



Vermont Division of Emergency
Management & Homeland Security
**RACES EMERGENCY
COMMUNICATIONS PROGRAM**

**TO ACTIVATE THE
DEMHS RACES HEALTHCARE
EMERGENCY COMMUNICATIONS
NETWORK CALL DEMHS AT:**

1-800-347-0488 (24 HRS)

OR

**CONTACT YOUR LOCAL
RACES REPRESENTATIVE**

Radio **A**mateur **C**ivil **E**mergency **S**ervices
<http://DEMHS.vermont.gov/programs/races>



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**Healthcare Emergency Communications
Network Program**

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1-800-347-0488

DEMHS RACES Healthcare Emergency Communications Network Program
Standard Operating Procedure
 October 3, 2013

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DEMHS RACES Healthcare Emergency Communications Network Program

DEMHS-RACES Members

We, FCC Licensed Amateurs, while serving as members of DEMHS-RACES, must always have in mind that we serve as Agents of DEMHS during periods of activation. As such, we must always be cooperative team players, heeding the directives not only of the DEMHS EOC in Waterbury or Camp Johnson, but also of the Local Emergency Management Directors and other Local Officials in the towns in which we serve. If a Local Official requests that we deviate from this SOP, generally we should follow said directive. If there is ever a question on a request, you may always direct a clarifying inquiry to DEMHS RACES in Waterbury or Camp Johnson. Under no circumstances should we blatantly disregard requests made of us by Local Emergency Officials. We are not in place to issue directives to Local Officials. While we might have personal ideas on how things could be done differently, it is not for us to suggest to Local Officials how to do so. These ideas should be discussed internally with DEMHS-RACES Personnel.

Station Operation

This station may be operated only by a duly licensed member of DEMHS RACES or authorized operator for DHS MARS specific frequencies.

Identification

It is recommended that you always carry your DEMHS-RACES ID card and RACES Radio Operators card in your vehicle. That way you will be sure to have it with you when you are activated. It is the **ONLY** ID that will be accepted by the local policing authority. If you appear without it you will not be permitted to enter a secure area. A drivers license or any other ID will **NOT** be accepted as a substitute ID.

Activation

1. Activation procedures:
 - a. Hospital or VDH request to DEMHS. In circumstances where a hospital or Health Department requires RACES communications, the local RACES representative or DEMHS Duty officer may be contacted to request assistance. The DEMHS 24 hour contact number is 1-800-347-0488
 - b. Local EMD request to RACES: In circumstances where a Local Emergency Management Director (EMD) requires RACES communications, the local EMD shall contact their local RACES member or the DEMHS Duty officer for immediate assistance. The DEMHS 24 hour contact number is 1-800-347-0488

- c. Statewide RACES activation from DEMHS: In circumstances where a regional or statewide RACES activation is warranted, DEMHS may request a hospital(s) or VDH RACES station be staffed.
2. Radio operators: The DEMHS RACES program will assign two licensed RACES amateur operators to each of the hospitals and VDH District offices.
3. Each RACES operator shall always be able to provide a valid DEMHS RACES ID.
4. DEMHS will conduct monthly drills to test the interoperability of the radio system and ensure that radio operator is familiar with hospital / VDH access procedures.
5. Equipment: Each hospital / VDH Office will maintain a dedicated RACES radio system. The radio system has the capacity for local (within the county) and long distance communications across Vermont, New England, Canada, and the United States.
6. Any issues or complaints that may arise from RACES related operations at hospital / VDH settings should be directed to the DEMHS RACES coordinator or DEMHS Chief of Field Operations at 1-800-347-0488.

Normally, a RACES member in your local area will be contacted by DEMHS Waterbury or Camp Johnson via telephone, pager or email upon activation. Your Local member will then proceed via telephone tree, email or other local plan to contact individual RACES Members of the activation. If you hear information that suggests that a local emergency exists, start monitoring your local VHF and UHF Repeaters. You may also monitor the RACES 40M and 80 M HF frequencies for additional information. You also may be contacted by the EMD in your town requesting activation of DEMHS-RACES and/or the DEMHS EOC. In that instance, you are directed to contact the DEMHS Duty Officer or RACES Coordinator in Waterbury immediately at 800-347-0488 (24 hrs)

While activated, Vermont RACES members are covered by worker's compensation insurance.

Frequencies

- The primary DEMHS RACES HF Frequencies are: 7.280.00 plus or minus 5, or 3.980.00 plus or minus 5. Depending on atmospheric conditions.
- Additionally, you may monitor local repeaters:
For 2 meters utilize the repeater system within Vermont that has wide area coverage. Local 2 meter simplex frequencies are: 146.520 and/or 145.550.
- 440 Linked Repeater System: UHF Frequencies will be announced on the following frequencies:

Currently networked repeaters are: 444.600+ (PL. 110.9) Williamstown; 444.650+ (PL. 110.9) Monkton; 444.700+ (PL 110.9) Newfane (Brattleboro-Windham); 444.050+ (PL 100.0) Manchester & Bennington Cty; 444.550+ (110.9) Killington ; 447.175- (PL 100.0) Mt. Mansfield; 448.125 – (PL 110.0) Mt. Ascutney.

Operating Area

When activated DEMHS-RACES Nets are Vermont NETS. DEMHS controls RACES communications only within Vermont. Should you receive communications from communicators outside of territorial Vermont, they are not to be deemed official DEMHS-RACES communications, but rather informational only. If you have questions regarding any non - Vermont communications, please direct your inquiries to DEMHS-RACES in Waterbury or Camp Johnson.

Communications Unit Trailer

The RACES Communications Unit Trailer is available for deployment from DEMHS during any activation should conditions require its presence.

DEMHS FORMS

DEMHS employs the use of unified forms for passing traffic to and from the RACES station locations. See appendix 2.

MESSEGE TRAFFICING

DEMHS state Emergency Operations Center (EOC) will normally operate from Waterbury or Camp Johnson. There may be additional locations specified for RACES operators.

Every RACES transmission will be tracked utilizing standard DEMHS Forms [see Appendix] it will be identified in the upper right hand corner as follows:

Before sending a transmission, the operator will write a Prefix and Message number in the upper right hand corner of the DEMHS Form. The prefix **identifier** will be from the list below or the first three letters of the name of the town where the RACES communication originated. Message numbering will be a sequential number, i.e. 1 through 100.

For instance from **Waterbury**, it would be: “WR-1”

Vermont Hospital Identifiers

1. BMH (Brattleboro Memorial Hospital)
2. CVH (Central Vermont Medical Center)
3. COPLEY (Copley Hospital)
4. FAHC (Fletcher Allen Health Care)
5. GMC (Gifford Medical Center)
6. GCH (Grace Cottage Hospital)

7. MAH (Mt. Ascutney Hospital and Health Center)
8. NCH (North Country Hospital)
9. NVRH (Northeastern Vermont Regional Hospital)
10. NMC (Northwestern Medical Center)
11. PMC (Porter Medical Center)
12. RRMC (Rutland Regional Medical Ctr.)
13. SPH (Springfield Hospital)
14. SVMC (Southwestern Vermont Health Care)
15. VA (VA Medical and Regional Office Center)
16. BR (Brattleboro Retreat)

For example “BMHR-1”

Vermont Department of Health District Office Identifiers

17. VDH BA (VDH Barre)
18. VDH BE (VDH Bennington)
19. VDH BR (VDH Brattleboro)
20. VDH BU (VDH Burlington)
21. VDH MI (VDH Middlebury)
22. VDH MO (Morrisville)
23. VDH NE (Newport)
24. VDH RU (Rutland)
25. VDH STA (St. Albans)
26. VDH STJ (St. Johnsbury)
27. VDH SP (Springfield)
28. VDH WRJ (White River Junction)
29. VDH HQ – (VDH Central Office)
30. VDH LAB – (VDH Health Lab)

For example “VDHBAR-1”

The identifiers will be recorded in the ARRL Amateur Radio Transmission Log. i.e.:

- WR-1, DEMHS Form # 6, or
- WR-1, DEMHS Form # 3, or
- WR-1, DEMHS Form # 1

The FCC wants to see an accurate Log.

The DEMHS Log Sheet will require the RACES Identifier:

- “WR-1 (DEMHS Form # 6) sent to K1KU, by W1DEC at 0000EST”, or,
- WR-2 (DEMHS Form # 5) sent to K1KU by W1DEC at 0020 EST, or,
- WR-3 (DEMHS Form # 2) sent to K1KU by W1DEC at 0035EST....

Messages should be recorded reflecting **both** the sending RACES ID in the ARRL Log, **AND** on the DEMHS Log Sheet. Each will be numbered sequentially. After a transmission, note the time of the transmission in the **lower right column** of the message form.

During a drill, every transmission shall start and end with the following language:

“This is a Drill”.

NETS

Primary Communications between DEMHS EOC and the RACES Healthcare Network will be via HF either 40M or 80M depending on band conditions.

In the event that HF Band conditions are poor, primary traffic may be relayed via the 440 Linked system or 2mtr from Waterbury to the appropriate station.

In the interests of efficiency, it makes sense to assign DEMHS RACES Technicians level operators to 2 Meter NETs and naturally use higher Licensees to operate on HF.

Equipment

We will attempt to use Anderson Power Pole[®] connectors at all stations in order to facilitate easy use of RACES members' equipment, (i.e. the power poles will be the standard RACES connectors).

The ICOM 706MKIIG, AT-180 tuner and requisite power supply is the standard equipment installed in all Vt. Hospital and Health Department stations. Additionally, RACES Communication Unit trailer may be dispatched to serve as an additional local station with HF, UHF, VHF and Packet capabilities. All hospital and health department stations will also be staffed by DEMHS-RACES personnel.

DEMHS RACES Definitions and FCC Rules Governing RACES

Emergency Operations Center (EOC) The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC's may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribe), or some combination thereof. The EOC for VY purposes is located at the Dept. of Public Safety in Waterbury

FCC Rules Governing RACES

97.407 Radio Amateur Civil Emergency Service

A) No station may transmit in RACES unless it is an FCC-licensed primary, club, or military recreation station and it is certified by a civil defense organization as registered with that organization, or it is an FCC-licensed RACES station. No person may be the control operator of a RACES station, or may be the control operator of an amateur station transmitting in RACES unless that person holds a FCC-issued amateur operator license and is certified by a civil defense organization as enrolled in that organization.

B) The frequency bands and segments and emissions authorized to the control operator are available to stations transmitting communications in RACES on a shared basis in the amateur service.

C) A RACES station may only communicate with:

1. Another RACES station;
2. An amateur station registered with a civil defense organization;
3. A United States Government station authorized by the responsible agency to communicate with RACES stations;
4. A station in a service regulated by the FCC whenever such communication is authorized by the FCC.

D) An amateur station registered with a civil defense organization may only communicate with:

1. A RACES station licensed to the civil defense organization with which the amateur station is

registered;

2. The following stations upon authorization of the responsible civil defense official for the organization with which the amateur station is registered:

- i. A RACES station licensed to another civil defense organization;
- ii. An amateur station registered with the same or another civil defense organization;
- iii. A United States Government station authorized by the responsible agency to communicate with RACES stations; and
- iv. A station in a service regulated by the FCC whenever such communication is authorized by the FCC.

E) All Communications transmitted in RACES must be specifically authorized by the civil defense organization for the area served. Only civil defense communications of the following types may be transmitted:

1. Messages concerning impending or actual conditions jeopardizing the public safety, or affecting the national defense or security during periods of local, district, or national civil emergencies;
2. Messages directly concerning the immediate safety of life of individuals, the immediate protection of property, maintenance of law and order, alleviation of human suffering and need, and the combating of armed attack or sabotage and/or terrorist.;
3. Messages directly concerning the accumulation and dissemination of public information or instructions to the civilian population essential to the activities of the civil defense organization or other authorized governmental or relief agencies; and
4. Communications for RACES training drills and tests necessary to ensure the establishment and maintenance of orderly and efficient operation of the RACES as ordered by the responsible civil defense organization served. Such drills and tests may not exceed 1 hour per week. With the approval of the chief officer for emergency planning in the applicable State, Commonwealth, District or territory, however, such tests and drills may be conducted for a period not to exceed 72 hours no more than twice in any calendar year.

Appendix A

RACES EMERGENCY COMMUNICATIONS PROGRAM

Response and Activations Levels

Level 0: All Clear. There is no current or anticipated need for RACES assistance or activation.

Level 1: A potential for a communication emergency exists. All DEMHS RACES members (regional or state wide) are put on stand-by status and should monitor their local DEMHS RACES net frequencies and email for information on the anticipated condition, and possible activation notices.

Level 2: An unusual condition, event, or non-declared emergency exists that has caused state or local officials to declare a warning. All DEMHS RACES members (regional or state wide) are put on Alert status and should monitor the local net and email for additional information on activation. Members will be instructed to check into their local DEMHS RACES nets and be prepared for deployment to the effected areas. The situation is very likely to develop into Level 3 activation where assignments will be made.

Level 3: A communications emergency exists to cover an unusual condition, event, or declared emergency and volunteer operators and radio resources have been requested. All DEMHS-RACES members (regional or state wide) are put upon deployed status. The Regional Team Leader will initiate the local area DEMHS RACES net and liaison communications with DEMHS RACES Waterbury. Local members will be instructed to check into their local DEMHS RACES net, be prepared to volunteer their services, and will be given assignments. The DEMHS RACES Waterbury Head Quarters will appoint a liaison to check into the statewide HF net, UHF net, and Winlink 2000. This level of activation may include the state or local government declaring a state of emergency where only DEMHS RACES or locally registered members may participate in operations at certain facilities.

**EMERGENCY OPERATIONS CENTER
MESSAGE**

Message # _____

TIME:	DATE:
TO:	FROM:
AGENCY:	AGENCY:
MESSAGE:	
ACTION TAKEN:	

VEM 11 Town Form

Rev 2 December 2004

**EMERGENCY OPERATIONS CENTER
MESSAGE**

Message # _____

TIME:	DATE:
TO:	FROM:
AGENCY:	AGENCY:
MESSAGE:	
ACTION TAKEN:	

VEM 11 Town Form

Rev 2 December 2004

Appendix A

RACES EMERGENCY COMMUNICATIONS PROGRAM

Response and Activations Levels

Level 0: - There is no current or anticipated need for a RACES activation or RACES operators may now stand down from a higher activation level.

Level 1: A potential for a communication emergency exists. All DEMHS RACES members (regional or statewide) are put on stand-by status and should monitor their local DEMHS RACES net frequencies and email for information on the anticipated condition and possible activation notices.

Level 2: An unusual condition, event, or non-declared emergency exists that has caused state or local officials to declare a warning. All DEMHS RACES members (regional or state wide) are put on Alert status and should monitor the local net, and email for additional information on activation. Members may be instructed to check into their local DEMHS RACES nets and be prepared for deployment to the affected areas. A level 2 situation is likely to develop into Level 3 activation where assignments will be made.

Level 3: A communications emergency exists to cover an unusual condition, event, or declared emergency and volunteer operators and radio resources have been requested. All DEMHS-RACES members (regional or statewide) are put upon deployed status. Within an effected area, a designated Regional Team Leader will initiate local area DEMHS RACES nets and provide liaison communications with DEMHS RACES Waterbury. Local members will be instructed to check into their local DEMHS RACES net, be prepared to volunteer their services, and will be given assignments. The DEMHS RACES Waterbury Headquarters will activate the EOC RACES station and establish statewide HF nets, VHF/UHF nets, and Winlink 2000 contacts as necessary. This level of activation may include the state or local government declaring a state of emergency where DEMHS RACES members may participate in operations at certain facilities.