



Communication Plans and the Importance of Building Relationships

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Global New Brunswick

@Global_NB

Public Safety Minister Ralph Goodale said cellphones have become essential tools for Canadians. "It's not just a frill that's nice to have," he said.



Hurricane Dorian leaves Maritimers with cellphone service complaints

Many Nova Scotia residents have come forward to complain about spotty cell service in the aftermath of the storm, with some saying they were left with no wa...

globalnews.ca

The Challenge

- “Communication problems are pervasive in many disaster situations. Nearly all the case studies of disasters occurring in the last 30 years describe communication problems of some sort.”



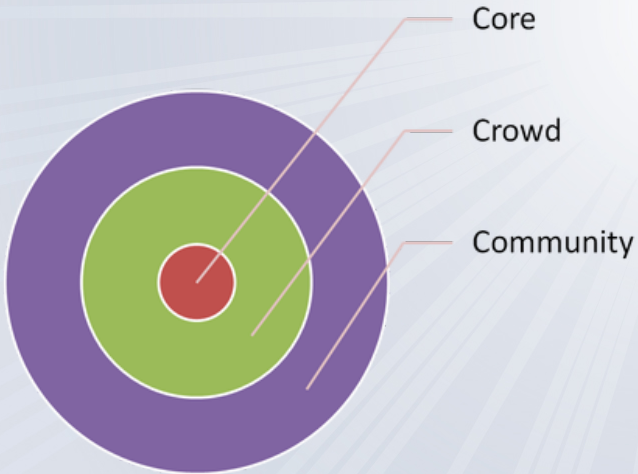
- Paul Rogers PhD and Martin Lea PhD

Communications Issues

1. Human factors
2. Technical factors



Relationships and the Circle of Trust



What's your plan?

- Can you continue to operate your organization if you have a communications failure?



Failing to communicate during a crisis is, in the eyes of the public, an admission of guilt, Bernstein, 2011

RADIO COMMUNICATIONS PLAN (ICS 205) – AMATEUR RADIO PLAN PAGE 1 OF 1

INCIDENT NAME CVEP Standing ICS205			2. DATE / TIME PREPARED DATE: 2019 MAR 01 TIME: 0000 HRS					OPERATIONAL PERIOD DATE FROM: 2019 MAR 01 TIME FROM : --	
Function	MRIP CH.	Channel Name	Assignment (ICS Section)	RX Freq N or W	RX Tone	TX Freq N or W	TX Tone	MODE	NOTES/REMARKS
Command & Control		CVEP	Communications	TBA N		TBA N		FM	Comox Valley Inter-Agency Interoperability Command and Control for Official Communications
Regional Communications		78RPTR	Communications	146.780 Wide	141.3	146.180 Wide	141.3	FM	PRIMARY/Regional Public (amateur radio) Communications
Regional Communications		62RPTR	Communications	146.620 Wide	141.3	146.020 Wide	141.3	FM	1 st Backup/ Regional Public (amateur radio) Communications
Regional Communications		91RPTR	Communications	146.910 Wide	141.3	146.310 Wide	141.3	FM	2 nd Backup/ Regional Public (amateur radio) Communications
EOC Tactical Amateur Radio		XBAND	Communications	146.580 /441.100	*	146.580/ 441.100	*	FM	Tactical Communications (amateur radio), Volunteer Radio Operators Amateur Radio Cross Band Repeater CTCSS Tone 141.3 on UHF side only
EOC to EMBC PREOC		N/A	Communications	3.735 MHz 7.060 MHz	N/A	3.735 MHz 7.060 MHz	N/A	SSB	Phone (Voice) communications to EMBC PREOC
EOC to EMBC PREOC		N/A	Communications	3.615 MHz	N/A	3.615 MHz	N/A	SSB	FACTOR email communications to EMBC PREOC & other organizations as required
Convergent Volunteer Communications		N/A	Communications	VFO Wide	N/A	VFO Wide	N/A	FM	Frequency flexible local communications for tactical information gathering

Prepared by: COMMS UNIT LEADER – NAME: Scott Goodman

SIGNATURE: SG

ICS 205

DATE / TIME: 20190301 – MARCH 01, 2019 0000 hrs



INCIDENT NAME CVRD ECT DISASTER OPERATIONS AMATEUR RADIO COMMS PLAN	2. DATE / TIME PREPARED DATE: 2019 MAR 01 TIME: 0000 HRS	OPERATIONAL PERIOD DATE FROM: 2019 MAR 01 TIME FROM : --
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Function	MRIP CH.	Channel Name	Assignment (ICS Section)	RX Freq N or W	RX Tone	TX Freq N or W	TX Tone	MODE	NOTES/REMARKS
PRIMARY OPERATIONS	25	VE7RCV (145.470-)	LOGISTICS	145.470 Wide	114.3	144.870 Wide	127.3	FM	PRIMARY EVENT OPS/SAFETY CHANNEL – Mt Sicker Rptr
PRIMARY VHF SIMPLEX	26	145.470	LOGISTICS	145.470 Wide	--	145.470 Wide	--	FM	SIMPLEX – OUTPUT OF VE7RCV Use if repeater offline
SECONDARY OPERATIONS	112	VE7RCV (442.60+)	LOGISTICS	442.60 W	--	447.60 W	141.3	FM	PRIMARY UHF REPEATER – ALTERNATE TO VHF
PRIMARY UHF SIMPLEX	113	442.60	LOGISTICS	442.60 W	--	442.60	--	FM	SIMPLEX UHF – OUTPUT OF VE7AQW – use if rptr offline
NATIONAL CALLING	146	146.520	PUBLIC	146.520 W	--	146.520 W	--	FM	NATIONAL CALLING FREQ – monitor if able
AMATEUR COMMUNITY OPS	50	VE7RNA (146.680 -)	PUBLIC	146.680 Wide	--	146.280 Wide	141.3		Convergent amateur radio operators run on this channel (ITS repeater)

Prepared by: COMMS UNIT LEADER – NAME: Merrick Grieder	SIGNATURE: MCG
ICS 205	DATE / TIME: 20190301 – MARCH 01, 2019 0000 hrs



Comox Valley Ground Search and Rescue Manager's Directory June 2013

ECC Victoria
One Call Now

1-800-663-3456
1-877-698-3261

1-888-344-5888



CV EOC Site Coord Ch 3 PEP COORD 148.655

CV EP Radio Room 250-334-8890

Ch 4 PEP EPI 148.685
B/U SAR Manager

RCMP Non-Emergency

RCMP Radio Room

RCMP Watch Comd

RCMP Helicopter

RCMP Radio Room

Vancouver Island Helicopters (CR)

ASE # from ECC

1-250-923-3133

West Coast Helicopter (CR)

ASE # from ECC

1-250-286-8863

E & B Helicopters (CR)

ASE # from ECC

1-250-287-4421

Island Air (Float Charter CV Airpark)

ASE # from ECC

250-897-4433

PEP Air/CASARA

Thru ECC

1-800-663-3456

BC Ambulance

CV 250-338-7471

Coroner - Victoria

1-250-952-4150

RCC Victoria

1-800-567-5111

442 Squadron CFB Comox

S/B 250-339-8211

SPOT Monitoring Station Info & Log in 1-936-582-3190

Request Thru ECC

Consolidated Communications, Montgomery Texas

CV SAR Managers



CV MCP SATPHONE Global Star

CV MCP SATPHONE Iridium

IRV SATPHONE

SAR Van



COMMUNICATIONS LIST (ICS 205A)

1. Incident Name: CVRD EOC STANDING LIST - EXTERNAL DISTRIB.	2. Operational Period: Date From: JAN 01 2019 Time From: 00:00	Date To: DEC 31 2019 Time To: 11:59
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3. Basic Local Communications Information:

Incident Assigned Position	Name (Alphabetized)	Method(s) of Contact (phone, pager, cell, etc.)
COWICHAN VALLEY RD EOC	N/A	PHONE: 250-746-2500
		FAX: 250-746-0000
		EMAIL: EOC@CVRD.BC.CA
		SAT PHONE: 1-800-123-4567
		RADIO: CH - PEP EP1 - 148.685 VHF FM WIDEBAND (SEE ICS205)
EOC LIAISON	N/A	PHONE: 25--746-XXXX
		EMAIL: LIAISON@CVRD.BC.CA

Technical options / ideas

- POTS (Plain Old Telephone Service)
- Two-way Radio
- Amateur radio*
- Satellite phones
- Satellite messaging devices
- Pagers
- Social media
- Public address systems (PA)
- Mass notification systems
- Responder communication systems
- Broadcast media





A communications plan is only
helpful if it's *shared.*



Thank you!

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250-952-4904

radio@cvr.bc.ca

250-746-2565