City Of _____

Emergency Operating Centre

Communication Room Procedures

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Acknowledgments

This document is a planning, setup, and operations guide for the City of _____ Emergency Operating Centre communication room. It has been prepared by _____ _____ the Emergency Communications Coordinator in consultation with _____ _____ the Assistant Emergency Communications Coordinator and incorporates suggestions of the EOC sub-committee.

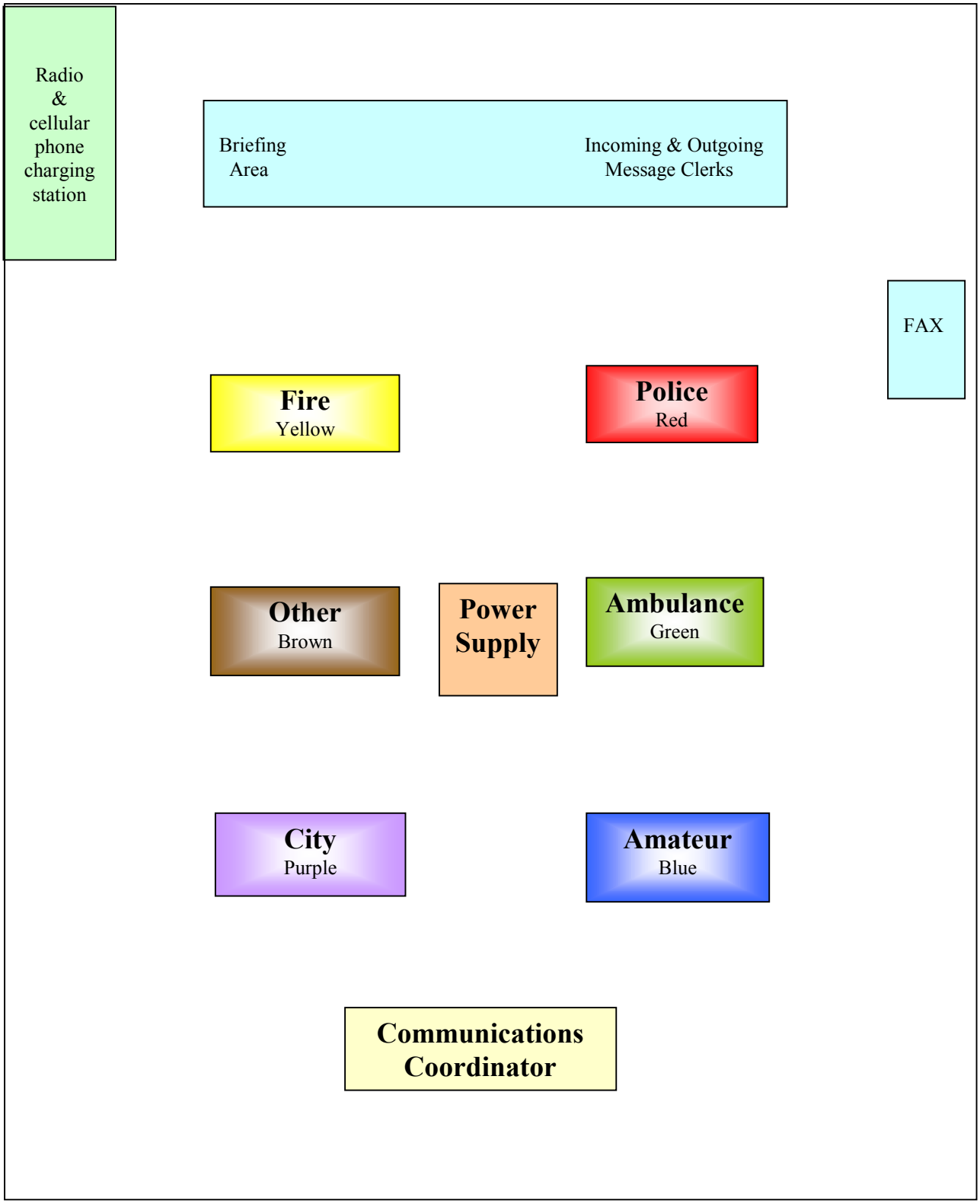
Introduction

An emergency operating centre can not function in isolation. Communication between the decision-makers in the EOC and the work crews at the sites is essential. To be able to communicate effectively, an efficient and disciplined communications facility must be established. Several different agencies will be represented in the communication room at any one time.

To enable the people at the "work stations" to do their job effectively, certain criteria must be met. All "players" must accept that they are all equals when in the EOC and that the Emergency Communications Coordinator is their supervisor while they are working in the EOC communication room. The Emergency Communications Coordinator is responsible to ensure that the communicators have suitable working conditions, the necessary supplies and a disciplined quiet atmosphere in which to work.

Several rules must be established at the outset to avoid problems throughout the operation:

- ***Each agency*** *represented in the communications room* ***must supply the staff for their workstation****. Only the staff of that agency knows the practices and procedures that must be followed. Two people are required per workstation per shift.*
- ***In the communication room, the Emergency Communications Coordinator*** *(ECC)* ***is the final authority****. All staff working in this room report to the ECC who in turn reports to the EOC Manager.*
- *All* ***communication room staff are equals****. No one shall try to "pull rank" They must all work together harmoniously under trying circumstances!*
- ***The communication room is not a gathering place****! Only under rare circumstances should anyone other that the communications staff be present. During breaks, staff should leave the room and go to the rest area.*
- *All active* ***workstations must be staffed at all times****. The people in the field are relying upon this facility so if the operator must leave the desk for any reason, they must insure that someone else is providing coverage for them.*
- ***Unauthorized cellular telephones or portable radios must be turned off*** *before entering the communication room. Any added noise or distractions must be eliminated to ease the job of the radio operators and to prevent retransmission of audio picked up by the radios that are being used at the time.*
- *Whenever possible,* ***headsets must be used on all radios*** *in the communications room to prevent interference with other workstations and to reduce operator fatigue.*
- ***Speak normally into the radio microphones****. This is a must to insure proper audio levels and to not interfere with the other radio operators. Shouting will cause distorted signals that will be difficult or impossible to understand!*
- *All staff must* ***remain calm*** *under what could be tense circumstances.*



Typical Communication Room Floor Plan

EOC Communication Room Equipment

General

To enable rapid and accurate setup of equipment, all the equipment is color coded both by workstation and by function. Everything associated with a workstation is color-coded the same. For example, the RCMP workstation is red and the Amateur Radio station is blue. The wires to each workstation have two color codes associated with them. The plugs are coded to match the work station color and the wire itself identifies the type of power or signal that it is used. For example, the 120 vac power to the RCMP work station is a blue cord with red ends and the 12 vdc power to the radio is black with red ends.

Colour Coded Equipment

- DC power distribution (black cords)
- AC power distribution (blue cords)
- UPS power distribution (orange cords)
- Radios
- Antenna cables
- Antenna jacks on entrance panel.
- Workstation signs (on desks)
- Employee name tags

Work Station Colour Codes

- Red Police (RCMP)
- Yellow Fire Department
- Green Ambulance (EHS, Emergency Health services)
- Purple DPW (Department of Public Works)
- Blue Amateur Radio (Emergency Social Services, Red Cross, PEP, and others as required)
- Brown Other involved agency as required

Wire Colour Codes

- Black 12 vdc power to radios
- Blue 120 vac power to work stations, charger station etc
- Orange UPS power only (run only if required for lap top computers)
- Yellow 120 vac power to power box (only yellow cord)
- Grey Telephone or computer
- Black Antenna cables

Work Stations

- 1 table & 2 chairs per work station
    - Up to 6 radio work stations as required
    - 2 message desks (incoming message clerk & outgoing message clerk)
    - 1 supervisor desk (Emergency Communications Coordinator)

- Support functions (no chairs)
    - Table for hand held radio & cell-phone charging
    - Table for coffee & drinking water, cups, glasses etc.
    - Table for office supplies (forms, paper, pens etc.)
    - Table for Fax machines and supplies

-Totals:
    - 12 tables and/or desks
    - 18 chairs

Miscellaneous

- 1 package of adhesive name tags of each color
- 1 table name card in each color
- Forms
    - Incoming message register
    - Outgoing message register
    - Radio log
    - Message forms

- Easel for paper pads
    - Paper for easel
    - Markers for easel
    - Tape to post easel paper on wall

Staff

- 2 per work station: radio operator & scribe
- 2 per message desk
- Supervisor (ECC & scribe)
- “Gofer” shared with conference room?

Total: 18 + 1

Power

- Requirements

- 12 vdc power for radios (8 outlets fused at 15 amps each) (black cords)
    - 100 amps peak for radios
    - 40 amps peak for UPS inverter

- 120 vac: Three circuits are required for the communication room equipment.
    - Power box feed for 12 volt supply & charger (yellow cord)
        - ***Essential power --- nothing else on this circuit***
    - Power to work stations (blue cords)
        - 125 watts maximum per workstation on a single 15 amp circuit
    - Support functions (yellow cords)
        - Radio & cell-phone chargers
        - FAX machines
        - Coffee pot

- UPS 120 vac power for lap top computers & emergency lights (orange cords)
    - 250 watt inverter (40 watts maximum per work station)
    - Cables to be run only as required

- AC Power Distribution Equipment

- 1 power bar with 6 short cords for distribution to the 6 work stations (BLUE cords)
- 1 long cord to feed the power bar (BLUE)
- 1 power bar

- Radio Charging Station Power Distribution Equipment

- 2 power bars to plug chargers & misc. equipment
- 1 extension cord with 3-way receptacle to feed the power bars (YELLOW cord)

- UPS Power Distribution Equipment

- 6 orange cords to carry UPS power to emergency lights and to work stations for lap top computers
- 1 power bar to connect the cords to the inverter
- **Cables to be run only as required**