	<b>EMERGENCY MEASURES RADIO GROUP</b>
	<b>OTTAWA ARES</b>

Two Names - One Group - One Purpose

# Introduction To EMRG

# Course Introduction

**Course Number:** EMRG-404

**Course Name:** Introduction To EMRG

**Instructor Led:** Optional

**Prerequisites:**

- None

**What You Should Learn From This Course:**

- From this course you should understand what EMRG is, what services EMRG provides and who are the EMRG Clients.

**Recommended Reading:**

- The EMRG web site has additional information and an online resource library of other EMRG documentation. [www.emrg.ca](http://www.emrg.ca)

# Amateur Radio

- Amateur radio is a hobby based on radio communications
- There are many aspects, such as talking with people, contacting new places, communicating over distance, satellite communications, equipment design, computer-radio integration and providing service to the community.
- EMRG is made up of the group of Amateurs who share an interest in the hobby and a desire to provide service to the community.

# Emergency Measures Radio Group - EMRG

- EMRG is the local volunteer Amateur Radio Emergency Communications group for Ottawa
- EMRG has about 50 members, of which about 25 are Active, meaning they participate in one or more EMRG activities per year

# **Amateur Radio Emergency Service (ARES)**

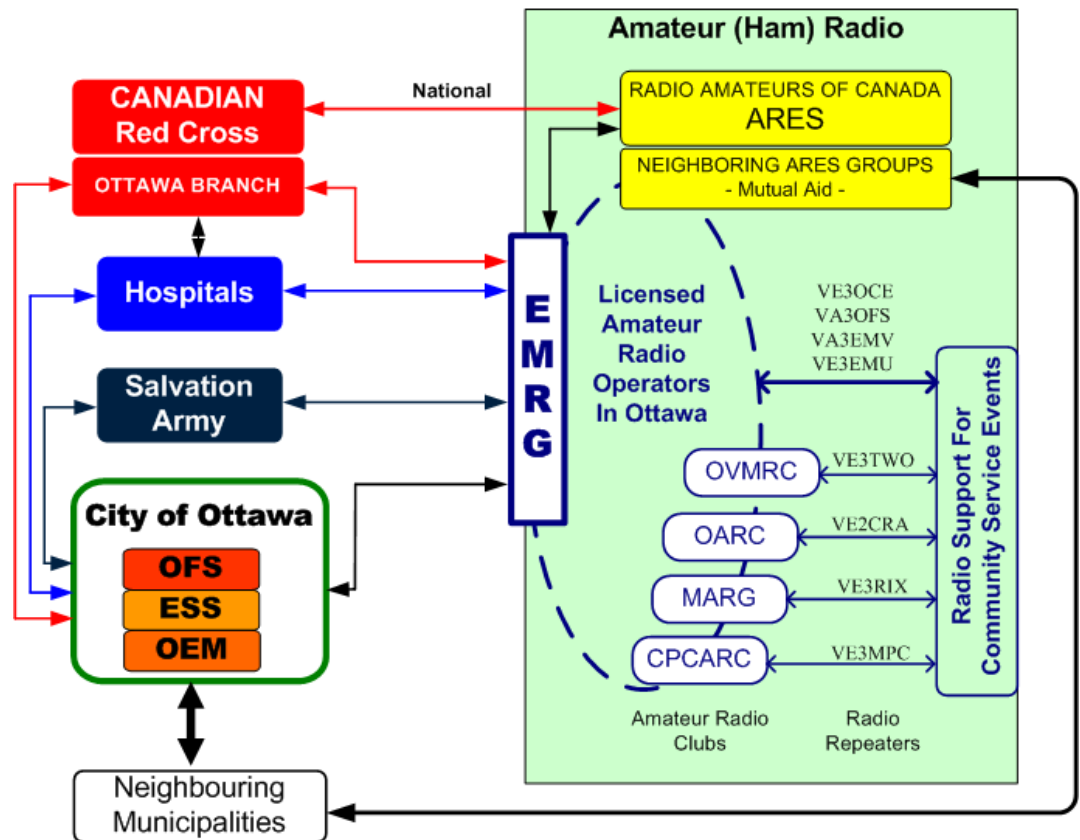
- **EMRG** is also known as **Ottawa ARES**.
- ARES is a National Amateur radio program administered by the National Amateur radio organization, Radio Amateurs of Canada (RAC).
- EMRG is the ARES group for Ottawa.

**Emergency Measures Radio Group  
Ottawa ARES**

**Two Names – One Group – One Purpose**

# Single Point of Contact

EMRG provides an administration, planning and training function, and is the interface between the Amateur radio community in Ottawa and organizations who may require Amateur radio communications in an emergency.



## City of Ottawa

OEM - Office of Emergency Management.

OFS - Ottawa Fire Service

ESS – Emergency Social Services

# **First 24 - 48 Hrs Is Critical**

**Amateur radio can make its greatest impact in the first 24 to 48 hours of a disaster;**

- Information is being gathered
- Decisions are being made
- Existing communications infrastructure is overloaded, damaged or destroyed!

**Maximum effectiveness of Amateur Radio comes from strong relationships, built in advance, with planning, training and practice to provide;**

- Quick recognition of the need for alternate communications
- Quick activation of resources
- Quick implementation of communications at selected sites

# EMRG's Main Role

**Provide local radio communications to support humanitarian response.**

Humanitarian response refers to the groups who take care of the general population, providing shelter, water, food, clothing and information.

The three main humanitarian response groups in Ottawa;

- **Emergency Social Services - City of Ottawa**
- **Ottawa Red Cross**
- **Salvation Army**



# Hospitals

EMRG provides a back up radio communications solution, for the Hospitals existing emergency management radio system. (11 sites)

The Hospitals have a dedicated radio system for sharing emergency management information between the hospitals. This is not the same radio systems used for Paramedics to communicate with emergency departments.

EMRG can be called upon by the Hospitals to augment this system if more capacity were required or to replace the system if it failed.

# Public Safety

## Police – Fire - Paramedics

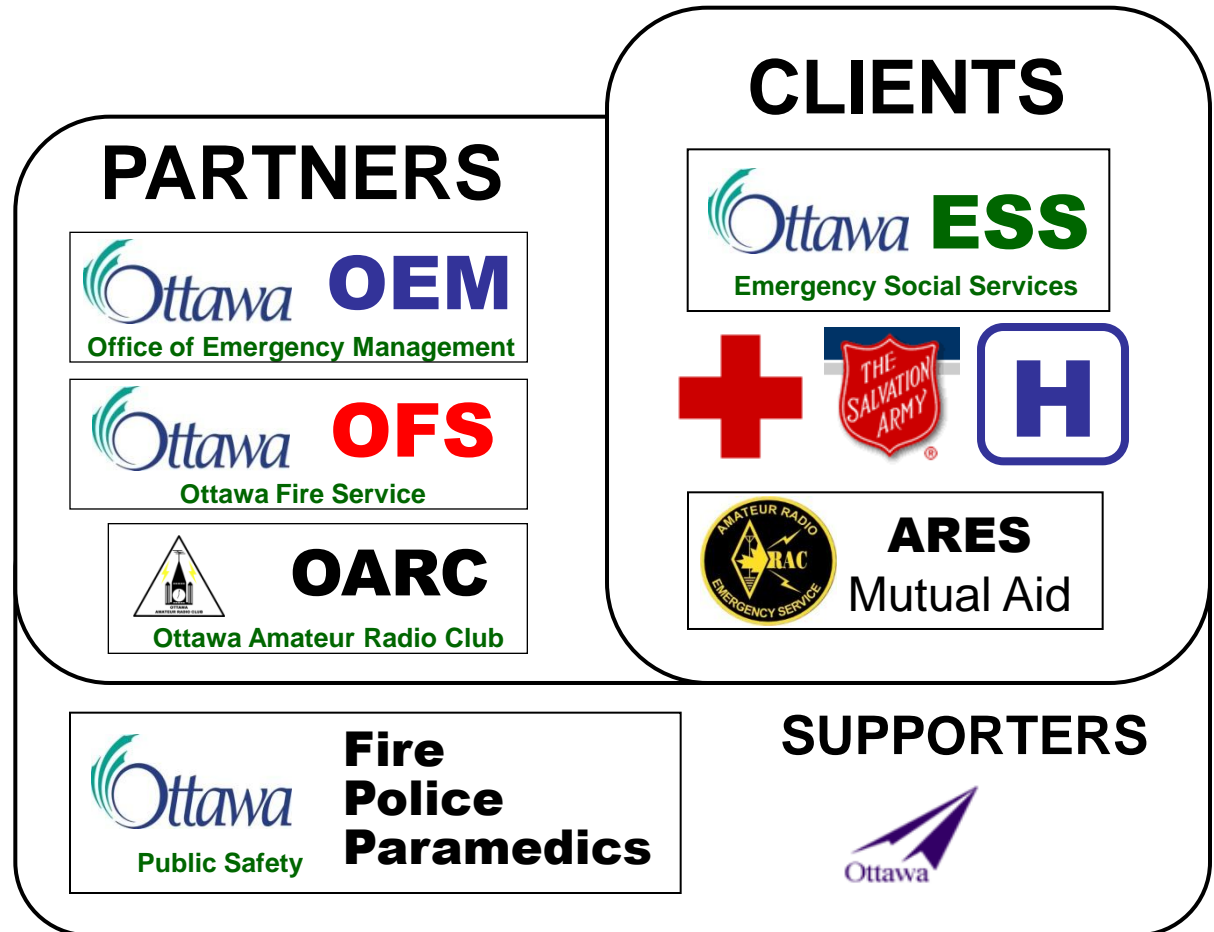
- EMRG is **NOT** a back up for the hundreds of radios used daily by Police, Fire and Paramedics.
- The Public Safety radio systems have redundancy, partial failure capability and alternate backup plans.
- The capacity required to replace these systems is beyond the limits of what Amateur radio can supply.

**CLIENTS** – Use EMRG Communications Services

**PARTNERS** – Support EMRG ability to provide service

**SUPPORTERS** – Support EMRG indirectly

- ESS is the primary EMRG client.
- If there are insufficient EMRG resources, OEM will assign priorities for EMRG.



# Office of Emergency Management (OEM)

OEM is the primary interface for EMRG in the City of Ottawa. EMRG reports to OEM and OEM provides the following for EMRG;

- Manage relationship, signed agreement, activate EMRG for the City, City IDs
- Provided ongoing funding for projects and maintenance
- Directly funded several specific projects;
  - Standard power connector
  - Surplus radio equipment removal from Carlington Heights
  - Antenna change at Fire Dispatch tower
  - Surplus radio equipment from old EMU Backup radio system

# Ottawa Fire Service (OFS)

OFS is the prime infrastructure partner for EMRG, working in partnership with OEM, OFS provides;

- Dedicated EMRG Radio room at Fire Dispatch with access to antennas on the roof and the tower
- Storage space for equipment
- Radio repeater sites at key locations in the City
  - Station 53 Charlemagne Blvd – Orleans
  - Station 44 Greenbank Rd – Barrhaven
  - Station 81 Main St. – Stittsville
  - Fire Dispatch Randall Ave – Alta Vista
- Surplus radio equipment
- Access to the training centre

# Emergency Social Services (ESS)

ESS is the main user of EMRG communications services.

ESS is a virtual organization made up of City of Ottawa staff who have other job functions normally, but in an emergency come together to activate Emergency Social Services.

EMRG works with ESS to identify and prioritize their requirements, develop and implement solutions, test and practice those solutions. In most cases there is an achievable solution to ESS requirements, which may involve physical infrastructure, portable equipment and EMRG procedures.

EMRG communications would link the ESS command centre with reception centres (shelters), the Red Cross and the City of Ottawa Emergency Operations Centre (EOC).

# Ottawa Red Cross

- The Ottawa Red Cross provides numerous services within the City of Ottawa and extending into neighbouring Municipalities.
- EMRG provides communications services for Ottawa Red Cross when required, either within the City of Ottawa, or to link the Ottawa Office with neighbouring communities.
  - EMRG would provide the link to between the Ottawa Red Cross office and the local ARES groups in neighbouring communities.
- Ottawa Red Cross provides the Personal Disaster Assistance (PDA) program in Ottawa, for emergencies where up to 50 people are displaced, due to fire, or other reasons. Typically it is a small number of people displaced, but for some situations, radio communications can make coordination easier, so EMRG could be called.

# Mutual Aid

ARES groups in Eastern Ontario recognize Mutual Aid will be required to support a sustained deployment. There is a strong Mutual Aid Plan, which gets further developed each year at the District ARES Meeting.

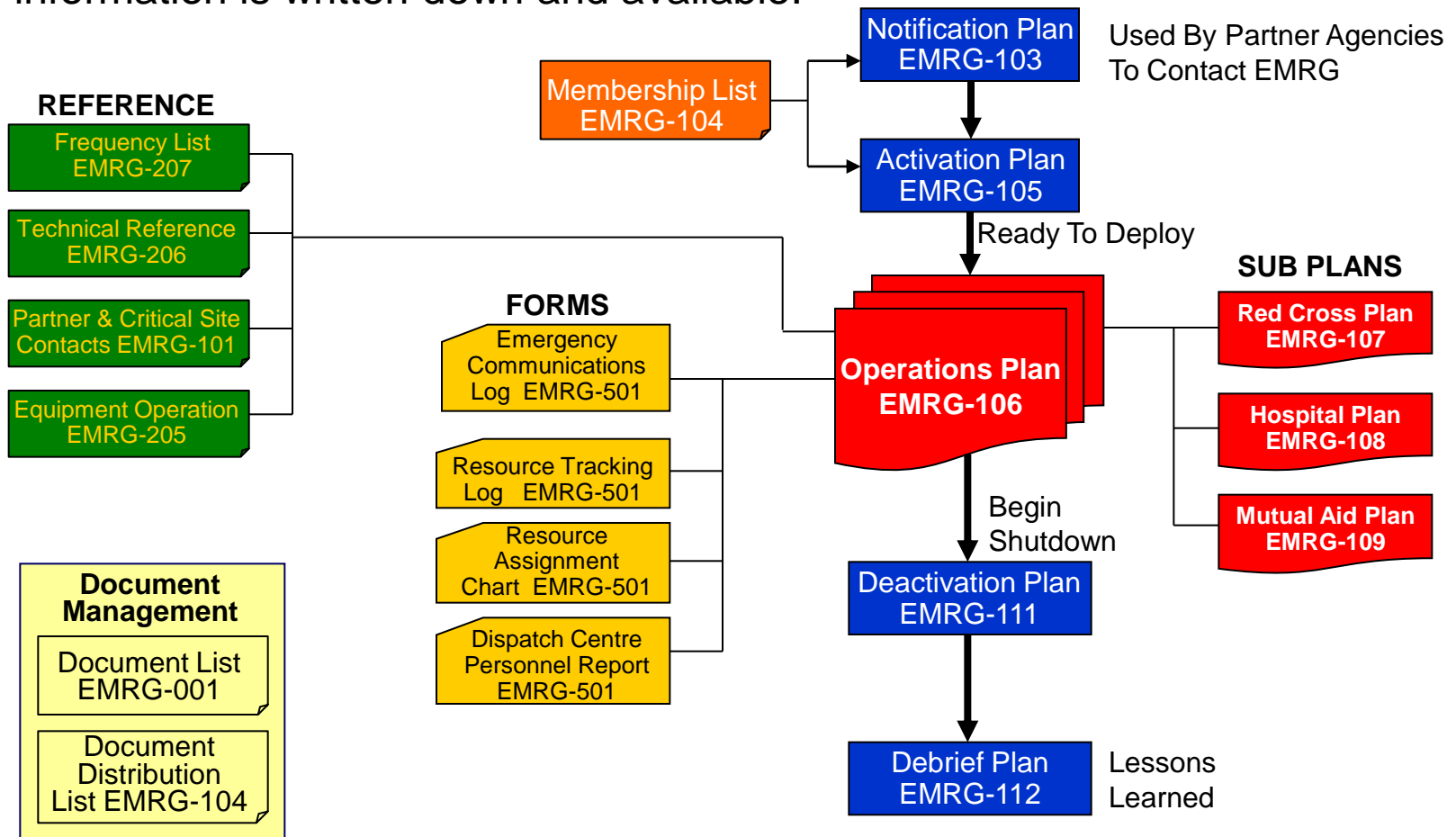
## NEIGHBOURING GROUPS

- Renfrew County West ARES
- Ottawa ARES – City of Ottawa
- Prescott Russell ARES – United Counties of Prescott Russell
- Cornwall ARES – City of Cornwall
- Lanark North Leeds ARES – North East Lanark, Lanark & North Leeds
- Iroquois Amateur Radio Club - North & South Dundas
- Renfrew County East ARES
- United Counties of Leeds & Grenville ARES
- SD&G ARES – Stormont & Glengarry



# EMRG Documentation

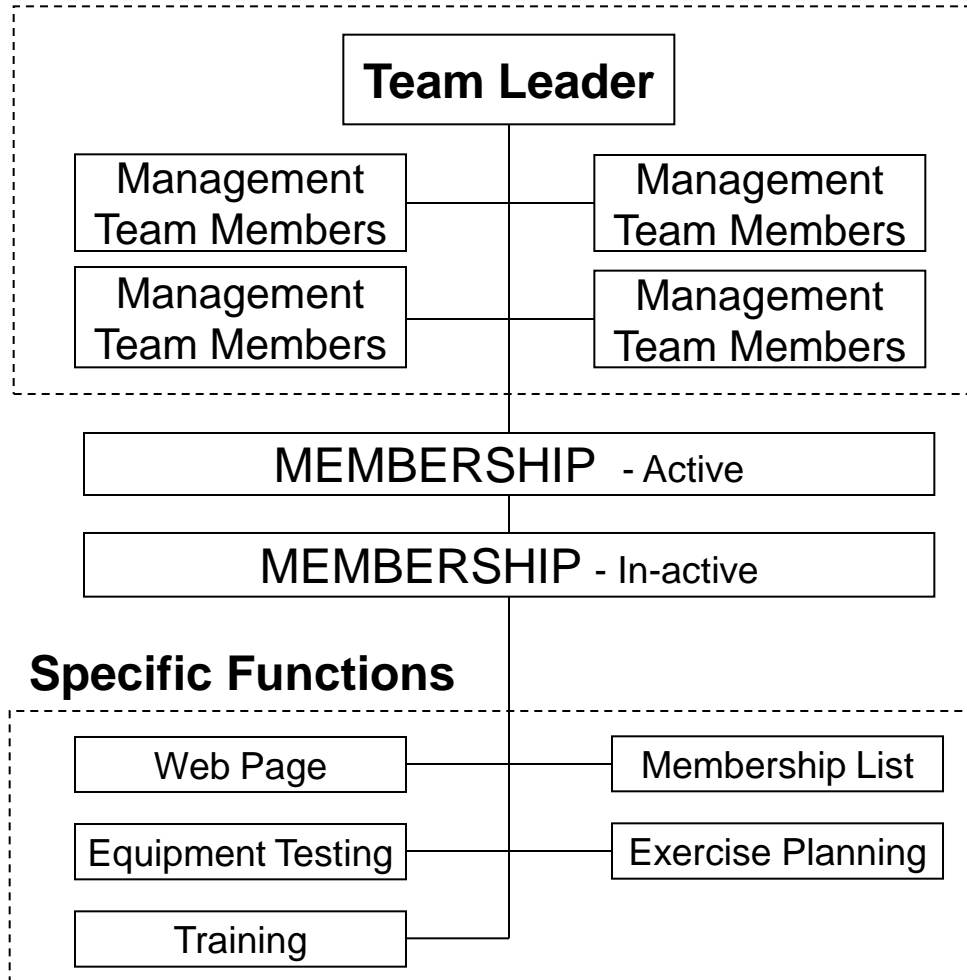
EMRG has an extensive documentation program to make sure information is written down and available.



Most documents are posted on the web site: [www.emrg.ca](http://www.emrg.ca)

# Normal Organization

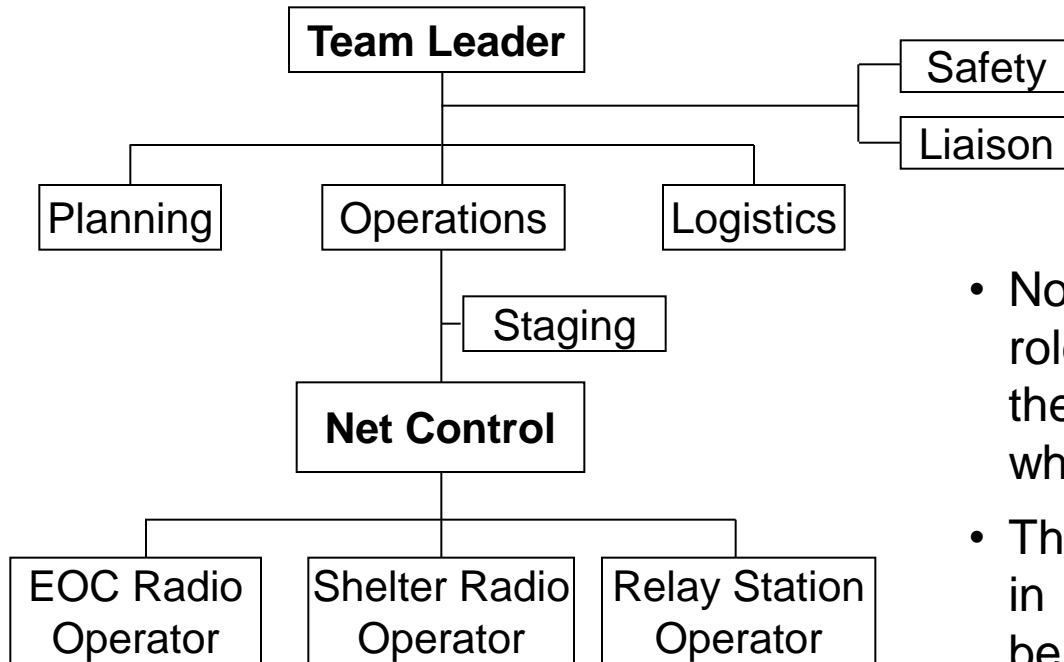
## Management Team



This model is used on a daily (routine) basis to provide a structure that supports planning, training, practice and preparation for deployment in an emergency.

People are assigned to roles on a permanent basis.

# Deployment Organization



Information & Finance  
are Client Agency  
responsibilities

- EMRG Deployment Model is based on IMS (Incident Management System).
- Team Leader is not an Incident Commander.
- EMRG is a communications module that plugs into other organizations IMS structure.

- No names associated with the roles until there is a deployment, then roles are assigned based on who is available.
- The Team Leader is the person in charge, which may or may not be the person who is the Team Leader on a daily basis.
- Roles can be added or removed based on the size of the incident. There may be multiple Shelters and multiple Net Control stations.

# Infrastructure Objectives

## 1. Maintain Existing Infrastructure

- Ensure existing infrastructure is complete, robust, documented and people are properly trained

## 2. Voice Communications City Wide

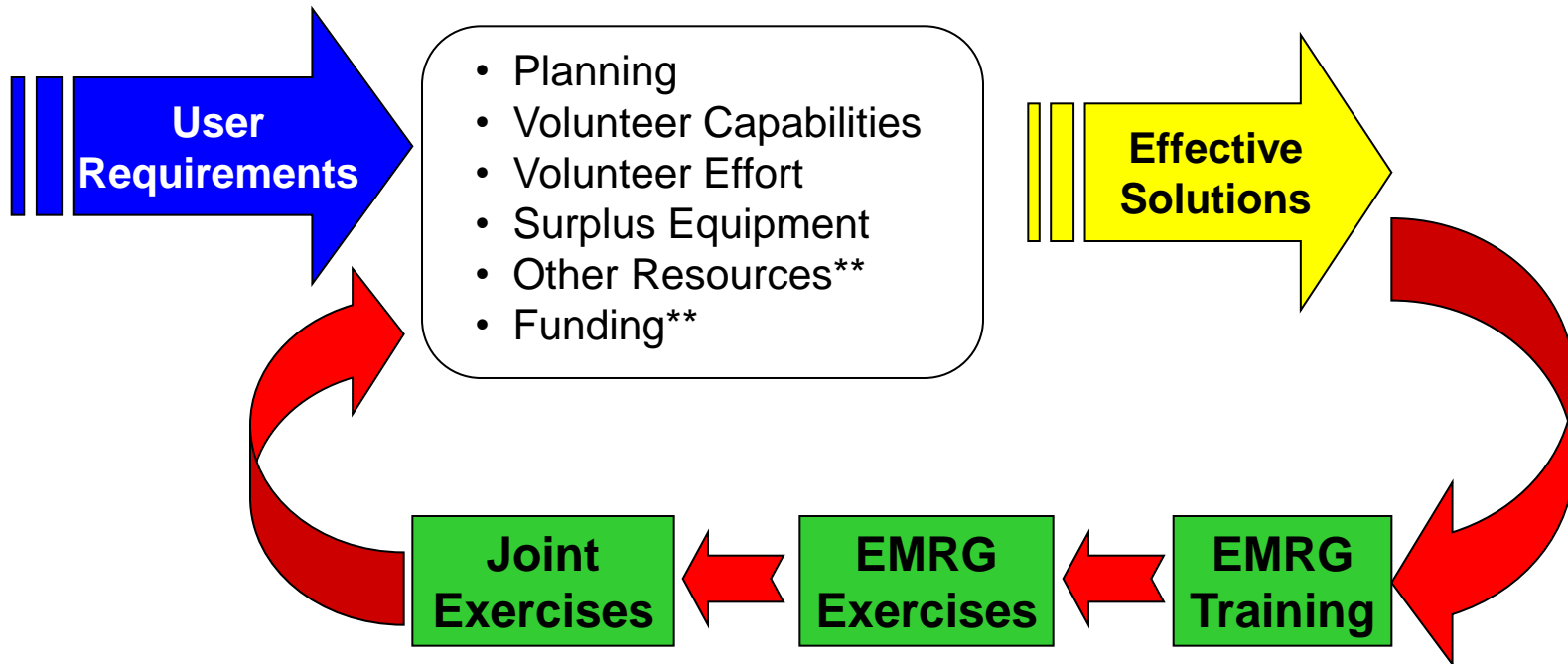
- Expand voice communications infrastructure (repeaters) to support communications between any locations, urban or rural, within the City of Ottawa
- Build an inventory of basic radio equipment (radios, power supplies, antennas & coax) to ensure sufficient equipment is available to provide consistent reliable radio communications from deployed locations

## 3. Data Communications In Urban core

- Establish a basic data communications network, to provide coverage within the urban core.

# Development Model

Requirements drive planning, so solutions development is based on a joint business decision with clients, based on client requirements.



# Learning Evaluation

1. What is EMRG's main role?
2. Is EMRG a backup for Police, Fire and Paramedic radios?
3. Who does EMRG report to in the City of Ottawa?
4. Name three EMRG clients.
5. On what system is EMRG Deployment organization based?
6. What is the relationship with Ottawa Fire Service?
7. Name one other ARES group in Eastern Ontario.
8. What is the document number for the EMRG Operations Plan?
9. Name 1 of the 3 EMRG Infrastructure Objectives.
10. What drives EMRG development of new services?

# Answers

1. What is EMRG's main role?
  - Provide support for humanitarian relief efforts
2. Is EMRG a backup for Police, Fire and Paramedic radios?
  - NO
3. Who does EMRG report to in the City of Ottawa?
  - Office of Emergency Management (OEM)
4. Name three EMRG clients.
  - Emergency Social Services, Ottawa Red Cross, Ottawa Hospitals, Ottawa Salvation Army
5. On what system is EMRG Deployment organization based?
  - Incident Management System (IMS)
6. What is the relationship with Ottawa Fire Service?
  - OFS is a partner providing infrastructure support.

# Answers continued

7. Name one other ARES group in Eastern Ontario.

- Renfrew County West ARES
- Prescott Russell ARES – United Counties of Prescott Russell
- Cornwall ARES – City of Cornwall
- Lanark North Leeds ARES – North East Lanark, Lanark & North Leeds
- Iroquois Amateur Radio Club - North & South Dundas
- Renfrew County East ARES
- United Counties of Leeds & Grenville ARES
- SD&G ARES – Stormont & Glengarry

8. What is the document number for the EMRG Operations Plan?

- EMRG-106

9. Name 1 of the 3 EMRG Infrastructure Objectives.

- Maintain Existing Infrastructure
- Voice Communications City Wide
- Data Communications In Urban core

10. What drives EMRG development of new services?

- Client requirements



# **www.emrg.ca**

The EMRG web site provides information related to Amateur radio emergency communications, specifically as it relates to the City of Ottawa.

- Project Information
- Newsletters
- Upcoming Events
- Documentation
- Links to related information

Information: **training @ emrg . ca**