

RURAL MUNICIPALITY
OF
RITCHOT

COMMUNICATION

PURPOSE:

The purpose of this Communication Plan is to ensure that in any emergency or potential emergency communication between the various attending agencies will be ensured.

SCOPE:

This plan outlines the actions to be taken, and the procedures to be followed to ensure an effective communication system. This system shall ensure a reliable telecommunication link be established and maintained linking agency to agency, or agencies to the Emergency Operations Center.

GENERAL POLICY:

Generally, early in any emergency the communication system utilized will be determined by the lead agency. If overlapping agencies are in attendance the lead agencies Incident Commander/Emergency site Manager will establish a communication link via the Fleet net radio system.

If expectations are for the emergency to be of a lengthy duration, the Incident Commander/Emergency Site Manager or Designate may request additional communication links be established via the Emergency Operations Center. In this case the Emergency Coordinator will contact the Telecommunication Manager who will ensure a reliable communication link is established.

Every effort should be made to document transmissions and requests between agencies to ensure all questions and concerns are completely and fully attended.

METHODS OF COMMUNICATION AVAILABLE

- A)-Fleet net radio system
- B)-MTS landlines/Cell phones
- C)-UHF/VHF radio systems
- D)-Amateur Radios Emergency Systems

A)-Fleetnet Radio System: acct# #####

Presently both the St. Adolphe Fire hall/Emergency Operations Center, and the Ile Des Chenes Fire hall/Emergency Operations Center have Fleetnet base stations. In addition the Ritchot Fire service has 11 Portable Fleetnet radios, which are available should they be required.

The following talk groups are available for this region:

801378- 1-A, 2-A, 3-A, is Brandon 9-1-1
801378- 1-B, 2-B, 3-B. is Mutual aid
800096, 1-C, 2-C, 3-C. Ritchot home fire channel.
800948, 1-D, 2-D, 3-D, Interagency
801408, 1-E, 2-E, 3-E, Ritchot Mutual Aid
801400, 1-F, 2-F, 3-F, Tactical Mutual Aid district
801401, 1-G, 2-G, 3-G, Tactical
800949, 4-H, 5-H, 6-H, OPS1
800950, 4-I, 5-I, 6-I, OPS2
800951, 4-J, 5-J, 6-J, EMO OPS
801399, 4-K, 5-K, 6-K, Provincial Fire

During an emergency the Communications Manager may designate a single radio channel connecting the Emergency Site to the Emergency Operation Center. The Communication Manager must contact Brandon 9-1-1 via PH# ##### and request an OPS channel be assigned. Ie: # 800949, 800950, 800951. All attending agencies "must" be informed of this channel prior to switching, to ensure a coordinated change occurs.

Fleetnet rental is available via contacting ###-#### or #-###-###-#### during business hours.

INITIAL STAGES OF EMERGENCY

During the initial stages of an emergency, administrative staff within the Municipal offices will be called upon to provide information to the public.

As time progresses and EOC staff can be in place, calls maybe temporarily referred to ###-#### (firehall #1 or #2) to alleviate administrative staff from the deluged of calls. This being a temporary measure only.

Again as time progresses, and resources and staff are assembled the administrative staff should then be provided ph# ###-#### as an inquiry center phone number. This number is on temporary disconnect and is within the firehall. This number should be provided to Councilors, Mayor, CAO, and all staff members. When this number is activated staff shall be in place to answer the phone and log all inquiries.

In addition: A separate number within the EOC should be provided to the public. This number will have a Answering machine on it with a message providing the daily elevations. This should relieve some calls to the EOC.

FULL ACTIVATION OF MEDIA/INQUIRY CENTER

For full blown emergencies and the need to establish a fully operational media/inquiry center this can be established by conducting the following:

1. The Municipal **board room** has been designated as the Media/Inquiry center.
2. The board room has high speed internet services
3. Meridian phone system and two telephone lines that are placed on temporary disconnect. These numbers are ###-#### and ###-####

To active the phone lines the Communication Manager or designate shall contact **PH# #-###-####**,and advise them the temporary disconnect is under account **####-####**.

In addition the Communication Manager or designate must ensure that the following lines of communication are established as required.

- ❑ Reception center public phone numbers
- ❑ Reception center secured phone lines
- ❑ Incident Commander/Emergency Site Manager (as required)

AFTER HOURS

During some emergencies and dependent on the situation the Municipal office maybe closed while the EOC is operational. Whether a 24 hours a day or just regular business hours. If this is to occur the Municipal answering machine should be amended to state the following:

- What hours of operation the Inquiry center available.
- What is the phone number of the operation center.
- The Emergency Coordinator's pager number for Emergencies only

C)-UHF Radio system:

Presently, the only UHF communication system available is through the public works vehicles that are each equipped with a UHF radio. The UHF base station being located in the public works yard North of St. Adolphe.

D)-Amateur Radio Emergency Services:

Presently the services of Amateur Radio Emergency Services (ARES) are available to assist the Emergency Operations Center and Emergency Sites, if needed. Care should be taken not jeopardize the safety of this staff. Should difficulties arise in communication ARES should be contacted through Gord SNARR (phone list).

