Message Handling During an Emergency

LIFE THREATENING EMERGENCY TRAFFIC

"Having life and death urgency to any person or group of persons"

1. Check the Message:

    a) When receiving an urgent life threatening message to pass, make sure the message is clear enough for you to read it.
    b) Confirm to who the message is to be sent to as well as who is sending the message.
    c) DO NOT waste any time copying the message to an IMS-213 form.

2. **Break in as soon as possible to get Net Controller's attention!** Use "*your call* with emergency traffic."

3. When Net Control acknowledges you, reply with;

    "I have emergency traffic for "*location*" and requesting to contact them directly."
    Example: "*I have **emergency** traffic for **Fire Station 1**" and request to contact them directly*"

4. Net Control will acknowledge and reply with a Message Number for Message Logs and grant permission to contact station directly. *"Station" please copy message number and you have the frequency"*

5. Sending station will acknowledge message number.

6. Sending station will then contact receiving station directly with;

    "*Station", I have emergency traffic for you; are you ready to copy?*"

7. Receiving station acknowledges sending station with, "*station", ready to copy message.*"

8. Sending station sends message along with message number to receiving station.

9. Once completed, the receiving message reads message back to the sending station.

10. Sending message will acknowledge when the message is correct or resend for any corrections.

11. If the message requires an urgent response, all stations are to stand by until response is given.

12. Once completed, sending station announces, *"Returning frequency back to Net Control"*

13. Net Control will announce *"Net Control standing by"*.

NON-LIFE THREATENING EMERGENCY, PRIORITY or ROUTINE TRAFFIC

1. Check the Message:

   d) When receiving a message to pass, it is not your job to understand the message, but the message must be clear enough for you to read it.
   e) Confirm to who the message is to be sent to, as well as who is sending the message.
   f) Check that message has either **Emergency**, **Priority** or **Routine** precedence.
   g) Copy message to an IMS-213 form if message was received in another format.

2. Unless you have Emergency Traffic, wait for the Net Controller to announce, "standing by".

3. Call Net Control using your call, but also add "with emergency traffic" if your message has that precedence.

4. When Net Control acknowledges you, reply with;

   I have "*precedence*" traffic for "*location*"
   Example: *"I have **routine** traffic for **EOC"**

5. Net Control will acknowledge and reply with a Message Number for your IMS-213 Form

6. Sending station will acknowledge message number.

7. Net Control calls the receiving station.

8. Receiving station acknowledges Net Control.

9. Net Control will ask if the receiving station is ready to receive message from sending station.

10. Receiving station acknowledges.

11. Net Control will instruct the sending station to send message. Note: NC may instruct both stations to use an alternate frequency to send message to free up main calling frequency.

12. Sending station sends message to receiving message on designated frequency.

13. Once completed, the receiving message reads message back to the sending station.

14. Sending station will acknowledge when the message is correct or resend for any corrections.

15. Once completed, sending station announces, *"Returning frequency back to Net Control"*

16. Net Control will announce *"Net Control standing by"*.