



ZR Communications Specialist

Standards of Performance

- A V-C-N.org Academy Course -

Why This Course?

- Provide standardized course and training materials for prospective candidates.
- Highlight why “specialists” are needed in volunteer emergency communications
- Increase organizational and operational area (OA) mutual aid capability through shared standards

Why This Course?

- The NIMS (HSPD-5) is the standard for how government (at all levels) “prepare for, respond to and recover from” an incident of any size, scope or duration
- NIMS mandates the ICS be used for field deployment operations
- ICS (multiple versions) uses standardized structures, systems and forms

2012-03.24-2158

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: V-C-N.org : Slide: 3

What You Will Learn

- Definition of “anticipated predictability”
- Why a “classroom-based” learning system must be supplemented by a “performance-based” learning system
- “Qualifications necessary to implement a standardized “have-know-do” strategy

2012-03.24-2158

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: V-C-N.org : Slide: 4

Anticipated Predictability

- Actions expected to be performed in order to meet our expectations.
- We “expect” a specific response in each situation because of our “anticipated predictability” levels.

Anticipated Predictability

- When individuals in the same profession or specialty share the same “have-know-do” (common denominators) based on their knowledge, training and experience, “expectation” levels increase regarding the level of service to be performed or proficiency that individual will possess.

Anticipated Predictability

- Law Enforcement Officers (LEOs)
- Health Professionals (Doctors, Nurses)
- 9-1-1 Operators
- Fire Service Professionals

2012-03.24-2158

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Anticipated Predictability

- Taxi Driver?
- Plumber?
- Tow Truck Driver?

2012-03.24-2158

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Anticipated Predictability

- ❑ **Emergency Communicator?**

Learning System Differences

- ❑ Classroom-based:
 - ❖ Standardized tests
 - ❖ Evaluation: Results of answers to questions on standardized test
 - ❖ FEMA/EMI
- ❑ Performance-based:
 - ❖ Standardized tasks
 - ❖ Evaluation = Ability of individual to perform standardized tasks
 - ❖ VFTOM or PTB

What Needs To Change?

- “Listen in” to **ANY** volunteer communications radio exercise
 - ❖ Little (if any) emergency-related training.
 - ❖ Little (if any) real “proficiency training”
 - Little (if any) “activation level” operations
 - ❖ Little (if any) “resource net” operations
 - ❖ Little (if any) resource status (RESTAT) reports
 - ❖ Little (if any) “travel net” operations
- But...that’s not all...

Origins of V-C-N & ZRICS

- V-C-N: Standards & Training
- ZRICS: ICS structures, systems & forms for emergency communications.
- Category “Z” = volunteer resources
- ZR = Category “Z” Radio resources
- ZR “Specialists”

ZR Specialist vs. Radio Operator

- FCC Amateur License
- FCC Amateur License
- Has specific radio
- Has “a” radio
- Part of ERD
- What is ERD?
- Has “OWN” checklist
- Has “NO” checklist
- Phonetic alphabet
- Any alphabet
- Completed Courses
- What are courses?
- Mobilization Process
- Just shows up (SUV)
- Uses ICS.ZR
- Just wants to help

2012-03.24-2158

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Common Denominators

- Checklist (position, personal, support)
- RNCS, TNCS and SNCS
- Library of standardized forms
- Standardized “have-know-do”
- Standardized performance tasks

2012-03.24-2158

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Have-Know-Do

- What each radio operator volunteer must “have, know and do” **before** and **after** notification by their organization.

Before Notification

- Individual/Organizational preparedness
- MAPS: Minimal Acceptable Performance Standards
- V-C-N.org (Development) Academy
- Standardized training courses
- Standardized forms
- Standardized procedures and protocols
- Standardized performance tasks

Standardized Forms

- ❑ Emergency Resource Directory (ERD)
- ❑ Activation-Mobilization Checklist
- ❑ Resource Status (RESTAT) Report
- ❑ Travel Net (TN) Logs
- ❑ ICS-211.ZR: Check-In/Out Form
- ❑ ICS-214.ZR: Unit Log Form
- ❑ ICS-213.ZR: General Message Form

2012-03-24-2158

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Standardized Performance Tasks

- ❑ V-F-T-O-M
- ❑ Emergency Resource Directory
- ❑ Conduct RNCS
- ❑ Create Resource Status Report
- ❑ Conduct TNCS
- ❑ Create TNCS Log
- ❑ Conduct SNCS
- ❑ Complete standardized forms

2012-03-24-2158

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: V-C-N.org : Slide: 18

ZRICS

Category “Z” Radio Incident Command System

After Notification

- Standardized Priorities #1, #2 and #3
- Standardized Activation Levels
- Standardized “key word” definitions
- Standardized response activities
 - ❖ RNCS & RESTAT
 - ❖ TNCS & Travel Net
 - ❖ SNCS (Incident POC)

2012-03-24-2158

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: V-C-N.org : Slide: 19

ZRICS

Category “Z” Radio Incident Command System

Eight Activation Levels

- **0** = Normal □ **4** = Stage
- **1** = Notice □ **5** = Deploy
- **2** = Alert □ **6** = Disaster
- **3** = Stand-By □ **R** = Recovery

2012-03-24-2158

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ZRICS Category “Z” Radio Incident Command System

V-C-N & ZRICS “Mantra”

- **Be safe.**
- **Get prepared.**
- **Stay ready.**

2012-03.24-2158

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ZRICS Category “Z” Radio Incident Command System

ZR Incident Priorities

- **#1: Safety.** This time. Every time.
- **#2: Monitor.** Designated frequency.
- **#3: Confirm.** B-4 changing assignment.

2012-03.24-2158

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ZR Incident Objectives

1. Provide for the safety of all incident participants and the general public.
 - Be aware of existing and report all new hazards immediately.
 - Maintain awareness and use of LCES at all times.
2. Create and maintain a viable network of emergency communications.
 - Always monitor your designated or assigned frequencies.
 - Acknowledge and relay all messages accurately with minimal delays.
3. Always confirm acknowledgement from the Net Control Station (NCS) before initiating ANY assignment change.

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.N.org : Slide: 23

Incident Command System

- Required by NIMS (HSPD-5)
- Standardized structures, systems and forms.
- Performance-based learning system.
- Standardized task = qualification system.

2012-03-24-2158

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: V-C-N.org : Slide: 24