

EMRG Foundation Concepts are the fundamental understandings that guide all EMRG strategy and planning. It is as important to understand what EMRG needs to do, as it is to understand what EMRG does not do.

CLIENT – PARTNER RELATIONSHIPS ARE IMPORTANT – We must invest time in our client and partner relationships, so we understand what they need, they understand what we can provide and they are confident we will be able to meet their needs in an emergency. Agreements and MOUs are required, but it is the people to people contact that ensures we are recognized as a viable solution.

EMRG - CLIENT JOINT SOLUTION SUPPORT – All EMRG activity must have sufficient support within EMRG and within client organizations.

- Everything must be a group effort (no 1 person super efforts). If there is not enough group support to implement a solution properly then EMRG will not implement it.
- EMRG will not build solutions on speculation. Clients must mutually implement support for the solution.

CO-LOCATION WITH USERS - We are an alternative to the phone, so we should be located where the phone would be, which is with the users. Radio operators down the hall, or in the parking lot, are not effective communications solutions.

PRIORITY IS LOCAL COMMUNICATIONS - Almost all Amateur Emergency communications will be within the local area. This communications will be used for collecting and distributing information from shelters, Community Services, Red Cross, EOC or local citizen patrols.

- The probability of a localized communications failure is much higher than the probability of a City Wide or Eastern Ontario communications failure.
- Any long distance (HF) communications still requires a local infrastructure to collect and distribute information.
- When HF long range communications is required, an EMRG member with HF capability would be used as a HF relay station.

COMMUNICATIONS PROVIDER – NOT NECESSARILY OPERATOR - There are a limited number of Amateurs available in an Emergency. In some situations, the Amateur will set up and maintain the communications system at a site, but may not operate the radio, so solutions must be simple enough that partner staff can operate them if required.

NOT A REPLACEMENT FOR MUNICIPAL RESPONSIBILITY - Municipalities have a responsibility to their residents and to their employees, to provide suitable and sufficient communications capability to support Public Safety (Police, Fire, EMS). Amateur radio is not means to avoid legitimate Municipal costs. Police, Fire and Paramedics have no plans to use EMRG as a backup communications solution. Therefore EMRG does not make plans to back up their systems.

NOT PROVINCE WIDE COMMUNICATIONS

- The City of Ottawa does not look to EMRG to provide backup communications between the City and Emergency Management Ontario (EMO)
- Communications outside Ottawa would most likely be with a neighbouring Municipality or ARES group.
- Radio communications would only be used to get to the nearest person with working phone service who could relay a message.

BENEFITS OF “1 TO MANY” CONTROLLED NET

Even if phones are working, there are benefits to using radio communications due to the “1 to many” aspect of radio, where everyone gets the same message at the same time. With radio there are no busy signals or voice mail. Amateur radio can and should promote itself as more than the “solution of last resort”.

WHERE POSSIBLE, BUILD PORTABLE SOLUTIONS

Make solutions as portable as possible, so equipment is moveable within our own area, or for Mutual Aid.

THE EOC IS A DECISION CENTRE

The City of Ottawa Emergency Operations Centre (EOC) is a decision making centre. EMRG provides a radio operator to provide a channel for information into, and out of the EOC. EMRG Net Control should be separate from the EOC, either in another room, or another facility. Information not destined for the EOC, should not route through the EOC.