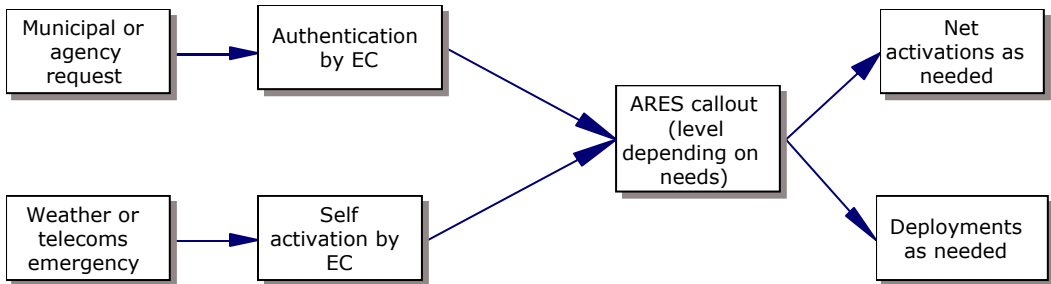


SECTION 23: EMERGENCY OPERATIONS

Once you complete this section, you will be able to describe the tasks associated with ARES activation.



ARES ACTIVATION

When you hear about a community emergency or telecommunications outage

When you hear about a community emergency or telecommunications outage, consider what level of activation is appropriate. Then perform the following steps:

- 1 Activate ARES to the lowest level that is appropriate. (See [“Activation and mobilization”](#) on page 8.1.)
- 2 If possible, contact your liaisons at appropriate served agencies (for example, the Canadian Red Cross) and ask them if assistance is required.
- 3 If you cannot contact your liaisons, consider visiting agency locations (for example, Red Cross headquarters or City Hall) to determine whether ARES support is needed.
- 4 If you receive or solicit a request for assistance, go to [“When you receive a request from a municipality or served agency”](#) on page 23.2.
- 5 Depending on the nature of the emergency, and what you find out in dialog with your liaisons, deactivate, maintain or escalate the ARES activation.

When you receive a request from a municipality or served agency

When you receive a request for support from a served agency, gather as much information as possible about the agency's communications needs, and about any aspects of the emergency situation that may affect ARES operations and operators. Then perform the following steps:

- 1 Authenticate the individual making the request. (See [“Authentication” on page 37.1.](#))
- 2 Determine what level of ARES activation is required. (See [“Activation and mobilization” on page 8.1.](#))
- 3 Activate ARES to the appropriate level. (See [“Activation and mobilization” on page 8.1.](#))
- 4 Confirm with the requesting agency that activation has taken place.
- 5 Move ARES to an operational status:
 - Select or activate a Communications Supervisor (or take on those duties yourself, if no one else is available).
 - Dispatch ARES operators to designated duty locations.
 - Actively poll served agencies to ensure that changing communications requirements are captured.
 - Provide agency liaisons with contact information for the Communications Supervisor, as a backup in case you cannot be reached.
- 6 Confirm with the requesting agency that deployment is taking place, and ensure that the agency's site managers will be ready for the ARES operators that have been dispatched to them.

Activating ARES

To activate ARES, perform the following steps:

- 1 Notify the other ECs or AECs that an activation is taking place.
- 2 Initiate a limited or full callout of ARES operators.
- 3 Select a net control station to operate the initial ARES net.
- 4 Give the net controller a script to be read to ARES stations as they log into the net, outlining the scenario, whether it is an exercise or a real emergency, and any other pertinent information.

Callout procedures

At the beginning of an exercise, or when a need for ARES support is identified during an emergency, a callout is performed to activate the local ARES group.

During certain broad exercises, or during actual emergencies, the activation may be triggered by a request from an Emergency Management Organization (EMO), from the Canadian Red Cross, or from other provincial or municipal agencies. Managers at each agency should have a list of ARES ECs or AECs that they can contact to activate ARES. (This redundancy guarantees that at least one of the EC/AECs can be reached at any given time.)

In situations where telecommunications has failed, or where a community emergency has been declared but ARES has not been specifically activated, available ECs or AECs may decide to perform a limited (warm-up) or full activation in the expectation that a request may be received.

During a callout, any one of the ECs or AECs can trigger the callout (either autonomously, or in response to a request). The triggering EC/AEC first calls the next EC/AEC in the EC ring. Then the EC/AEC calls the operators for which they are responsible.

If an EC/AEC fails to reach the next EC/AEC in the EC ring, the EC/AEC takes on responsibility to call the second EC/AEC in the ring, and the operators assigned to the unavailable EC/AEC. If the second EC/AEC in the ring is also unavailable, the EC/AEC continues by calling the final EC/AEC in the ring, and then calls the additional operators belonging to the second missing EC/AEC. If the final EC/AEC is also unavailable, the EC/AEC personally calls all the operators directly.

This system ensures that all available operators are called, regardless of the availability of EC/AECs. So long as one EC/AEC out of the four are available, ARES can be triggered. This system also ensures a redundant, efficient callout that avoids multiple calls to operators.

MANAGING COMMUNICATIONS

For detailed information about managing ongoing communications operations, see [“Managing communications operations” on page 20.1](#).