

ARES-101

# Fundamental EMCOM Amateur Radio Communicator's Role and Responsibilities!



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## Agenda (Topics to be covered)

- 1) Volunteer Roles and Responsibilities
- 2) Professional Conduct
- 3) ARES Attire
- 4) ARES Confidentiality
- 5) San Diego Hospital Priority Levels
- 6) Record Keeping:
- 7) Goals for ARES Staffing

Please note that this training is intended to cover multiple agencies. However, out of necessity, several Emergency Medical Service terms and scenarios will be covered.

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### 1) Roles and Responsibilities: The ARES volunteer role

- Good Attitude is as important as operating skills.
- Willingness to take direction.
- Desire to serve.
- Know the difference between the hobby and service aspects of ham radio.
- Follow Incident Command System protocol .
- Keep records of all activities; messages, logs and notes on a drill or a real event.
- Follow Incident Command Instructions.
- Be a TEAM PLAYER.

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### 2) Professional Conduct

- Do not disparage anybody to others.
- Upon arrival on a scene, be calm and inquire who the Disaster Incident Commander is.
- Report to the local Incident Commander before setting up and introduce yourself.
- Ask if you can participate in the incident "After Action Meeting".
- Remember you are a guest in any facility.
- Do not make *ad hoc* equipment recommendations.
- Remember to keep the relationships on a professional level.
- Remember the 3-C's, stay calm, cool and collected.
- Do not make promises or commitments on behalf of ARES.
- Pass requests to the proper persons
- Do follow any facility regulations.
- Park in a legal location.
- Enjoy yourself when possible, drills can be a fun learning experience and real incidents do not preclude a good disposition or a good time.

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### 3) ARES Attire

- What to wear at Drills and Incident Responses.
- Business casual attire.
- Collared shirt - Either ARES yellow, or white.
- Dark or Khaki pants, jeans or slacks
- Clean shoes
- ARES jacket or Orange Vest
- Clean hygiene

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### 4) ARES Confidentiality

- What to say and what NOT to say...
- Do not discuss or disclose any client/patient information.
- Do not read any medical records, (Health Insurance Portability and Accountability Act - HIPAA) or other facility documentation.
- Avoid engaging in conversations with clients/patients, visitors, or facility staff.
- Do not discuss ARES performance with team members or staff at the facility.
- Do not share your after action report with the facility staff or anyone outside of ARES.
- Do thank the facility/served agency afterwards for inviting you to participate

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**5) San Diego Hospital Priority Levels - I**  
 San Diego County Emergency Medical Services serves:

**Major Trauma Centers - Level 1:**

- 1) Palomar Medical Center - Escondido
- 2) Scripps Memorial - La Jolla
- 3) Sharp Memorial - San Diego
- 4) Rady's Children's Hospital - San Diego
- 5) Scripps Mercy - Hillcrest
- 6) UCSD Medical Center - Hillcrest - San Diego County

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**5) San Diego Hospital Priority Levels - II**  
 San Diego County Emergency Medical Services serves:

**Community Hospitals - Level 2**

- 1) Alvarado - La Mesa
- 2) Balboa - Naval Medical Center
- 3) Fallbrook Hospital - Fallbrook
- 4) Kaiser Permanente Zion - Mission Valley
- 5) Paradise Valley - National City
- 6) Pomerado - Poway
- 7) Scripps - Encinitas
- 8) Scripps Green - La Jolla
- 9) Scripps - Chula Vista
- 10) Sharp - Chula Vista
- 11) Sharp - Coronado
- 12) Sharp - Grossmont
- 13) Sharp Mary Birch/ Women's Hospital - San Diego
- 14) Tri-City Hospital - Oceanside
- 15) UCSD Thornton - La Jolla
- 16) VA Hospital - La Jolla

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**5) San Diego Hospital Priority Levels - III**  
 San Diego County Emergency Medical Services serves:

**Additional San Diego Medical Facilities / Hospitals - Level 3**

- 1) Cal Veteran Hospital - Skilled Nursing Facility
- 2) Promise Alcohol Drug Rehab Facility
- 3) Sharp Mesa Vista - Psychiatric Facility
- 4) San Diego Psychiatric Hospital
- 5) Numerous other San Diego Facilities

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**5) San Diego Hospital Priority Levels - IV**  
 San Diego County Emergency Medical Services serves:

**San Diego Community Clinics - Level 4**

Council of Community Clinics  
 Vista Clinic - Ambulatory Care Clinic  
 Numerous other community clinics

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**6) Record Keeping:**  
 ARES responders shall facility records when onsite during the drill  
 Facility records are available through the ARES Emergency Coordinator.

- a. Send updated all records to SDARES Emergency Coordinator ONLY.
- b. Many served agencies have asked ARES to treat such records a confidential.
- c. If possible, participate in after action drill meetings at the facility and ARES.
- d. Send the after action drill/incident report to the ARES Emergency Coordinator .
- e. Do not provide the facility a copy of your After Action Report.
- f. Reports are confidential information for SDGARES only, and are to be used for SDGARES improvement opportunities.

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**7) Goals for ARES Staffing**

The ARES Program is committed to servicing multiple agencies and to providing sufficient volunteers when available to do so.

When requested, ARES will give Priority to the San Diego County Emergency Medical Service, meaning that ARES will endeavor to staff as many hospitals as EMS's request to be staffed. This may include staffing any combination of (6) Level 1 Trauma Hospitals, (16) Level 2 Community Hospitals, various Level 3 In-patient Hospitals and a number of Level 4 Community Clinic's.

Remember, ARES Responders provide a vital role in Public Safety

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**ARES 101 REVIEW:**

An ARES responder decides to cover a facility NOT assigned on a drill and ask YOU to go with him.

Q: What do YOU do?

A: Decline to go and contact the Emergency Coordinator.

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**ARES 101 REVIEW:**

Q: On a drill or incident, to whom do you report at the facility or site?

A: The assigned Incident Commander or Liaison Officer.

Note: at a medical facility, this could be a Registered Nurse, a Medical Doctor or a Manager.

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**ARES 101 REVIEW:**

Q: Can you wear shorts and flip flops at a drill or incident?

A: No, California Occupational Safety and Health Administration (Cal-OSHA §5191) policy is closed toed shoes and long pants for safety.

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**ARES 101 REVIEW:**

Q: The Incident Commander requests a copy of your after action report. What is YOUR response?

A: Politely decline and explain that your report must be cleared through your ARES supervision prior to distribution.

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**ARES 101 REVIEW:**

Q: Is a CLINIC a level 1 priority facility?

A: No, only TRAUMA CENTERS are Level 1 Facilities

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**ARES 101 REVIEW:**

Q: Can a responder go to any facility he or she wants to, during a drill or incident?

A: The Emergency Coordinator will try to honor individual preferences, however responders may be assigned to other facilities, as needed by the ARES Emergency Coordinator.

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Questions and Discussion!



*Thank you for your participation.*

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