourself anything else when a mutual aid request is received?
- Do you need to ask the receiving person/group anything else when a request is received?
- Identify any unique capabilities your group has that the requesting group may be able to use, but unaware of.

## Conclusion:

This document is intended to provide common simple guidelines that would allow ARES Groups within the DMAP to quickly and easily request aid when it is time to provide emcomm services to our communities. It is expected that each group will review this document well in advance of any occurrence and have additional local requirements documented in their own plans and procedures.

***Any request for change to this document is to be reviewed by the DEC and agreement required by all parties to the DMAP prior to any changes being incorporated.***

# **Request for Mutual Aid Guidelines**

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# REQUEST FOR MUTUAL AID

## Form

(Please Print)

| Group Contacted/<br>Contacted by           | Contact Method | # Operators Requested         | When Required    | Duration of Service       |
|--------------------------------------------|----------------|-------------------------------|------------------|---------------------------|
|                                            | Date/Time      |                               |                  |                           |
|                                            |                |                               |                  |                           |
| <b>Staging Area/Inbound Frequency</b>      |                | <b>Documentation Required</b> |                  | <b>Served Agency</b>      |
|                                            |                |                               |                  |                           |
| <b>Situation</b>                           |                |                               |                  |                           |
|                                            |                |                               |                  |                           |
| <b>Requested Capabilities</b>              |                |                               |                  |                           |
|                                            |                |                               |                  |                           |
| <b>Requested Equipment</b>                 |                |                               |                  |                           |
| <b>Are these provided and by whom?</b>     |                |                               |                  |                           |
| <b>Food</b>                                | <b>Lodging</b> | <b>Transportation</b>         | <b>Insurance</b> | <b>Cost Reimbursement</b> |
|                                            |                |                               |                  |                           |
| <b>Local Hazards and Danger Zones</b>      |                |                               |                  |                           |
| <b>Personal Protective Equipment (PPE)</b> |                |                               |                  |                           |
|                                            |                |                               |                  |                           |

**To be used when requesting or receiving a call for mutual aid.**

# REQUEST FOR MUTUAL AID

## Form

(Please Print)

\* **EXAMPLE** \*

*(Italics are examples to consider when filling in the form)*

**Group Contacted** What Group called? (one sheet for each group called) *Larry Lightbar, EC Neighbourville*

**Contact Method** - HOW WERE THEY/YOU CALLED (PHONE # FREQ, ETC.) *613 555 5554*

**# Operators Requested** - HOW MANY OPERATORS REQUESTED? *13*

**When Required** - WHEN ARE FIRST OPERATORS NEEDED? *Tomorrow (Friday 13 Feb 20xx) 19:00*

Duration of Service - **WHAT IS ESTIMATED DURATION OF SERVICE?** *1 week plus or minus*

**Staging Area** - IS THERE A STAGING POINT? (WHERE?) *municipal works yard, West side. HWY 73 and Perimeter Avenue. Incoming vehicles will be left there.*

**Documentation Required** - WHAT DOCUMENTATION IS NEEDED? (ID) *Drivers Licence, Health Card, other Id, (forms) Intake form*

**Served Agency** - What Served Agency called out the group? *Municipality, Red Cross, Police*

**Situation:** What is the local emergency and what role are we filling?

**Requested Capabilities** - WHAT CAPABILITIES ARE NEEDED? *Basic licence, phonetic alphabet, formal net participation, tactical messaging, for shelter, Red Cross HQ,, some relief ops for net control. 146.52 for incoming liaison and coordination enroute.*

**Requested Equipment** - WHAT EQUIPMENT IS NEEDED? *equipment is already on scene for the duration. a portable repeater would help, but not vital*

**Are the following provided and by whom?**

**FOOD, LODGING, TRANSPORTATION?** *all supplied by municipality. accommodation, meals at shelter 2. Incoming vehicles to be left at staging.* **INSURANCE?** - *Municipality liability insurance while on duty, otherwise you are on your own.* **Cost Reimbursement ?-** *Is there any prospect of repayment of costs of above? no*

**Local Hazards and Danger Zones** - WHAT ARE ENVIRONMENTAL PROTECTION HAZARDS? *normal cold weather, ice.* WHAT ARE THE DANGERS OF THE AREA? *unusually icy roads, some roads closed, trees and power lines down.* What Personal Protective Equipment is required: *Cold weather wear, rain gear, (this should not include specialized equipment such as hard hats, respirators, climbing belts. This should be in special equipment request)*



## List of Resources Provided (Please Print)

This form is used to track the resources that will be provided by each group. This includes names of personnel as well as any equipment they may bring with them. This is not a comprehensive list, but a quick tool to indicate the available resources. Amplifying information should be documented elsewhere (Not provided as a form). There is room on one page for 15 entries.

**Group:** This is the group that will be providing the resource. *i.e. PR-ARES, EMRG, RCW, LNL*

**Name:** This is the name of the individual that is deploying to the affected area. *i.e. Larry lightbar, VE3FFK*

**Equipment:** The equipment the person is bringing with them. *i.e. Handy talky, Mobile rig, spare batteries, Basic Go Kit, Intermediate Go Kit.*

**Special Equipment:** This is equipment not normally brought with someone on deployment. If your group has requested Generators, a portable repeater, antennas with masts, HF gear. These would be mentioned here. If it is not associated with a person bringing it, name should be left blank.

**Limitations:** If there are any limitations, either for the personnel being deployed or any equipment, it should be mentioned here. If there is not enough room, then possibly just an entry of yes and indicate where the information can be found.

**ETA:** This is the expected date and time the resource will be available to the receiving Group.

# MUTUAL AID INTAKE FORM

To be collected by mutual aid requesting organization. This information is to be kept confidential.

(Please Print)

|                        |  |
|------------------------|--|
| Name                   |  |
| Callsign               |  |
| Group Affiliation      |  |
| Vehicle/Plate#         |  |
| Identification         |  |
| Deployment Limitations |  |
| Next of Kin (NOK)      |  |
| NOK Phone              |  |
| Home Address           |  |

| Equipment/Gear | Model | Serial Number |
|----------------|-------|---------------|
|                |       |               |
|                |       |               |
|                |       |               |
|                |       |               |
|                |       |               |

| Remarks |
|---------|
|         |

This document will be destroyed by the receiving ARES group after the amateur has finished their deployment.

# MUTUAL AID INTAKE FORM

It is important that deployed individuals be properly identified prior to deploying into the affected area. Just as it is important to know exactly where your own group members are at all times in a disaster, so too it is important to know who and where any deployed DMAP members are. As well, any equipment brought in by the members as well as any personal requirements should be recorded. As this is a disaster area, NOK information should be collected.

It is also important this information collected is destroyed as soon as it is no longer required to support the disaster. Some information may need to be kept as part of the archive of the call out (i.e. Name, Callsign, Affiliation.)

**NAME:** *Proper name as indicated on your identification. If using an alias, bracket the name*

**CALLSIGN:** *The callsign that you will be using during the deployment. If vehicle has your callsign, suggest you use that one.*

**GROUP AFFILIATION:** *(xxx ARES Group, Amateur Radio Club, etc)*

**VEHICLE/Plate#:** *Your vehicle Make and Model and license number*

**IDENTIFICATION:** *Type of ID that you provided (i.e. Health card, Drivers License) Do not put information from ID on the form.*

**DEPLOYMENT LIMITATIONS:** *Do you have any limitations (medical, etc.) that could affect your deployment?*

**NEXT OF KIN:** *Name of person to contact should the need arise.*

**NOK PHONE #:**

**HOME ADDRESS:** Your home address

**(NOTE: DO NOT INCLUDE ANYONE WHO IS DEPLOYED WITH YOU)**

## WHAT EQUIPMENT DID YOU BRING?

**MODEL / SER # / MARKINGS? /PERSONAL or GROUP owned?** (You may want to keep a copy of this list to ensure you bring everything back with you)

Make Copies 1 – Deploying Group 1- Receiving Group 1 – Member

## INFORMATION FOR MUTUAL AID RESPONDER

**This information is to be provided to each amateur responding to a mutual aid request, at the same time as their mutual aid intake form is received from them**

You are here because \_\_\_\_\_ has asked \_\_\_\_\_ for more operators than we can supply for this emergency.

Here is what is happening in the area: \_\_\_\_\_

\_\_\_\_\_

You are here to provide communications for: \_\_\_\_\_

Your deployment for this emergency is expected to last about \_\_\_\_\_

The food, accommodations, transportation, insurance, expense repayment, situation is as follows:

Food \_\_\_\_\_

Accommodations \_\_\_\_\_

Transportation \_\_\_\_\_

Insurance \_\_\_\_\_

Expense Repayment \_\_\_\_\_

The environmental protection requirements in the area are as follows: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The hazards in the area are: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your first assignment will be at: \_\_\_\_\_

Reporting to: \_\_\_\_\_

Performing Task: \_\_\_\_\_

Enquiries by the media are to be handled as follows: DO NOT TALK TO MEDIA – REFER ALL DISASTER INQUIRIES TO LOCAL COMMANDER. REFER ALL INQUIRIES ABOUT AMATEUR RADIO TO EC.

The following information shall not be released without consulting with: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## INFORMATION FOR MUTUAL AID RESPONDER

INFORMATION FOR MUTUAL AID RESPONDER \* *EXAMPLE* \*

**(This information is to be provided to each amateur responding to a mutual aid request, at the same time as their mutual aid intake form is received from them)**

You are here because **The town of Localville (Served Agency)** has asked **Localville ARES Group (Requesting group)** for more operators than we can supply for this emergency.

Here is what is happening in the area: *There is an ice storm, with many power outages and some structural failures.*

You are here to provide communications for: *Shelters, EOC, Red Cross HQ*  
At location... *See map provided*

Your deployment for this emergency is expected to last about... *one week, more or less*

The food, accommodations, transportation, insurance, expense repayment, situation is as follows:

*Localville will put you up in a shelter during the off shifts. You are responsible for your own meals. (Restaurants in the area are still open). You are covered by the town insurance when on duty, but not when off shift. There are no plans to re-pay expenses incurred by operators.*

The environmental protection requirements in the area are as follows:  
*Normal winter weather. Some icy sections*

The hazards in the area are: *unusually icy roads, some roads closed, trees and power lines down. Some structures have collapsed due to snow/ice loads.*

Your first assignment will be at: *Shelter one, see map provided*

Reporting to: *Tammy Tent, shelter manager, relieving Ray Dio, VE3XYZ, shelter radio op*

For the following task: *Handling tactical logistics messages for the shelter manager.*

Enquiries by the media are to be handled as follows: *Refer all questions from media to shelter manager. Refer questions about radio operations to Net Control*

The following information shall not be released without consulting with: *Shelter Manager:*  
Anything related to who is staying in the shelter, where they are from or going to after leaving the shelter, number of persons housed in the shelter.

**MUTUAL AID DEBRIEF FORM**  
**(For members after return from a mutual aid deployment)**

How did it go?

What did the other guys do that you liked/ disliked/ was different from our local practice?

What areas for improvement does the sending ARES group need to address about how members are dispatched for mutual aid?

What areas for improvement does the receiving ARES group need to address about how members are inducted for mutual aid?

Do you need to ask yourself anything else when a mutual aid request is received?

Do you need to ask the person / group anything else when a request is received?

Identify any unique capabilities your group has that the requesting group may have been able to use, but were unaware of.

**MUTUAL AID DEBRIEF FORM**  
(For members after return from a mutual aid deployment)

**Notes:**