

Amateur Radio Emergency Communications



A R E S

Amateur Radio Emergency Service

IMS For Amateur Radio

IMS Overview

Introduction

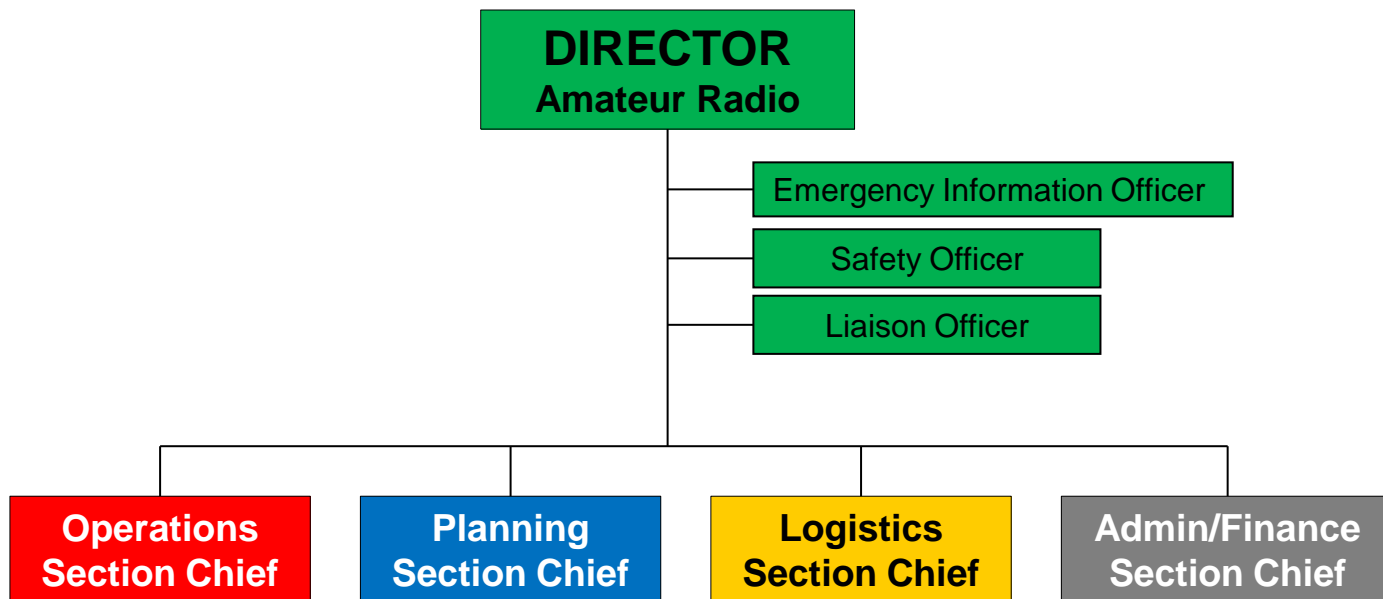
- *This document, AR-IMS-011 IMS Overview, provides a summary view of IMS for Amateur Radio.*
- The full IMS for Amateur Radio documentation is available at www.emrg.ca/ims.
- The IMS structure for Amateur Radio can be used for public service events as well as emergencies.
- In this document;
 - Amateur Radio is used to refer to any groups using Amateur Radio to provide volunteer emergency communications.
 - Clients are the Municipalities, agencies and organizations, such as Red Cross, Salvation Army and Hospitals, that use Amateur Radio communications services in an emergency.

Incident Management System

- There is only one Incident Management System (IMS), used by everyone, including Amateur Radio. This documentation explains how Amateur Radio applies IMS to manage service delivery to clients.
- Incident Management System (IMS) is used in all the documentation because that is the direction taken by Emergency Management Ontario (EMO) and this document was written in Ontario Canada.
 - ❑ ICS can be substituted for IMS at any point without impact.

Amateur Radio IMS Structure

IMS for Amateur Radio applies a standard IMS structure, within which Amateur Radio can manage its resources, to provide service in small or large events, to single or multiple clients.

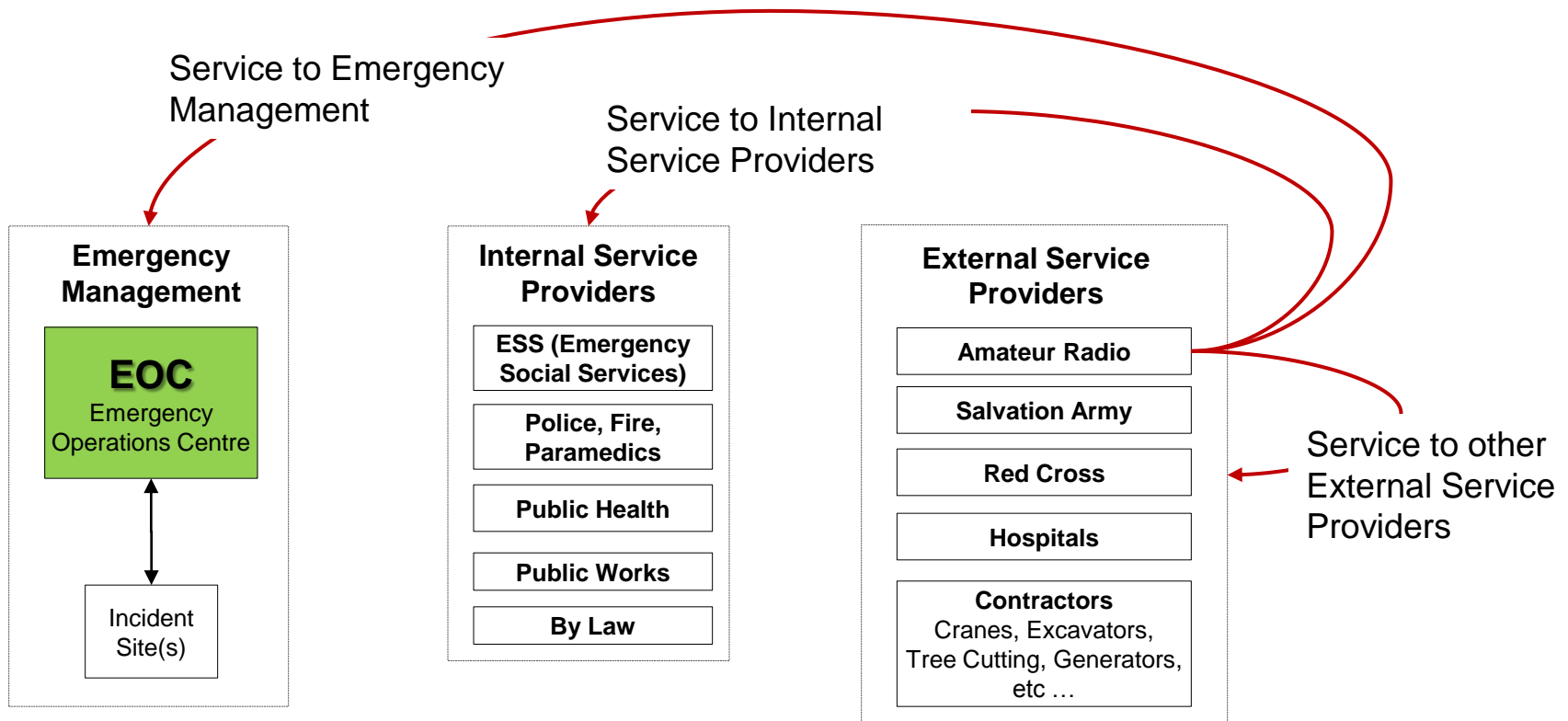


Amateur Radio - A Managed Service

- Amateur Radio is a Service Provider, and will typically be providing services to support other Service Providers such as a Municipality, Emergency Social Services (ESS), Red Cross, Salvation Army and Hospitals.
- Amateur Radio must be able to simultaneously support multiple agencies, with different requirements, boundaries and timelines.
 - Red Cross boundaries may go outside the Municipality and their role may continue after other organizations stand down.
 - May support EOCs at the County, Regional & local level.
- Providing continuous service, to multiple clients, requires amateur radio to be organized as a single service provider. IMS provides an effective, recognized, client compatible structure, to establish and manage service delivery.

Service Provider Model

The relationships between organizations and agencies can be viewed as a service provider relationship, where Internal Service Providers are Municipal departments, and External Service Providers are NGOs, Amateur Radio, Hospitals, Contractors etc.



Single Management Structure

- In order to effectively and efficiently deliver amateur radio communications, there must be a single Amateur Radio management structure for all resources working in an area.
 - Coordinate people, equipment, radio nets, and infrastructure.
- Resources must be allocated based on prioritization of requirements, so resources are used effectively.
- Amateur radio operators are volunteers and come in all age groups, with varying levels of commitment, equipment and physical capability. Assignment of amateur radio operators requires knowledge of their capabilities and limitations.
- Communications solutions can be pre-planned and adhoc. Assignment of infrastructure and equipment requires an understanding of radio communications.

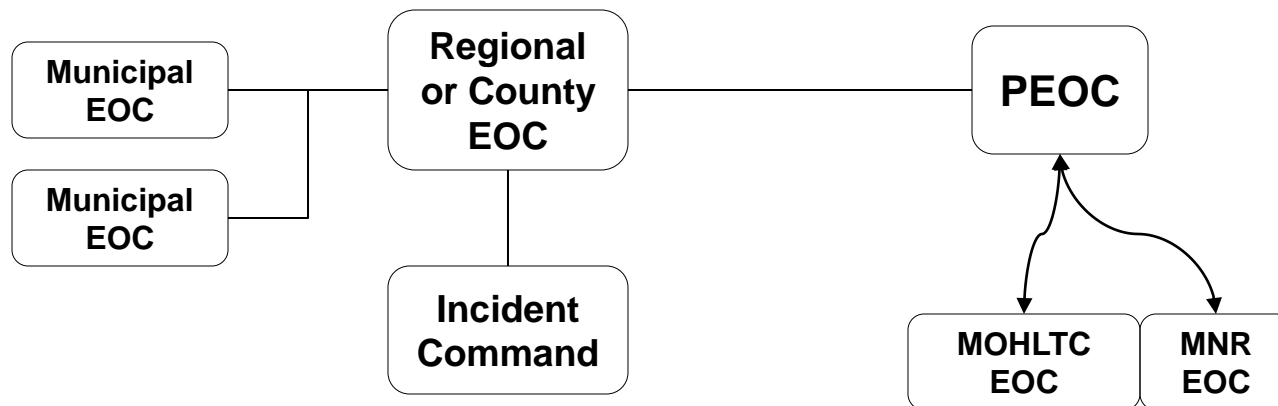
The Basic IMS Structure

- Descriptions of the IMS model typically start with an incident, managed by an on scene Incident Commander (IC).
- As the incident grows, the Municipal Emergency Operations Centre (EOC) is opened. The IC manages the incident site, reporting into the EOC.
- If the incident grows to require Provincial involvement, the Provincial EOC (PEOC) is involved.



The IMS Structure Expands

- In incidents that impact multiple Municipalities, a Regional EOC or County EOC may be implemented.
- As Government Ministries become involved, they open their EOCs, which report into the PEOC.

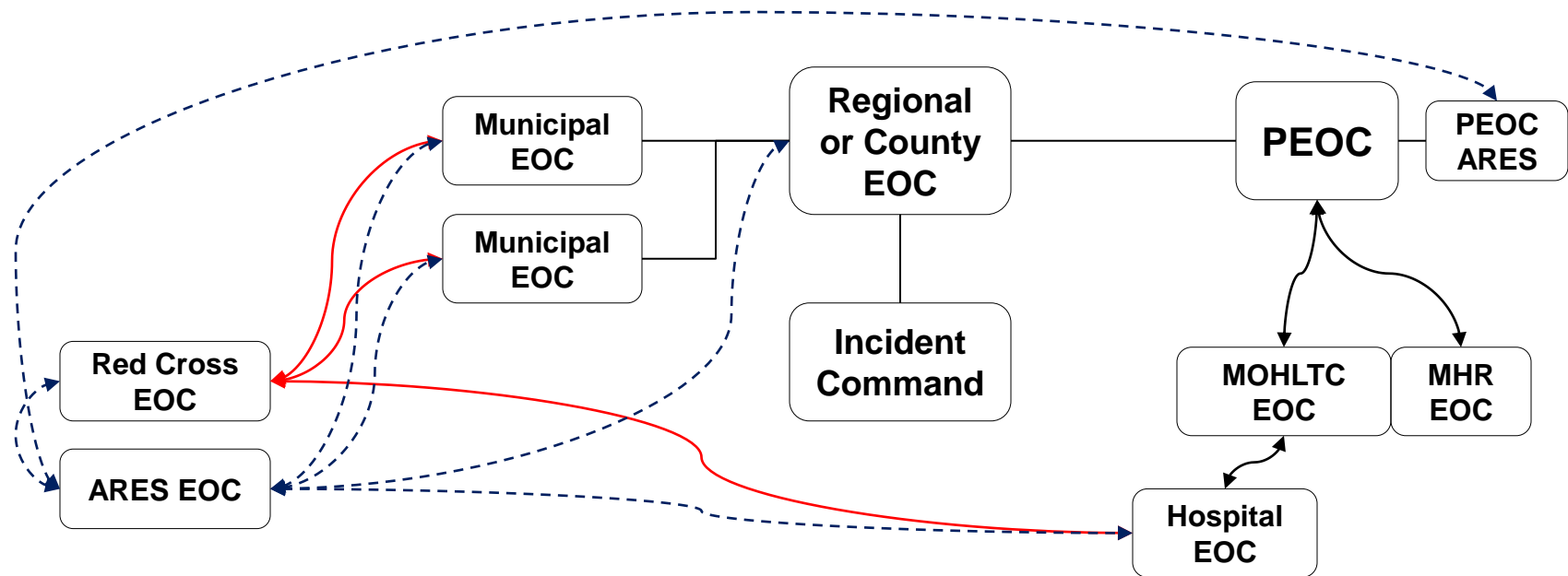


Support Agencies Are Activated

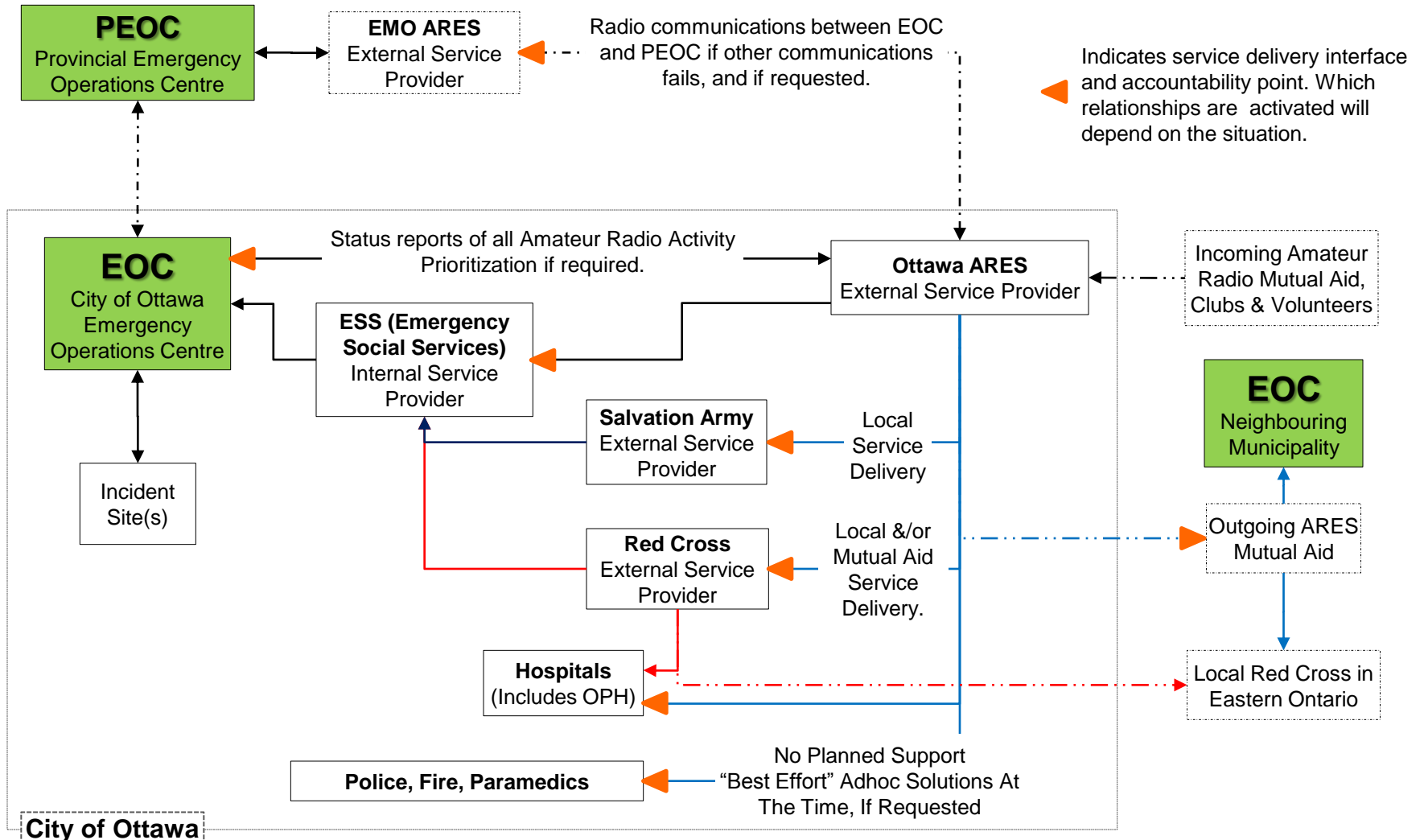
- Other agencies and organizations may also be involved in the incident management and response, such as Hospitals, Red Cross, and Amateur Radio.
- Local Hospitals report into the Ministry of Health & Long Term Care (MOHLTC) EOC, while also working with the local Municipality EOC.
- Red Cross may have agreements to support the local Municipality, as well as the local Hospital(s).
- Amateur radio may have agreements to support the local Municipality, the local Hospital, the Red Cross, and other groups.

Multiple Relationships Within IMS

- Emergency plans for clients such as the Red Cross and Hospitals, include communications alternatives, such as Amateur Radio.
- These clients expect to be able to operate independently, dealing with Amateur radio directly, not through the Municipal EOC.

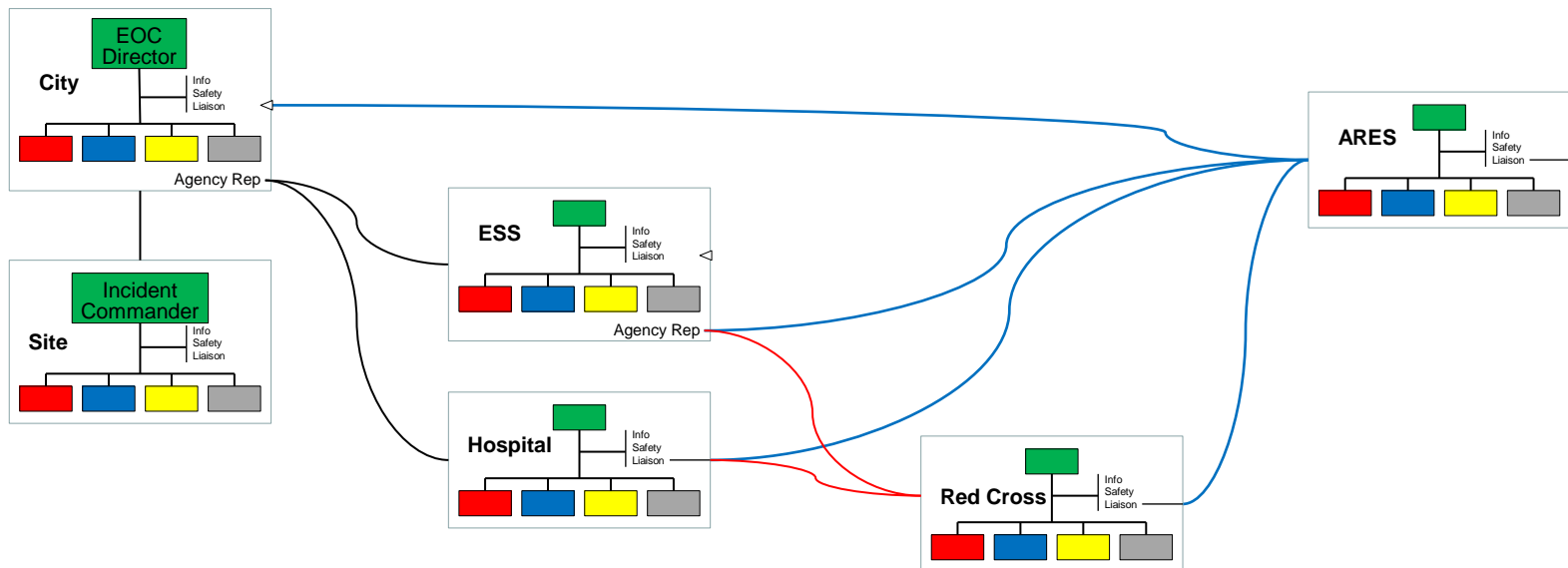


Relationships & Accountability For Ottawa ARES To Manage In An Emergency

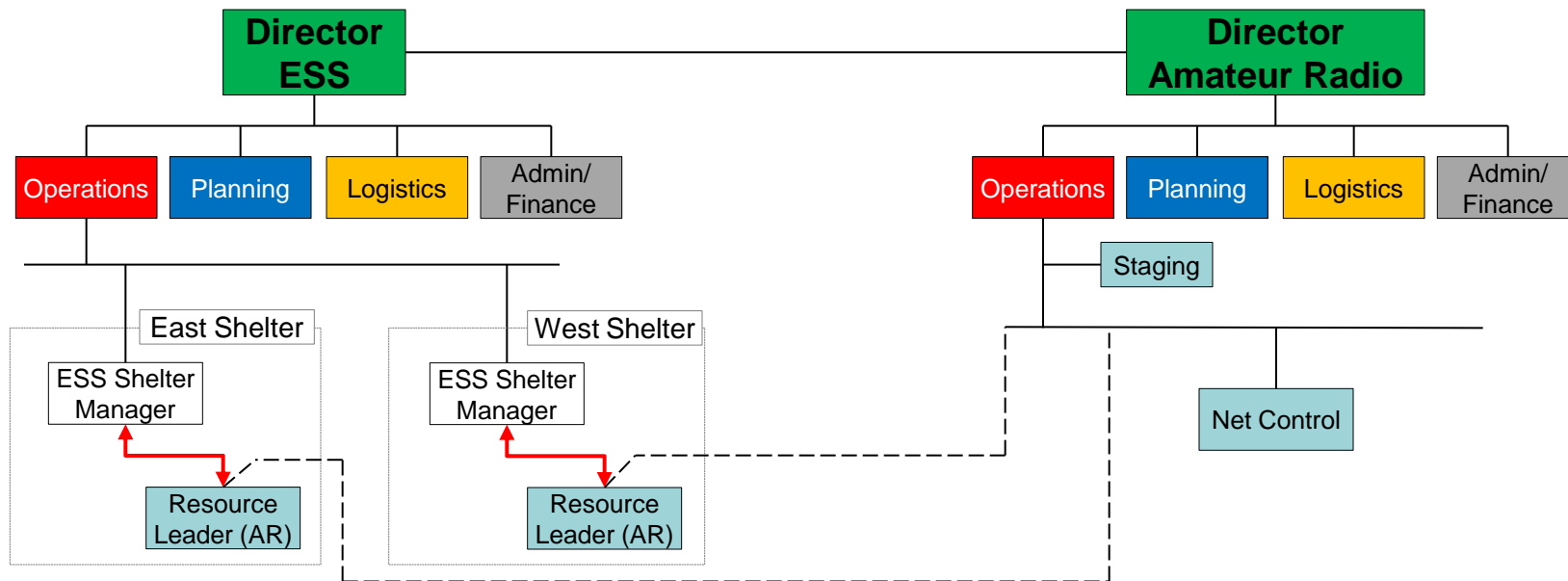


Interfacing Multiple IMS Structures

- In reality, there will be multiple IMS activations, working together in a structured hierarchy, each deploying only the portions of the IMS they require.
- While the Municipal EOC may coordinate most activity in their jurisdiction, many institutions, such as Hospitals, are accountable to other levels of Government.

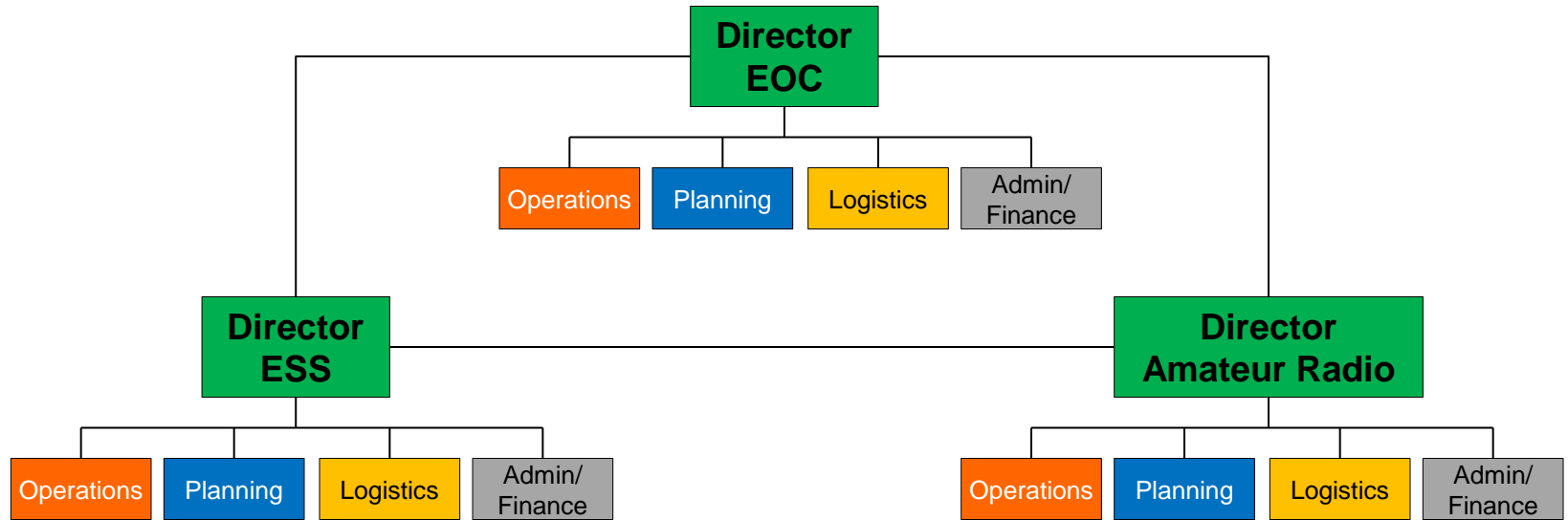


Accountability For Amateur Radio



- When an Amateur Radio resource is placed in a client managed site, the PRIMARY (Red Line) accountability for the Amateur Radio resource is the clients IMS structure.
- The Amateur Radio resource has a SECONDARY (dotted line) accountability in the Amateur Radio IMS structure.
- The Amateur Radio IMS provides communications infrastructure (repeaters, net control) and will support the communications equipment and staffing of the position within the client IMS structure.

Reporting For Amateur Radio



- The Director for Amateur Radio reports to the EOC director, directly, or through a designated IMS position.
- Once a group, such as ESS (Emergency Social Services) requests services from Amateur radio, ESS is the client and the Director for Amateur Radio is accountable to the ESS Director for service delivery supporting ESS.
- Amateur radio would continue summary reporting into the EOC.

IMS Identification For Amateur Radio

To keep costs low and avoid confusion, it is recommended that Amateur radio use coloured ID tags to indentify the IMS positions, rather than coloured vests.

- Tags are much cheaper than vests, which is a consideration for volunteer groups such as Amateur Radio.
- Having two people standing in the EOC in green vests labeled Director could be confusing.



IMS Forms For Amateur Radio

- Amateur radio will use the IMS forms as written, without modification.
- Amateur radio will use as few IMS forms as possible. The focus is on making it as easy as possible to master the use of the forms, so they are used and used properly.
- Where there is no IMS form relating to the information Amateur Radio needs to record, or if recording the information takes several IMS forms, making it very inefficient, a custom Amateur Radio IMS form will be created.
 - The custom form will be assigned a 100 series number, with the letters AR after the number to indicate Amateur Radio.
- AR-IMS-053, IMS Forms User Guide, contains any Amateur radio unique instructions for using the standard IMS forms.

SUMMARY

The IMS structure is flexible to cover different situations that may be encountered by Amateur Radio. This includes situations such as;

- There is no declared state of emergency
- The EOC is not opened, but Amateur radio is activated
- The local Municipality does not require emergency radio communications, but the Red Cross, Salvation Army and/or the Hospital(s) do require Amateur Radio support.
- The disaster is in a neighbouring Municipality, but through Mutual Aid, the local group is providing a radio gateway, or volunteers into the impacted area.
- **IMS provides a scalable solution to make this work together!**

www.emrg.ca

The EMRG web site provides links to all the IMS documentation and training at;

<http://www.emrg.ca/ims.htm>

Information: ims@emrg.ca