Broadview Emergency Communication Hub Tasks

Emergency communication hubs in Seattle have evolved a division of labor of the volunteers operating a hub. We think of these as roles, each with a set of basic tasks the volunteer in a particular role does. We have over the years made adjustments in the tasks and roles. Below is the current view of our purpose and our roles.

Emergency Communication Hub Purpose

The Emergency Communication Hub is where members of the community can report problems, obtain information from the City, and match information about needs and resources to help each other.

Volunteers use radios to communicate with the Seattle Emergency Operations Center and other neighborhood hubs.

The Hub is only a place to share information.

The Hub relies entirely on volunteers to operate.

January 2015

Greeter Tasks

- **Make yourself visible at the entry point to the hub.**

- **You are the first point of contact. Part of your role is to help calm people and keep people focused on what the hub is doing to help.**

- **Listen to the person's problem carefully.**

- **Direct the person to a Message Taker to write down the message.**

- **Explain what kind of response the City or neighbors may or may not be able to give.**

- **Watch for potential hub volunteers, send to Hub Manager.**

- **If you feel fatigued or stressed, ask for a break.**

Message Taker Tasks

- **People will be directed to you by the Greeter or Hub Manager.**

- **Listen to their problem carefully. Most messages will go on the Local Needs and Resources form. If there is doubt whether a message should be sent to the Emergency Operations Center consult with the Message Manager and Hub Manager.**

- **Fill out each field in the Local Needs and Resources form, or General Message (ICS 213) form if it is to be broadcast via radio to another hub or the Emergency Operations Center.**

- **Block print in all capital letters (not cursive) and without shorthand or unusual abbreviations.**

- **Capture the Who, What, When, Where and Why of the message. Make sure that all blocks are filled out and that they will make sense to other people reading the message.**

- **Route Local Needs and Resources Forms to the Information Organizer for posting.**

- **Hand General Message forms (ICS 213) to Message Manager for review. The Hub Manager may decide to elevate a low priority request to a high priority request and ask you to transfer the information to a General Message (ICS 213) form.**

- **If you feel fatigued or stressed, ask for a break.**

Information Organizer Tasks

- **Receive Local Needs and Resources forms from Message Taker; post them on whatever board or wall has been established for displaying them.**

- **Keep message board organized, with separate places for Local Needs and Resources forms and Missing Dog or Cat forms.**

- **Assist people who are looking for matches of needs and resources or missing pets.**

- **Post community information from residents or radio on the community information board. Consult with Message Manager about appropriateness if needed.**

- **Help Message Manager respond to requests for information from City about the situation or status of conditions in the neighborhood.**

- **If you feel fatigued or stressed, ask for a break.**

Message Manager Tasks

- **The Message Manager coordinates flow of messages and helps resolve questions about priority.**

- **Receive General Message (ICS 213) forms from Message Taker.**

- **Scan the form for legibility and completeness, confirm information if necessary.**

- **As multiple forms come in, order by priority.**

- **When information for another hub or Emergency Operations Center on the General Message (ICS 213) form is ready, pass form to Radio Operator.**

- **Maintain form log to track what has been transmitted to another hub or the EOC. Local Needs and Resources forms are not logged.**

- **Pass radio incoming information to Hub Manager for possible posting on the Community Information board.**

- **If you feel fatigued or stressed, ask for a break.**

Hub Manager Tasks

- **Make sure you are in a safe area and can stay safe, then set-up hub.**

- **Encourage people to stay calm. The Hub Manager has to ensure that people are focused and calm to help deal with the issues at hand; he/she does that by serving as a model.**

- **Monitor flow, adapt operations as situation demands.**

- **Assign roles based on resources, training, and talent. Direct new volunteers to a job, based on what is perceived to be the volunteer's skill sets and talents.**

- **Resolve questions referred from hub team members. For example, questions about whether a situation can be handled locally or should be reported to the Emergency Operations Center via radio.**

- **Be prepared to offer summary information about what is going on in the Hub area, as requested by the Emergency Operations Center, emergency responders or police.**

- **Use frequent rotations or breaks to avoid fatigue, stress.**

- **Coordinate turning over hub operations to relief volunteers, or closing hub overnight.**

Radio Operator Tasks

- **Establish communication with Sector Net Control.**

- **Receive messages on the General Message form (ICS 213) from Message Manager or Hub Manager.**

- **Review the General Message (ICS 213) form for completeness and legibility, get clarification as needed.**

- **Make contact with Net Control; transmit as directed by Net Control.**

- **Receive messages from Net Control, record on the General Message (ICS 213) form, and give to Message Manager or Hub Manager.**

- **Log messages to and from Net Control in the Communication log.**

- **If you feel fatigued or stressed, ask for a break.**

Public Information Officer Tasks

- **The Public Information Officer is the source of information for the public about what is happening at the hub.**

- **The Public Information Officer makes sure that the public is accurately informed and has their questions answered appropriately.**

- **Proactively approaches visitors and asks if they have questions or would like to know what's happening.**

- **Handles requests for information about HUB and drill activities.**

- **Explains to visitors what is happening.**

- **Directs people with needs to the Greeter or Message Taker.**

HUB site organization and Information Flow

Community Members ("reporters")

Needs

Resources

Reports

Greeter

Public Information Officer

Hub Manager

Message Taker

Radio Message Forms (ICS-213)

Local Needs and Resource Forms

Message Manager

Message Log

Information Organizer

Radio Operator

Emergency Operations Center (EOC)

Sector Net Control

Other Hubs