

Auxiliary Emergency Communications (AEC)

Training Course

Unit 9: Dos and Don'ts



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

Terminal/Enabling Learning Objectives

TLO: At the conclusion of this unit, the student will identify dos and don'ts of an AEC.

ELO A: Describe the things to do as an AEC.

ELO B: Describe the things not to do as an AEC.



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

AEC Dos and Don'ts

Do

- Have AEC manager make initial contact with EOC personnel prior to an event if a working relationship does not yet exist
- Maintain Radio Protocols

Don't

- Make negative statements on the air



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

AEC Dos and Don'ts (Cont)

Do

- Make statements short and concise
- Only transmit messages given to you by the proper authority

Don't

- Transmit anything sensitive (death counts, staging areas, fuel locations, etc.)



AEC Dos and Don'ts (Cont)

Do

- Be familiar with the auxiliary radio frequencies of your surrounding community, region and state

Don't

- Force yourself or your organization on Public Safety management
- SELF-ID your personal vehicle without proper authority
- Deploy to an area without the permission of the AEC Manager



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

AEC Dos and Don'ts (Cont)

Do

- Always look for other opportunities to help in the EOC...with permission
- In a “down time” take the opportunity to do training/testing

Don't

- Don't just sit there and wait for the next assignment
- If in an EOC position you have been given a rare invitation to be customer service oriented...Don't mess it up if you're lucky enough to be invited into an EOC



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

AEC Dos and Don'ts (Cont)

Do

- Be a team player and maintain a positive attitude
- Once a COML or other Emergency Manager says “no”, then do as they say. Consider what they say as the final authority
- Always follow the Chain of Command

Don't

- When activated you are not a representative of MARS, ARES, RACES or any other organization ...you are an AEC Communicator – leave local organization politics at the door



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

AEC Dos and Don'ts (Cont)

Do

- Maintain a professional appearance and standards
- Leave at home your call sign badges, hats, your club jackets, and your ham bumper sticker

Don't

- Don't wear Public Safety type uniforms without the express consent of the COML and/or Emergency Manager

AEC Dos and Don'ts (Cont)

Do

- When in doubt...ASK FIRST!
- People will remember you by your positive actions and attitude
- Develop an SOP between your group and the COML

Don't

- Any negative impression you give is the one people will most likely remember
- Don't bring any communications equipment into an EOC unless it is authorized



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

Unit 9: Summary

- 1) Identify dos and don'ts of an AEC.
- 2) Describe the things to do as an AEC.
- 3) Describe the things not to do as an AEC.



Homeland
Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program



Homeland Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program