

Louisiana Telecommunicator Emergency Response Taskforce (TERT)

Attachments



**Governor's Office of Homeland Security and
Emergency Preparedness**

May 25th, 2017





ATTACHMENT A: PSAP Survey*

Below are the minimum data sets that should be used for the PSAP Survey

PSAP Name:

Physical Address:

Primary Contact:

Secondary Contact:

PSAP 24x7 Number:

Agencies Served:

Police Fire EMS Other:

Check all that apply

CPE Vendor:

CPE Model:

CAD Vendor:

CAD Model:

Radio Console Vendor:

Radio Console Model:

Other systems:

EMD Protocols

Yes No

Vendor:

Fire Protocols

Yes No

Vendor:

Police Protocols

Yes No

Vendor:

Staff Operations:

Police/Dispatcher and calltaker

Choose all that apply to your agency.

Fire/EMS Dispatcher and calltaker

Police/Fire/EMS and calltaker

Calltaker only



ATTACHMENT B: TERT Request Information

1. Name of Agency: _____

2. Physical Address: _____

3. Contact Person: _____

4. Telephone #: _____

5. EMA/TERT Coordinator
 Notified (Time/Date): _____

6. Nature of emergency and
 impact on PSAP: _____

7. Is the emergency isolated or is
 affecting other area PSAPs? _____

8. What is the anticipated
 deployment environment
 (PSAP, Field Response,
 other)? _____

9. Number of Positions to be
 staffed: _____

10. Types of personnel needed: Police/Dispatcher and calltaker
 Fire/EMS Dispatcher and calltaker
 Police/Fire/EMS and calltaker
 Calltakers only



ATTACHMENT C: TERT Package*

- List of CAD codes/commands
- List of call types
- List of radio frequencies and departments that utilize same unit number or radio signature designations
- List of radio codes
- Local phone books
- List of commonly used telephone numbers
- List of other required access numbers
- Commonly used terms/names (utility company name, common place names)
Local maps/ Cross-reference guides
- List of major public buildings such as schools; shelters; hospitals; public safety buildings;
- other government buildings; jails/prisons;
etc. Jurisdictional boundaries (police, fire, EMS)
- List of agencies dispatched or supported
- List of key public officials and current organizational structure (chain of command)
Facility overview
- Overview of local and state laws
- Check-in/Check-out procedures
- Method of ID credentialing/electronic entry cards



ATTACHMENT D: TERT Requesting Agency Deployment Review*

REQUESTING AGENCY DEPLOYMENT REVIEW		Yes	No
1. Was the EMA knowledgeable and helpful?			
2. Did you have all information and resources to initiate TERT?			
3. Was the process well defined and usable?			
4. Did the responding TERT State Coordinator contact you back in a timely manner?			
5. Were you contacted back and advised anticipated response time of team and contact information?			
6. When the team arrived, did you brief them prior to putting them to work?			
7. Did you receive the number and type of TERT members you requested?			
8. On a scale of 1 - 10 (with 10 being the BEST), how do you feel the TERT Program worked for you?			
9. Any suggestions for improving the program?			
Other Comments (narrative for any of the above questions.)			



ATTACHMENT E: Sample Checklists*

TERT Request Checklist Interstate (sample)

- Request forwarded to County EMA
- Ensure request forwarded to State EMA
- Ensure request forwarded to EMAC
- Retrieve TERT packages
- Assign TERT liaison
- Ensure completion of TERT request form
- Ensure completion of MOUs

TERT Request Checklist Intrastate (sample)

- Request forwarded to County EMA
- Ensure request forwarded to State EMA
- Retrieve TERT packages
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TERT Arrival Checklist (sample)

- TERT Liaison initiates contact with responding TERT
- TERT arrives and checks in
- TERT packages provided to responders
- Responders have assigned duties
- Responders have current chain-of-command
- Responders have comfort facilities

TERT End of Shift Checklist (sample)

- TERT Liaison checks out with responding TERT command
- TERT Liaison assures responders questions/concerns are answered
- TERT response form completed for operational period



TERT Deactivation Checklist (sample)

- Incident Commander officially deactivates TERT response
- TERT is relieved of duties
- TERT Liaison assures responders question/concerns are answered
- Responding TERT completes checks-out
- County/State EMA notified of deactivation
- TERT response form copied and forwarded to Requesting PSAP after all responders arrive at home base
- Operational debriefing/CISM



ATTACHMENT F: TERT Member Supply List*

Supplies should be tailored to expected environmental and scene conditions, specific member needs, and guidance from the TERT State Coordinator, TERT Team Leader and/or Incident Commander. The deployed TERT Team should assure their members are able to be self-sufficient for at least 72 hours when deploying to major disaster scenes but the Team shall meet the requirements of the EMAC Mission Order.

All TERT members should understand that deployment requires commitment and flexibility. Basic comfort facilities may not be available and only those willing and physically able to work in adverse conditions should become team members. Those requiring special diets and/or refrigerated medication or medical conditions requiring ongoing monitoring should not be selected for response.

A. In a Backpack or Day Pack (to be carried with you at all times)

- Canteen - 1 quart water / Canteen cover and/or
- Nalgene (or similar) wide-mouth bottle. (Good for mixing powdered drinks)
Canteen cup
- Swiss Army Knife or Multi-tool
- Leather work gloves
- Eye protection / Ear protection
- Rain gear
- Flashlight / Induction flashlight preferred. Extra bulb for regular flashlight
Reverse one battery to prevent accidental discharge.
- Camp knife
- Matches in waterproof case
- Notepad / pencil / pen
- ID / Drivers License / Cash / Debit or Credit Card
- Roll of quarters for vending machines
- Cell Phone & Charger
- 1 Meal Ready-to-Eat (MRE) & possibly trail mix and/or GORP Spare set
of prescription glasses & sunglasses
- Skin protection (sunscreen) Insect repellent
- Hat / Handkerchief
- Lip balm / Ibuprofen / decongestants / basic first aid supplies Prescription
medications for term of deployment plus seven days Snacks & bottled water/soda



B. In a Duffel Bag, Camping Backpack or Luggage (Soft duffel bags are preferred over hard luggage):

- Sleeping bag, pillow, bedding
- Uniforms (2-5 changes of clothes) Long pants, long sleeved shirt, shorts, T-shirts (clothing appropriate to the season)
- Coat or jacket and gloves (as appropriate)
- Work or hiking boots that provide ankle support
- Sneakers / tennis shoes
- Trouser belt
- Underwear, Socks
- Mess kit / Camp cup / Eating utensils
- Spare batteries for flashlight
- Utility items: rubber bands, safety pins, needle and thread, extra buttons, duct tape, electrical tape, clothes line, etc.
- Note: re-roll a few feet of tape on a pencil or similar and break off ends for a compact supply
- Towel & Washcloth
- Swimwear (weather dependent) Shower shoes
- Soap, shampoo, toothbrush, toothpaste, hairbrush, razor, cosmetics, hand mirror, personal hygiene items, contact lens supplies, etc
- Zip lock bags (assorted sizes) Garbage bags
- Dirty laundry bag
- Half roll of toilet paper--smash flat to conserve space
- Hand & body towelettes / hand sanitizer
- Radio / batteries
- Reading materials / entertainment

C. Special Considerations:

- Keep the number of packs of your equipment to a minimum. You should be able to carry them all at once for a short distance.
- Military duffel bags are ideal. Vacation type luggage is acceptable, but discouraged.
- Label ALL your equipment with your name and address.
- Absolutely NO Sterno, propane or compressed gas containers should be in your gear. Chemical heaters are acceptable.
- It is possible there will be no electrical outlets available. Electrically powered items are discouraged.
- Consider packing each of your days' worth of clothes in a separate zip lock bag for easy retrieval of that day's items.
- Pack all equipment in your pack in separate zip lock bags in case your pack is exposed to the weather



The Telecommunicator Emergency Response Taskforce (TERT) After Action Report (AAR) Template outlines what happened during a deployment. An AAR is used to implement changes and improve capabilities, provides feedback, summarizes what happened and recommends improvements for future deployments. Quite simply it tells a story, chronologically guiding the reviewer from beginning to end. An AAR is a simple but powerful tool to help identify the TERT team's strengths and weaknesses. Furthermore, sharing AAR results can help future teams learn successful strategies and recognized challenges from past deployments.

An AAR is centered on four questions:

1. What happened during the incident?
2. Exemplary practices?
3. Issues that need to be addressed?
4. Recommendations for improvement?

A successful AAR is a problem solving process. The purpose is to discover strengths and weaknesses, propose solutions, and adapt a course of action to correct problems. Plan, prepare, and execute. Documenting cause and effect will identify deployment issues. Using chronological and key events/issues the AAR is designed to sustain and improve deployment efforts.

The characteristic of a good AAR avoids giving a critique or lecture. Honest recommendations and improvement is the primary goal. Recommendations on specific actions can be implemented and measured, while responsibility for implementation (which agency) can be identified. Recommendations should flow from observations and analysis and should stress ways to overcome obstacles. Each recommendation is a stand-alone statement that can be understood without referring to text, spelling out acronyms. And lastly highlight successes and good performances as well as weaknesses.

The AAR Template is designed to create a standard deployment document that can be shared at the local, state and national level. The goal is for TERT's to maximize learning experiences regardless of event outcomes and recognize there are always successes to document and lessons to learn.

GOAL

Provide the student with considerations and documentation needed to fill out the TERT AAR Template.



TERT TEAM LEADER AFTER ACTION REPORT TEMPLATE

	BACKGROUND		
1.	Incident Name:		
2.	Incident Reviewer:		
3.	Date of Review		
4.	When review was completed.	<input type="checkbox"/>	During Incident <input type="checkbox"/> After Incident Completion
5.	Participants:		
	NAME	JOB TITLE	ROLE IN TEAM
6.	Mission Objectives:		
7.	Pre-Deployment Summary:		



8.	Deployment Summary	
9.	Post-Deployment Summary	
10.	Mitigation	
	What can be improved:	Recommendations
11.	Conclusion	



12.	Maps	(attach)
13.	Photos	(attach)
14.	TERT Team Testimonies	(attach)



ATTACHMENT H: TERT Member Deployment Review*

Member Deployment Review		Yes	No
10. Did you receive all the required information such as location, directions, contact name and number and team leader's name			
11. When you arrived, were you briefed?			
12. Did you receive a TERT Package when you arrived?			
13. Did it contain the necessary resources for you to begin work?			
14. Was the equipment what you are currently trained on?			
15. Do you feel that the right amount of resources were requested?			
16. Do you feel you were welcomed by the agency?			
17. Were assignments clear and appropriate?			
18. Do you feel that you were of help to the PSAP?			
19. Please provide suggestions on how to improve the program.			
20. Other Comments (Feel free to type a narrative for any of the above questions)			



ATTACHMENT I: Medical Considerations*

Medical considerations are difficult issues for the TERT program, and a certain degree of common sense must be exercised by agency managers in selecting team members and by State Coordinators in making choices as to who to include in deployed teams. Some further explanation of such considerations follow:

A. Vaccinations and Immunizations

All TERT member agencies should follow the vaccination / immunization guidelines outlined in the CDC guidance document titled "*Immunization Recommendations For Disaster Responders*" located at

www.bt.cdc.gov/disasters/disease/responderimmun.asp

- All First Responders have a **Tetanus** immunization or booster if the original immunization is more than 10 years old. The preferred variety is Tdap (tetanus/diphtheria/pertussis).
- The **Hepatitis B** immunization may be beneficial but is only recommended for First Responders who may have direct patient contact or contact with bodily fluids. Telecommunicators typically will not be exposed to such situations. The decision for Hepatitis B is left to the discretion of the AHJ.
- The **Hepatitis A** immunization is not recommended for First Responders working on situations in the United States.

B. Medical Conditions

Similarly, no TERT team member shall possess any medical condition that would present a problem during deployment and compromise the member's ability to perform or to place a burden on the Team Leader or the requesting agency to spend time addressing such issues or that may require the team member to return home prematurely.

Here again, agency managers best know their own employees and common sense must prevail. ADA considerations are considerably different in disaster situations, since the normal work environment may dramatically change. Bonafide occupational requirements change.

Conversely, individuals with certain medical problems or disabilities may be perfectly able to work in a mutual aid situation that does not rise to the level of a disaster environment.

TERT State Coordinators are responsible for making appropriate team member selections for any given deployment.



Attachment J: TERT State Coordinator Letter*

This Attachment contains a sample letter to be sent by the agency administrator who is appointing team members (including supervisors and team leaders) to the TERT State Coordinator.

Attached to the letter is a form that lists each team member's name and check boxes as to which categories the team member falls into. It also provides a check box to indicate if the team member is EMD certified and a column to identify any other skills the team member might have (second language skills, CISM ability, etc)

Date

TERT State Coordinator

I, (Name of agency director), approve the following persons as members of the (local, regional, state) TERT Program. These employees are in good standing and meet or exceed all requirements of TERT membership as published in the ANS Standard for Telecommunicator Emergency Response Taskforce (TERT).

Sincerely,

(Agency Director)



ATTACHMENT K: TERT Request Approval Process*

When a PSAP experiences an event of significant magnitude that creates the need for additional/replacement staffing in order to maintain an adequate level of service to the public and public safety responders, a TERT activation may be requested.

If the event results in the Governor declaring a state of emergency, reimbursement for the deployment may be available. In all declared emergencies, GOHESP will provide reimbursement guidelines and procedures for that particular incident.

If the event does not rise to the level of a declared emergency, the TERT deployment shall be considered a mutual aid situation with no reimbursement made available.

1. A request for TERT activation must be made by the PSAP Director/or designee to their local EMA. It is critical to provide as much information that is available using the TERT Request Information Sheet (*Attachment B*).
2. The local EMA will forward the resource request to GOHSEP by whichever mechanism is available at the time (WebEOC, telephone, email, ect.) Requests for Louisiana TERT resources from other states will be received by GOHSEP from the requesting state's EMA.
3. GOHSEP will notify the TERT State Coordinator of the activation request.
4. The TERT State Coordinator will contact PSAPs across the state, survey resources available, and receive commitments for deployment. The State Coordinator may contact the requesting PSAP directly if additional information about their request is needed.
5. The TERT State Coordinator will notify GOHSEP of what teams are responding, from where, their ETA, resources and skills the team possesses, and prepare a roster. The TERT State Coordinator will also connect the requesting PSAP TERT Liaison with arriving teams.
6. GOHSEP will notify the local EMA of the TERT deployment details.
7. The local EMA will formally notify the requesting PSAP of what TERT resources are being deployed with all of the appropriate details.



ATTACHMENT L: TERT Required and Recommended Training/Experience*

ALL Participants

- Required:** Telecommunicator certification from APCO, NENA or other nationally recognized emergency communications association/academy.
- IS-144 Telecommunicators Emergency Response Taskforce Basis Awareness (online)
- IS-100.x (current equivalent) -- Introduction to Incident Command System
- IS-700.x (current equivalent) -- National Incident Management System (NIMS) An Introduction
- Recommended:** Hazardous Materials Awareness
- IS-800.x (current equivalent)-- National Response Framework - An Introduction
- Emergency Medical Dispatcher (EMD) – from any nationally recognized cert
- National Criminal Information Center (NCIC) certification (any level)

Team Leader

- Required:** TERT Team Leader
- IS-800.x (current equivalent)-- National Response Framework - An Introduction
- ICS 200
- Recommended:** ICS 300*
- ICS 400*
- FEMA Communications Unit Leader (COML)

**Will become required after January 1st, 2019*

