

**North Okanagan Emergency Support Services (NOESS)
North Okanagan Emergency Communications Group(NOECG)
Operational Guideline.**

Parties:

Robert Murray (NOECG)
George Copley (NOECG)
NOESS Coordinator

Accepted and Dated:

Objectives, Strategy and Tactics:

Both of the above named organizations fall under the Public Safety Lifeline Leadership of BC Emergency Management and as such, both adhere strictly to the BCERMS Principles. For the purpose of this agreement, Primary focus is being given to the following objectives, strategies and tactics:

- Objective: “Provide for the safety and health of all responders” (BCERMS)
- Strategy: Form a partnership between the North Okanagan Emergency Support Services and the North Okanagan Emergency Communications Group
- Tactic: When Emergency Support Services are called upon to activate a Level One response in an area where there is no known cell phone coverage, NOECG may be called to participate in the ESS Response.

Both parties are aware and have agreed that any/all expenses incurred, or damage and loss of equipment will be addressed through established provincial guidelines already in place for Emergency Responders and under the Task number assigned to the incident.

The following Policies and Procedures have been put in place in order to formalize a coordinated and safe response. These Policies are as follows:

CALL OUTS AND POLICY and PROCEDURES ‘ON SCENE’

- Upon receiving a call for ESS Level One activation, and to an area known or queried to have no cell coverage. The ESS Team Leader will first call PEP and obtain a Task number (standard procedure) and to obtain permission from the ECC to use the Emergency Communications Group.
- The ESS Team Leader will in turn call an NOECG team member on the call out list and 1) alert them to the activation and provide them with the Task number.
- The ESS Team Leader and the ECG team member will agree on a mutually convenient meeting place
- ECG team member will always take their own vehicles to the scene because of required equipment. Both ECG and ESS vehicles will *travel together* to the scene.

- ESS Team leader will call for another ESS Volunteer to accompany and these will meet at the agreed upon location, then proceed to the scene with the ECG volunteer. These vehicles must never be out of sight with each other and will be operated in a safe manner obeying all posted speed limits and rules of the road.
- While on scene, ESS Volunteers and ECG Volunteers will work in tandem, and if any questions, concerns, safety issues etc. arise, the ESS Volunteer will request that the ECG field member make radio contact with their base team member, and they in turn will contact either the ESS Coordination Line or the ESS Coordinator directly for direction. If there are any extenuating circumstances on scene and ESS Volunteers need to make contact with PEP for direction, this will also be done by means of radio communications and the ECG field member.

TRAVEL and CHECK IN POLICY and PROCEDURE

- Inform ECG base team that ESS is en route from _____ (meeting) location.
- Arrival 'on scene'
- Leaving the scene
- Arrival back at original meeting place
- ECG field team member will then alert ECG base team member of safe arrival at home; ESS will call in to the Coordination Line to inform of safe arrival at home.

IF THERE IS A LOSS OF COMMUNICATIONS

- If for *any reason* Radio contact is lost in any of these steps and *all reasonable steps have been taken* to reach the field team and there is no success in doing so, the ECG base team member is to contact the ESS Coordination Line immediately.
- ESS Coordination Line will attempt to call the ESS Team on the known cell number, and if no answer, will *immediately call the ESS Coordinator* at 250.308.7849 and inform of current situation status.
- ECG will continue trying to make radio contact and if successful will immediately alert the ESS Coordination Line. The ESS Coordination Line after attempting **once** to contact the responding ESS Team and alerting the ESS Coordinator will leave the phone line clear for any incoming calls from the ECG Team or the ESS Coordinator. At this point, the ESS Coordinator will call in the appropriate resources.

This Operational Guideline is intended to provide for the safety and well being of all volunteers at any given point in time. We trust that in following this Guideline, a safe work environment will be enjoyed by all working under WorkSafe BC Guidelines.

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