

BAXTER COUNTY, ARKANSAS
COMMUNICATIONS AND WARNING

ANNEX B

PURPOSE

This annex is to assure necessary communications and warning capability to receive and disseminate information as it becomes available to support operations involving natural, man-caused peacetime disasters or emergencies and nuclear disasters/emergencies to the citizens of Baxter County.

II. SITUATION

The Baxter County EOC/911 Center has been designated the county warning point, is a secured facility, and is manned twenty-four hours daily. Upon receipt of warning information, the county warning point will immediately disseminate warning information to the various warning points located within the county. The 911 Center has the capability to operate on all emergency services radio systems within Baxter County (Attachment 4).

Baxter County has a radio activated, fixed outdoor siren system to warn its citizens. Currently this siren system is used only to alert citizens of severe weather emergencies, though it may be used for other emergencies or disasters in the future. Fire departments have the capability to receive warnings by tone-controlled radio. Key officials, agency supervisors, hospitals, and broadcasting media will be contacted by telephone, but a large portion of the population; especially the hearing impaired, will have to rely on telephone, commercial radio, television or other means of receiving information.

Baxter County implemented Enhanced 911 services for Baxter County, the Oakland area in eastern Marion County, and a small population of citizens in the western portion of Fulton County in February of 1998. The Baxter County 911 Center does not cover the City of Big Flat and its outlying areas.

In the event they are needed, the local amateur radio club, Radio Amateur Civil Emergency Service (RACES), will relocate with their equipment to the EOC for operations, to assist in communications capabilities.

Telephone lines will be a secondary means of communications. Provisions will be made by the Chief Executive for priority of service restoration during disaster situations.

The Baxter County 911 Center/EOC operates both constant and on-demand recording equipment. This recording equipment records all emergency radio frequencies in Baxter County, as well as all emergency phone lines contained within the 911 Center. Pertinent radio traffic and telephone calls are also kept on transcript through a computer-based radio log managed and maintained by the Mountain Home Police Department.

The Arkansas Department of Emergency Management AWIN system will be utilized. The Arkansas Wireless Information Network (AWIN) is a radio solution that allows different agencies using different radio systems to interoperate according to a public safety industry standard. The AWIN project supports the state Homeland Security Strategy, which lists Interoperable Communications as the top current issue.

*Because of the potential for a severe earthquake to occur on the New Madrid Fault, the possibility exists that communications systems (e.g. repeaters, base stations, mobile units, auxiliary power systems, etc.) can be put out of commission. The degree of the communication systems breakdown will depend upon the seismic intensity their locations may experience.

ASSUMPTIONS

- A. Communications systems for receipt and dissemination of emergency operations will be available when needed.
- B. Sheriff's Department and/or local police and fire department personnel will provide house-to-house warning, if needed, in local disaster situations such as hazardous material spills, floods, or forest fires.
- C. In the event of a nuclear detonation involving a nuclear attack or an accidental missile launch, telephone and radio communications may suffer major damages due to electromagnetic pulse generated by a nuclear detonation, at a considerable distance. To guard against the effects of EMP, electronic equipment will be unplugged and lead-in antenna cables should be disconnected when equipment is not in use.
- D. Local government will provide warning to the population by every means available. This includes making every attempt to identify the hearing impaired and pass warnings as possible.
- E. There are no communities of non-English speaking peoples in Baxter County. There are a very small percentage of Spanish-speaking citizens in the county. Equipment is installed in the 911 Center for communications with the deaf or Hearing impaired. (Attachment 1 pg. 29)
- F. At this time no reliable short-term earthquake warning methods have been devised for the Central United States seismic area.
- G. Homeland terrorist actions from individuals or affiliations are a possibility. The Baxter County 911 Center/EOC has dispatch procedures for Bomb Threats (Attachment 1 pg. 30). Further details will be found in Annex M.

IV. CONCEPT OF OPERATIONS

Dissemination of emergency information to county warning points will fall under one of the following circumstances:

A. Natural Disasters (Attachment 1 pp. 4-12)

1. Watch Phase

- a. Acknowledge and authenticate the watch message.
- b. Notify county warning points, key facilities, and key officials.
- c. Alert additional communications and warning personnel.

2. Warning Phase

- a. Acknowledge and authenticate the warning message.
- b. Activate appropriate warning devices.
- c. Notify county warning points, key facilities, and key officials.
- d. Contact additional communications and warning personnel, as needed.

3. Impact Phase

- a. At time of impact, communications and warning personnel will maintain readiness to receive damage and situation reports and pass them to appropriate functional areas.
- b. Will notify the Arkansas Department of Emergency Management of impact.
- c. Support All Functional areas as needed for response and recovery efforts.

B. Man-caused Peacetime Disaster/Emergencies (Att 1 pp. 18, 26, 27, 28)

1. Warning Phase

- a. Acknowledge and authenticate warning message or situation.
- b. Activate appropriate warning devices.
- c. Notify appropriate county warning points, key facilities, and key officials.
- d. Contact additional communications and warning personnel, as needed.

2. Impact Phase

- a. At time of impact, communications and warning personnel will maintain readiness to receive damage and situation reports and pass them to appropriate functional areas.
- b. Will set priorities for use of systems. Warning will receive top priority.
- c. Will notify ADEM of impact.
- d. Support all functional areas as needed for response and recovery efforts.

C. Accidental Launch Warning (See Attachment 3 for format)

The county warning point operator will take the following actions upon receipt of an accidental launch warning message:

1. Acknowledge receipt by giving identification.
2. For message #1, sound attack warning at all locations in the area identified in the message.
3. Broadcast the message as received and request acknowledgment.
4. Notify locations and/or persons listed in Attachment 1 of this Annex by any means available. Quote message as received and request acknowledgment.
5. For message #3, if fallout threatens, sound the alert signal to warn residents to turn on their radio and/or television for instructions.
6. Transmit messages #2 and #4 to locations listed in Attachment 1 of this Annex for information only.

D. War Emergency-Enemy Attack

1. Increased Readiness Phase

- a. Assist all functional areas with communications needs.
- b. Coordinate with Shelter officer to provide communications with as many shelters as possible.
- c. Coordinate with Radiological Protection Officer to establish communications with monitoring and reporting stations.

- d. Will establish priorities and regulate use of communications systems. Warning will receive top priority.

2. Impact Phase

- a. Will establish priorities and regulate use of communications systems.
- b. Coordinate with Radiological Protection Officer to pass situation reports to State EOC.
- c. Coordinate communications needs with all functional areas.

V. ORGANIZATION AND RESPONSIBILITIES

A. Organization

(see warning fan out map – attachment 5)

B. Responsibilities

The Communications and Warning Officer will:

- 1. Be responsible for the supervision of all activities within the communications center.
- 2. Insure that names and telephone numbers for communications and warning fan-out are current.
- 3. Train communications and warning personnel and conduct exercises as required.
- 4. Coordinate requirements for communications and warning equipment with the Arkansas Department of Emergency Management Communications Officer.

VI. ADMINISTRATION

Administrative requirements for communications and warning services during emergency operations will be coordinated with the Baxter County Clerk and County Resource and Supply Officer.

Records will be maintained by the Communications and Warning Officer of all expenses incurred by their communications activities.

ATTACHMENTS:

- 1. Baxter County 911 Center SOP Documents
- 2. Accidental Launch Messages
- 3. Communications and Warning Emergency Response Checklist
- 4. Baxter County Frequency List
- 5. Warning Fan Out Map

BAXTER COUNTY 911
EMERGENCY OPERATIONS
CENTER

Revised 2009

The Baxter County 911 Emergency Operations Center provides emergency response for law enforcement, fire, emergency medical, emergency management, and other calls for assistance for Baxter County, all the municipalities and townships within, and parts of Marion and Fulton Counties.

Our mission is to continually strive to achieve the most effective emergency communications possible for the citizens that we serve. To succeed in maintaining this high level of service requires the cooperation and teamwork from the Mountain Home Police, Mountain Home Fire Department, Baxter County Sheriff's Office, Baxter Regional Medical Center, Baxter County Fire Departments and Baxter County 911 Emergency Operations Center.

The dispatch positions consist of Mountain Home Police Department, and two 911 dispatchers, one of which dispatches the Gassville, Cotter & Lakeview Police Departments. These positions all work as a team, and assist each other as needed.

It is our intention that this manual of policies and procedures will assist everyone in achieving the highest degree of efficiency in call receiving, dispatching, and following through on emergency calls.

Included in this manual are essential duties and responsibilities that must be adhered to for the integrity of our operation.

These are guidelines and cannot address each and every situation you may encounter. This manual along with your training and experience will assist you in providing and presenting our community with the finest Emergency Services available.

CONFIDENTIALITY OF INFORMATION

Effective Date: January 15th, 2001 - revised 2009

Confidentiality is essential and required of all personnel who are employed at the Baxter County Emergency Service Center.

The enhanced 911 system gives communication personnel access to caller information, both listed and unlisted. This information is entrusted for use solely to assist public safety agencies with emergencies.

The 911 database is never to be compromised. The information it contains should only be used in assisting homeowners and business owners within our 911-coverage area receive their correct 911 addresses and assisting law enforcement, utility companies, Post Offices, City Building Inspectors and emergency services in their respective duties. Anything related to a phone number must not be given out to ANY ONE unless that person gets a subpoena. This goes for law enforcement also, unless there is an emergency in progress.

The ACIC/NCIC system gives communication personnel access to an individuals' personal information and criminal histories. This information is entrusted for use solely to assist law enforcement, prosecuting attorneys, and criminal justice officials acting in their official capacities. The penalty for misuse of the ACIC/NCIC information is a Felony and the operator could be fined up to \$10,000.00 and incarcerated for up to 5 years for each charge.

Law Enforcement, City and County Government Administrative personnel and many other personal **phone numbers** are at your disposal solely to assist you in the performance of your duties. These numbers are **never** disclosed to the general public.

Your signature indicates you understand and will comply with the confidentiality guidelines set before you in this section.

Signature _____

Date _____

Witness _____

EQUIPMENT TROUBLE SHOOTING

Effective Date: January 15th, 2001 - revised 2009

911 Equipment:

Contact your 911 Supervisor and advise of the problem you are experiencing. Complete the 911 System Trouble Report form including all pertinent information; which includes names, times and actions taken.

When a **911 trunk line** goes down, it needs to be reported to AT&T (SWB) as soon as possible for repair by calling. AT&T (SWB) will ask you for the circuit number for the trunk line being reported. They are as follows:

Trunk Line 1 = 66EMNT002512

Trunk Line 2 = 66EMNT002513

Trunk Line 3 = 66EMNT002514

Trunk Line 4 = 66EMNT002515

Trunk Line 5 = 66EMNT004326SW (Cell)

Make sure the form is completed with all the correct times, names and actions taken.

ALI/DMS CIRCUIT NUMBERS:

A1-66EMDZ002610

A2-66EMD6002611

ACIC/NCIC Equipment:

Contact ACIC by terminal message or by calling.

Tornado Siren Warning System:

Contact the Fire/Safety Coordinator at work, by cell phone, or at home.

If you are unsure of the equipment problem or what steps to take on a situation, notify your 911 Supervisor.

Always leave information regarding any type of equipment problems with your relief dispatcher. Complete reports form and forward a copy to the 911 Supervisor and the OEM Director.

Make sure all information is logged and that follow-ups are done.

If the problem is urgent, contact the 911 Supervisor immediately, he will then notify the OEM Director if necessary.

WEATHER WATCHES, WARNINGS AND OTHER EMERGENCY INFORMATION

Effective Date: January 15th, 2001 - revised 2009

The National Weather Service will issue weather watches and warnings via the ACIC/NCIC terminal when necessary. Be sure to read these carefully and if they are for Baxter County or surrounding counties you are required to take actions as described in this section. Another form of notification of watches or warnings is the weather map displayed on the television in the 911 Center. If this map shows Baxter County or surrounding counties under a watch or warning, take immediate action. If there is a question of weather conditions, call the National Weather Service. Do not wait for a terminal message from the National Weather Service. Print all weather statements of watches or warnings for our area and leave for your relief.

WEATHER WATCHES

Weather Watches are precautionary notices of reports relating to floods, hurricanes, tornadoes, and other severe weather conditions or phenomena. Watches provide notice of the existence of conditions conducive to the development of named occurrences and are indicative of potential rather than actual danger.

WEATHER WARNINGS

Weather Warnings are notices or reports of occurrences, which are known to be imminent or actually occurring.

EMERGENCY INFORMATION

All notices or reports of earthquakes, explosions, fires, and similar incidents. Any threat of this type and magnitude that may seriously jeopardize disruption of public services, life, property, and general well being of all citizens in our community.

ACTIONS TO BE TAKEN

Effective Date: January 15th, 2001 - revised 2009

WEATHER WATCH

Alert tone 3 will be used prior to any broadcast of weather conditions. Depress Alert Tone Button 3 for approximately 3 seconds before broadcasting.

When Baxter County is issued a “**Severe Thunderstorm Watch or Tornado Watch**” or when a surrounding county has been issued either of these and notification that the storm is moving in our general direction you are required to do the following:

1. Simultaneously select using the button titled Simul Select on the radio console, highlighting all of the following frequencies on your radio: EMS, Baxter Fire, Mountain Home Police, Baxter County 800 and Baxter County Sheriff frequencies. Wait for all traffic to cease, *and then depress Alert Tone 3 for approximately 3 seconds*. Dispatch the following message: **“911 Dispatch to all Law Enforcement, Fire, and EMS personnel, the National Weather Service has issued a Severe (type of watch) for Baxter County until (give the time)”**. If the watch is for a surrounding county, make sure to advise all frequencies of the location of the storm and where the watch has been issued.
2. Send all weather pages via text message to the weather group through group pages in the cad system.

**** Per MHPD Chief (KW) 4/10/08 weather warnings only, should be given to his department with an “ALL PAGE.”--- he does not want any watches paged.**

WEATHER WARNINGS

Revised 2009

When Baxter County is issued a **“Severe Thunderstorm or a Winter Storm Warning”** or a surrounding county has been issued a warning and notification that the storm is moving in our general direction, you are required to do the following:

1. Simultaneously select on your radio: EMS, Baxter Fire, Mountain Home Police, Baxter County 800 and Baxter County Sheriff frequencies. Wait for all traffic to cease, and then *depress Alert Tone 3 for approximately 3 seconds*. Dispatch the following message: **“911 Dispatch to all Law Enforcement, Fire, and EMS personnel, the National Weather Service has issued a (type of warning) for Baxter County until (give the time)”**. If the warning is for a surrounding county, make sure to advise all frequencies of the location of the storm and where the warning has been issued.
2. Send all weather pages via text message to the weather group through group pages in the cad system.
3. In the event you are requested to have the courthouse opened, contact the Sheriff’s Office so they can make arrangements to have a deputy on duty while the courthouse is open. Also contact Carl Henson. He will open the courthouse and man it until a Sheriff’s Deputy relieves him of duty. In the event the key to the Courthouse is needed, one is at the Jail and one is in Dispatch on the shelf in the gray paper tray.

**** Per MHFD Chief (KW) 4/10/08 weather warnings only, should be given to his department with an “ALL PAGE.”--- he does not want any watches paged.**

TORNADO WARNINGS

Revised 2009

If a Tornado Warning is for Baxter County immediately set off the Early Warning Siren System from the Siren box.

When Baxter County is issued a Tornado Warning, Simultaneously select on your radio: EMS, Baxter Fire, Mountain Home Police, Baxter County 800 and Baxter County Sheriff frequencies. *Depress Alert Tone 3 for approximately 3 seconds.* Dispatch the following message: *“911 Dispatch to all Law Enforcement, Fire, and EMS personnel, the National Weather Service has issued a Tornado Warning for Baxter County until (give time)”*. If the warning is for a surrounding county make sure to advise all frequencies of the location of the tornado warning.

*** Per MHFD Chief (KW)4/10/08 weather warnings only, should be given to his department with an “ALL PAGE.”--- he does not want any watches paged.*

*“If the Tornado Warning is not for Baxter County, **Do Not** set Off the Early Warning System.”*

*Send out Weather pages via text message to the weather group through group pages in the cad system, and then notify **in priority**, as listed, the following:*

1. Contact radio stations **KTLO** and **KPFM**, and advise them of the reason the sirens were set off and that arrangements are being made to open the courthouse for public shelter. Follow up with any other pertinent information to them.
2. Immediately contact the Sheriff’s Office so they can make arrangements to have a deputy on duty while the courthouse is open, contact Carl Henson. He will be able to open the courthouse and be on standby until a Deputy Sheriff arrives to take over. In the event the key to the Courthouse is needed, one is at the Jail and one is in Dispatch on the shelf in the gray paper tray.

Note: During a Warning or any other event that causes dispatch to get overloaded, the dispatcher on duty has the authority to call in other dispatchers for assistance.

Be prepared, the following agencies may need to be contacted;

National Emergency Response Center

Arkansas Department of Emergency Management (ADEM)

National Weather Service

“CALL IN” SIGHTING OF A TORNADO

Revised 2009

1. Action to be taken if a **Public Safety Officer calls in by Radio or Phone, a tornado on the ground.**

- A Public Safety Officer is any Law Enforcement, Fire or EMS.
- Set off the Early Warning Siren System immediately.
- Follow procedures below if Sirens are activated.

If they report rotation, follow the same procedures as a call-in from the public.

2. Action to be taken if you receive information from the **Public on a **tornado sighting or any tornadic activity.****

- Contact the National Weather Service and advise them of the report/reports you are receiving and if they can verify this information.
- **The Early Warning Siren System will ONLY be activated if the information can be verified with the National Weather Service as a tornado or rotation.**
- If the National Weather Service **does not or cannot verify** any rotation or eminent danger, **do not** set off the Early Warning Siren System.
- If Sirens are activated, stay in contact with the National Weather Service, ascertain the time when the conditions will be safe, so the All Clear Siren may be activated.

If the Early Warning Siren System is activated under the circumstances stated above, follow the procedures listed below.

Contact the radio stations immediately after setting off the sirens. Advise them of the situation and the information you received that lead to the sirens being set off.

1. KTLO
2. KPFM

Send out the warning page via text message to the weather group though group pages in the cad system.

If needed, stay in contact with the National Weather Service via telephone for further developments in weather or confirmation on tornado sightings.

FROZEN WEATHER CONDITIONS

Revised 2009

ICE/FREEZE WARNING

When Baxter County is issued an Ice/Freeze Warning from the National Weather Service, simultaneously select on your radio: EMS, Baxter Fire, Mountain Home Police, Baxter County 800 and Baxter County Sheriff Frequencies, *depress Alert Tone 3 for approximately 3 seconds*. Dispatch the following message: “911 Dispatch to all Law Enforcement, Fire, and EMS Personnel, the National Weather Service has issued a Ice/Freeze Warning for Baxter County until (give time)”. Send all necessary weather pages to the weather group through group pages in the cad system.

When paging out fire departments in these conditions advise them to **“use caution due to weather”** during the initial page outs.

** Per MHFD Chief (KW) 4/10/08 weather warnings only, should be given to his department with an “ALL PAGE.”--- he does not want any watches paged.

When Law Enforcement personnel or citizens advise you of ice covered and dangerous roads or bridges notify the appropriate road or highway department.

1. *Baxter County Road and Bridge,*
2. *Highway Department,*

Also notify the following of any information gathered;

Send a text message page to the OEM Group through group pages in the cad system.

- If the icy conditions exist in the city limits of Mountain Home, contact the City Street Superintendent.

FLASH FLOODS

Revised 2009

A flash flood announcement will be received over the ACIC/NCIC terminal from the National Weather Service, when flash floods are now occurring or expected. These announcements may also be displayed on the television in the 911 Center.

A flash flood is when rainwater rises so rapidly that it cannot be forecast sufficiently in advance, by normal procedures. It is usually caused by intense rainfall over a relatively small area.

FLASH FLOOD WATCH

When Baxter County is issued a Flash Flood Watch, send all necessary weather watch pages via text message to the weather group through group pages in the cad system.

FLASH FLOOD WARNING

When Baxter County is issued a flash flood announcement from the National Weather Service, simultaneously select on your radio: EMS, Baxter Fire, Mountain Home Police, Baxter County 800 and Baxter County Sheriff Frequencies, *depress Alert Tone 3 for approximately 3 seconds*. Dispatch the following message: **“911 Dispatch to all Law Enforcement, Fire, and EMS Personnel, the National Weather Service has issued a Flash Flood Warning for Baxter County until (give time)”**. Send all necessary weather pages to the weather group via text message through group pages in the cad system.

**** Per MHFD Chief (KW) 4/10/08 weather warnings only, should be given to his department with an “ALL PAGE.”--- he does not want any watches paged.**

If you get reports of flooding, notify OEM via OEM group text message page or phone.

After most major storms there will be reports of trees down, electric lines, etc. Contact the appropriate highway, county road, or city street department, and the appropriate electrical company advising them of the location and situation.

OTHER EMERGENCY INFORMATION

Revised 2009

Any other types of emergency information received including but not limited to be as follows:

Earthquakes,
Explosions,
Any threat of public services, life, property, and general well being of all citizens in our community.

Broadcast on all frequencies by simultaneously selecting on your radio: EMS, Baxter Fire, Mountain Home Fire, Mountain Home Police, Baxter County 800 and Baxter County Sheriff Frequencies, **depress Alert Tone 4 for approximately 3 seconds.** Dispatch the following message: **“911 Dispatch to all Law Enforcement, Fire, and EMS Personnel, (announce your message and any pertinent information that goes along with it)”.**

Send OEM group text through group pages in the cad system.

During the Emergency Situation and if there are multiple agencies responding or on scene —

If Dispatch has pertinent information regarding the call, Simul-Select all necessary channels and broadcast your information as normal – so everyone on scene or responding can hear the information.

Any type of an Emergency incident that closes a County Road or part of a County Road for a length of time,

Contact;

1. Road & Bridge,
2. County Judge,

If the emergency is within the city limits also contact:

1. Mtn. Home Mayor,
2. Mtn. Home Police Chief,

If you receive a confirmed report of Terrorist Activity, do your normal notifications plus the following:

Staff Sgt.with the U.S. Army

FIRE AND BURGLAR ALARMS

Effective date: January 15th, 2001 - revised 2009

All fire and burglary alarms are received in one of two ways and are to be immediately dispatched to the proper agency when the alarm is received.

Alarm Board

Full Alarm – red light

Trouble Alarm – yellow/amber light

If the **Full fire or burglar alarm is activated on the board in dispatch**, send the proper response agency. If an alarm is during business hours, contact the business as the instructions state in the white binder at the MHPD station titled “Alarm System Data Sheets”, follow any special instructions. After hours, contact the key holder from the list in the white book (use this book only).

If a **trouble alarm** is received you will not need to send officers, but you will still need to notify the key holder from the list in the white book at the MHPD station. If a trouble alarm is received on a Fire Alarm notify the Fire Department by telephone, as well as notifying the key holder.

Alarms received by telephone

Alarms can also be received by phone from Alarm Companies calling in. Ascertain the name of the company, their call back number, operator number, and address of the alarm, name of business or homeowner and location of activation. Dispatch all information to proper agency immediately. **When the initial call is received, verify that they will contact the key holder and ask that they call back with the key holders’ information. When the Alarm Company calls back, attempt to gather the following information: key holder name, key holder vehicle description and the key holders estimated time of arrival (ETA) to the scene.** This information must be relayed to the responding personnel so they know whom, what type vehicle, and time the owner will be arriving to the scene.

All processing, information and follow-ups on alarms will be logged.

MEDICAL CALLS

Effective date: January 15th, 2001 - revised 2009

It is the responsibility of all dispatchers to immediately **transfer all medical calls to Baxter Regional Medical Center** and stay on the line until you feel you have gathered all necessary information so that proper help will be dispatched. Transferring the call to Baxter Regional can be done by using your mouse to click on either BRMC1 or BRMC 2 on the 911 computer. **Never** give any medical advice to a caller.

Life Threatening Medical Calls

REMEMBER AIR-EVAC; Remember on all medical calls to follow your Air-Evac Early Launch Protocol.

Any medical calls that are, or seem to be, a life threatening emergency, are to be **immediately paged to the proper Fire Department or Fire Department 1st Responders**. The Fire Department should be listed on the 911 screen by the ESN. If the information is not listed on the screen you can look up the address using the Arc View map (see Arc View Map Section) or Emergi-Tech map or check the drive guides for directions and location of the call.

After obtaining the proper Fire Department/Rescue information, highlight the Bax Fire frequency and select that Department. Page the department by stating, “(fire department name), (address) for (**brief** explanation of problem)” then page tones a 2nd time and repeat the message. Give the responding department any additional information. Give directions as necessary upon request, and not on the initial page outs. The name of a person **is not** to be given over the radio **except as a last resort to locate that person**.

Examples of some life threatening emergencies: cardiac, childbirth, excessive bleeding, shortness of breath, diabetic emergencies, loss of consciousness, asthma attack, allergic reaction, motor vehicle accident with injuries, fractures of a serious nature, burns of a serious nature, hypothermia etc...

Medical call, non-life threatening

If you are unsure if the medical call is an emergency that will require Rescue, ask the Hospital Dispatch if they will need Rescue paged call them from another phone and ask them. If they do request the Fire Departments Rescue, page out as entailed in above section, advising the responding agency that this is a Hospital request, also note this information on the Fire Departments call log. If the Ambulance Service declines the use of Rescue, note this information on the logging system.

Continued on following page

Law Enforcement on Medical Calls

Revised 2009

Whenever the ambulance and/or rescue are paged on a 911 call inside the city limits of Mountain Home, you are to notify the Mountain Home Police Department Officers and advise them of the nature of the call and any pertinent information. They will decide if they will need to respond to the call.

If a 911 call requesting ambulance or rescue is received for Gassville, Cotter or Lakeview and the Municipal Officers for those jurisdictions are 10-8 (in service) notify them of the call with all available information, then they will make the decision if their response to the call is required. If the Officer for the area is not 10-8, depending on the nature of the call, notify the Officer in charge by phone of the incident if it is a Dangerous/Questionable nature.

Some calls **will require Law Enforcement Officers to assist at the scene**, due to possibly dangerous or questionable incidences. Advise the proper Law Enforcement agency giving them all available information on the call. You will advise all responding medical personnel to please stage at a location you choose that is close to the call and that Law Enforcement is in route. Then further advise when the Officers have arrived and said that the scene is safe for them to enter.

Example of dangerous/questionable calls:

Any type of calls involving suicide or suicide attempts with weapons,
Overdoses,
Injuries incurred during domestic violence,
Calls where alcohol/drugs may be involved,
Any Violent Acts

These examples are not limited and your common sense and training should assist you in making the proper determination when Law Enforcement and / or staging is needed.

Log all calls and include units notified and their response and actions taken. Log all appropriate Fire Department times and statements and fax to the proper Fire Department after the call is complete, as time permits.

Do not use 10-codes with Rescue and Fire Department Personnel. Some departments are not familiar enough with this system and using it may cause delays and repetition in an emergency situation. **Use clear English only!**

MISSING PERSONS

Effective date: 032105 - revised 2009

Remember that each call is unique, these Procedures are for an actual Missing Person. You will need to ask questions and gather information to see if you need to follow these procedures.

When a caller reports a missing person, obtain as much information as possible. How long has the subject been missing? Who saw them last, where, physical description, clothing description, any distinguishing features, state of mind etc.

Advise the Sheriff's Dispatch by radio if the call is in the county and relay all information.

If the call is in Gassville, Cotter or Lakeview notify that agencies Officer.

Page the appropriate Fire Department to standby at their station to possibly assist Law Enforcement. Advise the Fire Department to call Dispatch by phone to receive all information, (keeping the radio free for traffic).

Notify the following;

1. Baxter Regional Ambulance.

You may also be asked to contact the DOC to get the dogs.

PROJECT LIFESAVER

Effective date: 031105 – revised 2009

If a 911 call is received and dispatch is advised that the missing person is a “Project Lifesaver” client, the dispatcher should follow the below protocol:

1. **Immediately** contact the Patrol Sergeant on duty.
2. Page the appropriate Fire Department to stand by at their station for possible assistance to the Sheriffs Department.

From the caller:

1. Obtain all pertinent information, i.e., clothing description, last time Person was observed, last location Person was observed.
2. Obtain any medical conditions of missing Person
3. Verify the information with the corresponding project lifesaver file.

Relay all information immediately to the Project Lifesaver Team.

For any additional questions regarding the Project Lifesaver Program, contact the Lifesaver Project Coordinator.

“MVC” – MOTOR VEHICLE COLLISION

Effective date: January 15th, 2001 – revised 2009

Motor Vehicle Collision with Injury or unknown Injury

Remember on all MVC's to follow your Air-Evac Early Launch Protocol.

Ascertain the exact location of the collision. Ask if there are personal injuries. If injuries are reported, ask how many injuries. Gather all other information as necessary such as any leakage from vehicles, vehicles on fire, entrapment etc...then as soon as you possibly can, transfer the caller to Baxter Regional ambulance Service. Stay on the line until you feel you have gathered all necessary information and that proper help will be dispatched. Transferring the call to Baxter Regional Dispatch can be done by using your mouse to click on either BRMC1 or BRMC2 on the 911 computer. Never give any medical advice to a caller.

Page out the appropriate Fire department (**FIRE and Rescue tones**) to respond to the call. First highlight the appropriate fire department frequency on your radio, then highlight the appropriate fire department as shown on the bottom of the screen. The red light will come on the Page Safety button on your radio. Depress this button and wait for the tone to complete, then state the following: “(fire dept. name) (Fire & Rescue) (location or address) for a Motor Vehicle Collision.” Immediately re-highlight the Fire department and repeat this procedure. At that time the responding Fire Department should respond with “Page Received” or “Responding”. Advise them “responding or page received & the station time”. Log all information and times on the appropriate Fire Department Page out Form. Notify the appropriate Law Enforcement agency by radio, or if the incident is out of the Baxter County Emergency Response area, notify the proper agency by phone or terminal message, these out of area calls will occur at times with cell phone users. If the accident is on a State Highway, you must also notify SPTI (State Police Troop I) send a terminal message to SPTI advising of the collision, and location, inquiring if they have a trooper available.

If the collision is reported with **unknown injuries**, follow all the same procedures as if it were reported as a collision with injuries, the only difference being to advise all responding personnel that the collision is unknown injuries at this time.

If more than one 911 call has been received on the same collision (make sure it is the same collision, not another one nearby) and that Baxter Regional ambulance has already received a transferred call.

If the accident is a fatality the Officer will ask you to contact a 10-18 (coroner). Unless other specified, notify Rollers during even months and Kirby during odd months. **You will also need to notify the State Police (SPTI)**

MOTOR VEHICLE COLLISION WITH NO PERSONAL INJURY

Revised 2009

Ascertain the exact location of the collision and ask if there are personal injuries.

If **no injuries are reported**, gather all other information as necessary, such as any leakage from vehicles, vehicles smoking or on fire, power or other utility poles/lines are involved etc... notify the proper Law Enforcement Agency by radio or if the incident is out of the Baxter County Emergency Response area, notify the proper agency by phone or terminal message, this will occur at times with cell phone users. If the collision has occurred on a State Highway, you must also notify SPTI, this can be done by ACIC terminal message.

Note: If the collision is a rollover, even if reported with no personal injury, send the appropriate Fire Department.

Vehicle leakage, smoking or fire

If there are any reports of leakage, smoke or fire, page out the appropriate Fire Department to respond to the call. First highlight the appropriate fire department frequency on your radio, and then highlight the appropriate Fire Department as shown on the bottom of the screen. (**Fire and Rescue Tones**) The red light will come on the Page Safety button on your radio. Depress this button and wait for the tone to complete, then state the following: “(department name) (location or address) for a Motor Vehicle Collision with report of (leakage, smoke, or fire)”. Immediately re-highlight the Fire Department and repeat this procedure. At that time the responding Fire Department should respond with “Page Received” or “Responding”. Advise them “responding or page received & the station time”. Log all information and time on the appropriate Fire Department Page out Form. Fax this form to the appropriate fire department when completed and as time permits.

Motor vehicle Collision and Hazmat Situations

Hazmat occurrences in motor vehicle collisions may involve a variety of situations. One type of situation may involve a tanker type vehicle carrying chemicals. Normally Identification for these chemicals will be located on the placard of the tanker vehicle. These numbers on the placard can be looked up for identification in the **Emergency Response Guidebook**.

Follow the motor vehicle collision procedures, either injury/unknown injury or motor vehicle collision with no injury, Send a group page to OEM, then **follow the procedures as written in the Hazmat section of this manual (page 20)**.

HAZMAT INCIDENT

Effective date: January 15th, 2001 - revised 2009

It is the responsibility of the Dispatcher to provide all pertinent information to all Law Enforcement, Fire Departments, Medical personnel and all other Emergency Response Personnel, as well as protecting the citizens of our community when a hazardous materials incident occurs.

Page the Fire Department that handles the area where the Hazmat incident has occurred. Relay all information you have and any further information that you receive, including wind speed and direction. Keep updating wind speed and direction as requested by responding emergency personnel.

Notifications

1. Law Enforcement agency from the area involved.
2. Send group page to OEM
3. ADEM / State OEM (Office of Emergency Management),
 “Can be done by Radio or Phone
4. Baxter Regional Medical Center,
5. Environmental Protection Agency, PC&E,

If the Hazmat incident is within the City Limits of Mountain Home, also notify:

1. Mtn. Home Mayor,
2. Mtn. Home Police Chief,

Chemical Information

For information on Hazmat/chemicals, you can use the **Emergency Response Guidebook**.

If you are asked to call **ChemTrec** by Emergency Personnel for Chemical Information or assistance, YOU will need to be the designated person for handling any further dialogue involved directly with ChemTrec.

Phonetics of Pronunciation

When relaying the correct name of the chemical to any Emergency Personnel responding or ChemTrec, you will need to spell the full word(s) using the phonetic alphabet. *Example: Iodine...I-Ida, O-Ocean, D-David, I-Ida, N-Nora, E-Edward.* This should be repeated back to you in the same manner to confirm the chemical.

FIRE DEPARTMENT CALLS

Effective date: January 15th, 2001 - revised 2009

The dispatcher will dispatch any fire calls received promptly. All the Departments paged by Baxter County 911 have a specific box on the Page Select Menu, which when selected, will set off that department's tones. Some departments will have one set of tones for the Fire Department and a second, separate set of tones for its First Responders (rescue). These departments will have information in the black Fire Department Numbering System book at the 911 station.

NO ACKNOWLEDGEMENT TO PAGE-OUTS

Rescue Call- Departments with Rescue Tones- *If you receive no acknowledgement to the first set of **Rescue** page-outs (2 simultaneous pages to the ESN designated Department), wait one minute and page again. If you still receive no acknowledgement from the **Rescue** Page, Wait 30 Seconds, If you still receive no acknowledgement from the **Rescue** at the same time paging the next **closest Rescue**, this will ensure that the primary Department is aware that another Department has been paged; e.g. Gamaliel Rescue, no response after two pages, one minute interval, 2 more pages, no response, one minute interval, page Gamaliel **Fire Department and next closest Rescue**, advise of call and situation.*

Rescue Call- Department with No Rescue Tones- *If you receive no acknowledgement to the first set of page-outs (2 simultaneous pages to the ESN designated Department) from the Department wait one minute and page again. If still no acknowledgement after one more minute, then page that Department along with the primary Department, this will ensure that the primary Department is aware that another Department has been paged. Advise the secondary Department they will be responding in another Departments area. Call Baxter regional and advise of the situation.*

Note – *if the secondary Departments do not respond, contact Baxter Regional. advise them of the situation and ask if they would like the next rescue.*

Fire Call- *If you receive no acknowledgement to the first set of page-outs (2 simultaneous pages to the ESN designated Department) from the Department, wait one minute and page again. If still no acknowledgement after one more minute, then determine the closest Fire Department to the call and then page that Department. Advise that Department they will be responding in another Departments area.*

If the call is a structure fire, be sure to page all auto aid Departments with the initial responding Department. *If you receive no acknowledgement from an auto aid Department advise a responding department.*

Revised 2009

FAXING TO FIRE DEPARTMENTS

When a department is back in quarters, all the times must then be faxed. This is done by clicking print record at the top of the run form. Then select the appropriate department when the next screen pops up verify that it's the call you want to fax. Then click send.

RUN AND TIME SHEETS

When a 911 call is received requiring fire/rescue personnel, you will need to start a call, which will be the department's run/time. Some departments will have different policies for paging different types of calls. It will be each of the dispatcher's responsibility to be familiar with these policies .

DIFFERENT TYPES OF CALLS WITH GUIDELINES

Listed here are a few different types of calls. They are a basic guideline of how to handle each situation.

Vehicle Fire, when a call is received for a vehicle fire, **immediately page out** the appropriate fire department and contact the proper Law Enforcement agency. If the vehicle is in a structure or threatening a structure such as a garage, barn or home etc... **treat the call as a structure fire**.

If information is received that a **person or persons are trapped** in the vehicle, transfer the caller to Baxter Regional ambulance Service immediately or advise the Ambulance Dispatch immediately, page the appropriate Fire Department and contact the proper Law Enforcement agency to respond to the call.

Motor Vehicle Collisions, Fire Departments are to be paged if the following situations are occurring with **FIRE TONES** and **RESCUE TONES**:

- Motor Vehicle Collision with personal injury.
- Motor Vehicle Collision with unknown personal injury.
- Any type of vehicle rollover.
- Any type of smoke coming from the vehicle.
- Any type of fluid leakage.
- Anytime electric lines are down or an electric pole is damaged as a result of the collision.
- Any report of entrapment or possible entrapment.
- Any collision involving a pedestrian.

Revised 2009

Structure Fire/Smoke in Structure/Fire Alarms

A structure fire is considered fire or smoke in any residence, summer cabin, barn, workshop, lean to, garage, out building or covered storage area. This also includes a chimney fire, smoking appliance or anything that can endanger or cause a threat to a structure.

A call of a smoke or fire alarm is to be treated as an indicator of a structure fire and is to be treated as such. Always ask the caller if anyone/everyone is out of the structure and relay this information to the responding Fire Department and Law Enforcement.

BRMC Ambulance is to be advised of any structure fire, they will respond with an Ambulance.

When the situations mentioned above happen, immediately page out the appropriate Fire Departments following the departments auto aid instructions and also included in this section. Include all available information of the incident. **The auto aid departments are to be paged with the initial responding department.** The page will follow the same basic rule of Tone, Talk, Tone, and Talk. Example: “Department name and auto aid, (address) for a “type” structure fire” then repeat.

Give further details of the incident, such as directions to the call or any other pertinent information that must be given out after page has been received. Times are to be kept for all the departments and faxes sent to each department responding to the call. Also notify the proper Law Enforcement agency.

Electric Companies , When a structure fire has been reported you will need to notify the appropriate electric company to respond to the scene.

NAEC

Entergy

If the Fire Department requests a different utility company, follow as instructed, per individual situation.

Do not use the 10-code System with the Fire Departments.

Brush Fire

Per Baxter Fire Chiefs Association request, on call of a brush fire threatening a structure, page only the ESN designated department. They will make the determination whether auto aid is to be paged or not.

SALVATION ARMY
Revised 2009

The Salvation Army is to be notified if the following occurs;

Structure fires that involve damage or loss to the living quarters of a home and injury or loss of life.

Any natural disaster that occurs and displaces residences from their homes.

Fire/Police Departments can also request water and food on calls lasting more than 3 hours.

To contact:

After hours for burned out victims call Jim, John or Tina.

If a fire dept calls for this unit, please ask the dept what they are requesting, for eg; food and water or just water. Also ask for a number of members they needed this for. Have them get a close head count.

Contact Numbers:

During hours: 424-5708

After Hours for Emergency Housing

Jim 421-7567
John 404-3916
Tina 321-2114

After Hours for Emergency Assistance Operations (Food or Water)

Major Daniel Home 424-4882 Cell 404-7976

Linda Daniel Home 424-4882 Cell 405-1550

Curtis Sadler Home 424-3166 Cell 736-3569

FIRE DEPARTMENT AUTO AID

Effective date: January 15th, 2001 - Revised 2009

AUTO AID IS AN AUTOMATIC PAGE OUT ON STRUCTURE FIRES. ANY OTHER MUTUAL FIRE DEPARTMENT AID WILL BE REQUESTED BY THE RESPONDING FIRE DEPARTMENT.

*BUFORD- PAGE BUFORD
PAGE MOUNTAIN HOME
PAGE TRACY*

*CLARKRIDGE- PAGE CLARKRIDGE
PAGE MOUNTAIN HOME
PAGE OAKLAND/PROMISELAND*

COTTER- PAGE COTTER/GASSVILLE

*GAMALIEL- PAGE GAMALIEL
PAGE HENDERSON
PAGE NE LAKESIDE
CONTACT BAKERSFIELD MO. (If call is north of Post Office)*

GASSVILLE- PAGE COTTER/GASSVILLE

*GROVER- PAGE GROVER
PAGE MIDWAY
CONTACT BULL SHOALS FD BY ADVISING MARION COUNTY ON THEIR FREQUENCY, TERMINAL MESSAGE OR PHONE, THEY WILL THEN IN TURN PAGE BULL SHOALS AND ADVISE THEM. ALSO NOTE THAT BULL SHOALS FIRE DEPARTMENT HAS AGREEMENT WITH GROVER TO AID THEM IN STRUCTURE FIRES. THEY WILL CONTACT YOU TO PAGE GROVER WHEN THIS ASSISTANCE IS NEEDED.*

*HAND COVE- PAGE HANDCOVE
PAGE HENDERSON
PAGE NE LAKESIDE*

*HENDERSON- PAGE HENDERSON
PAGE GAMALIEL
PAGE HAND COVE
PAGE NE LAKESIDE*

LONE ROCK- PAGE LONE ROCK

*MIDWAY- PAGE MIDWAY
PAGE GROVER*

*MTN HOME RURAL- PAGE MTN HOME RURAL
PAGE BUFORD (If call is south of West Rd.)
PAGE CLARKRIDGE (If call is north of West Rd.)*

Continued on following page

*NE LAKESIDE- PAGE NE LAKESIDE
PAGE GAMALIEL
PAGE HENDERSON*

NORFORK- PAGE NORFORK

*OAKLAND/PROMISE LAND- PAGE OAKLAND/PROMISE LAND
PAGE CLARKRIDGE*

*TRACY-PAGE TRACY
PAGE BUFORD
PAGE SALESVILLE*

*RODNEY- PAGE RODNEY
SALESVILLE- PAGE SALESVILLE
PAGE TRACY*

ALWAYS PAGE TWICE

WE HAVE SEVERAL ADDRESS'S WE COVER IN FULTON COUNTY, IN THE CASE OF FIRE AT THESE RESIDENCES, PAGE RODNEY FIRE DEPARTMENT, THEN ADVISE FULTON COUNTY SHERIFF'S OFFICE BY TERMINAL MESSAGE OR TELEPHONE.

*BAXTER COUNTY ALSO HAS **EMERGENCY COVERAGE IN MARION COUNTY**, OAKLAND/PROMISE LAND AREA. IF A FIRE CALL COMES IN THAT SHOWS ALL OF MARION COUNTY IN THE OAKLAND/PROMISE LAND AREA, PAGE OAKLAND/PROMISE LAND AND THEIR AUTO AID, ADVISE MARION COUNTY OF THE SITUATION BY TERMINAL MESSAGE, TELEPHONE OR ON THE MARION COUNTY FREQUENCY.*

Status checks on Fire and Rescue Personnel are crucial. Time your checks at 15-minute intervals unless the responding Personnel request a different interval. If you do not receive a reply back, do another status check, after 3 attempts of status checks with no reply, advise the proper Law Enforcement agency and advise that you are not receiving replies back on your status check. If the ambulance is on the scene, contact the ambulance dispatch and ask if they will do status check on their personnel, if they are OK and advise Fire/Rescue Personnel are OK, you do not need to send Law Enforcement.

MOUNTAIN HOME AND MOUNTAIN HOME RURAL FIRE
DEPARTMENT

Effective date: January 15th, 2001 - Revised 2009

Structure Fire/City - All Call

Structure Fire/Rural - All Call + Auto Aide
If south of West Rd page Buford FD
If north of West Rd page Clarkridge FD

Smoke/Fire Alarm City/Rural - All Call

Vehicle Fire/City - Duty Page

Vehicle Fire/Rural - All Call

MVC/City - Duty Page

MVC/Rural - All Call

MVC/City/Rural - any head-on, rollover, entrapment - All Call

Rescue/City - Duty Page

Rescue/Rural - Duty Page

Disaster/City & Rural - All Call

Hazmat/City & Rural - All Call

Brush/Woodland Fires/City - Duty Page

Brush/Woodland Fires/Rural - All Call

Auto Aide - All Call

MANUAL FIRE DEPARTMENT PAGE OUT INSTRUCTIONS

Effective date: January 15th, 2001 - revised 2009

When the main Baxter Fire frequency goes down it will be the responsibility of the dispatcher to maintain communications using the Fire Department Backup frequency.

Be sure to advise the fire department(s) you are paging (on the initial page-out) that the repeater is down and they will need to switch to their assigned repeater.

Ex: Cotter/Gsv go to Midway Repeater, the main repeater is down, and we are on back up.

To begin:

1. Select and highlight the Backup frequency.
2. On the paging menu click on Manual Page (you will see numbers and letters and a few command boxes).
3. Click on the box labeled page enter.
4. Enter the correct 3-digit number for the department you are attempting to page. As you do this, the number will be displayed in the small white box below the misc. menu and Page Select boxes. The correct 3 digit codes for each department are listed below.
5. Then click page send and the tones will sound.
6. Transmit to the Fire Department like normal. To repeat the 2nd page, follow steps 1-7 again.

Back-up Pager Digits

<u>Grover</u>	211	1 st Responder	233
<u>Buford</u>	505		
<u>NE Lakeside</u>	501	1 st Responder	509
<u>Tracy</u>	612		
<u>Rodney</u>	613		
<u>Henderson</u>	640	1 st Responder	642 Gamaliel
<u>Fire 718</u>	1 st Responder	738	Officer 758
<u>Norfolk</u>	616		
<u>Salesville</u>	617		
<u>Gassville/Cotter</u>	618		
<u>Clarkridge</u>	619		
<u>Hand Cove</u>	621	1 st Responder	628
<u>Oakland/Promiseland</u>	623		
<u>Midway</u>	624		
<u>OEM</u>	625		
<u>Lone Rock</u>	626		

AIRCRAFT CRASH

Effective date: January 15th, 2001 - revised 2009

Private light airplane crash: **Notify Baxter Regional ambulance dispatch**, page out appropriate Fire department; **use Alert Tone 4** prior to notifying the appropriate Law Enforcement agency.

If the crash is inside the city refer to the section at the bottom to notify!!!

If the incident has taken place **outside the city limits** [notify the following](#):

1. *Proper Law Enforcement Agency,*
2. *ADEM*
3. *OEM text page*
4. *FAA (Federal Aviation Administration)*
5. *State Police by phone or terminal (SPTI)*

If requested notify the coroner:

Rollers during even months and Kirby during odd months.

Lost Aircraft:

Notify the local C.A.P. (Civil Air Patrol) IC for State.

* If no contact, try the Vice-Commander or Air Operations Officer.

Lost Aircraft outside the City, Notify the same as above!!

If the incident has taken place **inside the City Limits of Mountain Home** [notify the following](#):

1. *City Patrol Supervisor on duty;*
2. *Mtn. Home Police Chief,*
3. *FAA (Federal Aviation Administration)*
4. *OEM text*
5. *State Police by phone or terminal (SPTI)*
6. *ADEM*

Commuter/Commercial Airplane Crash:

Revised 2009

“Follow the Air-Evac early launch protocol”

Follow the same guidelines as outlined in Private Light Airplane crash, making sure you **use the Alert Tone 4** prior to broadcast to Law Enforcement.

Broadcast via the radio that an air disaster has occurred and all units must refrain from non-urgent traffic until advised further.

Notify the following:

1. *State Police via terminal message (SPTI)*
2. *OEM text page*
3. *State OEM / ADEM - “By Phone, Radio”*
4. **All personnel listed under Aircraft Crash.**

Report the crash to **Ozark Regional Airport Flight Control.**

Contact the coroner as requested, using the appropriate designated coroner on rotation.

Aircraft Crash, Military

“Follow the Air-Evac early launch protocol”

On this type of call, follow the same procedures as a regular Airplane Crash. Notify the same people with the exception of the ones below:

Also notify the following;

1. *Flight Operations (Camp Robinson)*
2. *Little Rock Air Force Base (Command Post)*
3. *Wing Safety Office*

If required notify the appropriate utility companies:

1. *Entergy,*
2. *NAEC,*
3. *CenturyTel,*

Contact the personnel at the Dams **if needed**:
Bull Shoals Power House.

COMMERCIAL TRAIN DERAILMENT

Effective date: January 15th, 2001 - Revised 2009

Notify Baxter Regional ambulance service; page out the appropriate Fire & Rescue Department.

“Follow the Air-Evac early launch protocol”

Dispatch the appropriate Law Enforcement (1st using Alert Tone 4).

Notify the following:

1. *ADEM / State OEM - “By Phone, Radio”*
2. *Railway Dispatcher,*
3. *Customer Service Missouri Pacific,*
4. *OEM text page*
5. *National Transportation Safety Board*

*If requested, notify the appropriate coroner. Rollers during even months
Kirby during odd months,*

ATTACHMENT 2

ACCIDENTAL LAUNCH MESSAGES

Message #1: Accidental Launch Warning Message for Threatened Area(s)

“Attention all stations. This is the National Warning Center. Emergence warning for _____ . Accidental missile launch threatens the _____ area at _____. Advise population, by all means available, to take cover immediately by lying down in basements or central parts of buildings.”

“_____ acknowledge. Other stations stand by. Additional information will be furnished when available.”

Message #2: Accidental Launch Warning Message for Parts of the U.S. Not In The Threatened Area(s)

“Attention all stations. This is the National Warning Center emergency action information for parts of United States not – repeat – not in the threatened areas of _____. Advise the public in your locality by all means available that protective action is not required at this time. Additional information and advice will be furnished when available.”

Message #3: Accidental Launch Warning Message Upon Occurrence of Nuclear Detonation

“Attention all stations. This is the National Warning Center. An accidentally launched nuclear weapon detonated in _____ at _____. Radioactive fallout is possible! The following emergency action advice will apply until further notice and should be disseminated by all means available.”

“Persons in _____ should be advised to remain under cover and to await further instruction from state or local Civil Defense authorities. Persons in _____ can expect fallout within one hour. Residents are advised to take protective action in accordance with local community shelter plans or to improvise additional fallout protection as necessary and to be alert for further instruction from state or local Civil Defense authorities.”

“Citizens in all other areas should be advised that protective action is not required at this time.”

Message #4: Accidental Launch Warning Message Upon Occurrence of Impact Without Nuclear Detonation

“Attention all stations. This is the National Warning Center. The accidentally launched missile impacted in _____ at _____. A nuclear detonation did not – repeat – did not occur. Persons in _____ should be advised to remain under cover and to await further instructions. Persons in all other areas should be advised that protective action is not required.”

ATTACHMENT 3

COMMUNICATIONS AND WARNING
EMERGENCY RESPONSE CHECKLIST

PREPAREDNESS PHASE

COMMUNICATIONS AND WARNING OFFICER

- _____ Review communications resource requirements
- _____ Identify available local government resources
- _____ Identify private and public service agencies to augment communications capabilities
- _____ Survey equipment locations in relation to potential hazards
- _____ Coordinate communications capabilities with adjacent jurisdictions
- _____ Review and update Communications and Warning annex periodically
- _____ Write/review/update communications SOP's
- _____ Insure testing and maintenance of communications equipment
- _____ Review plans for emergency restoration of communications
- _____ Insure testing and maintenance of auxiliary power; inventory/replace fuel supply, batteries, etc.

RESPONSE PHASE

COMMUNICATIONS AND WARNING OFFICER

- _____ Acknowledge and authenticate messages
- _____ Activate appropriate warning devices
- _____ Notify County Warning points, key facilities, and key officers
- _____ Alert communications and warning personnel
- _____ Assign personnel to each communication capability

- _____ Advise executive staff of communications status
- _____ Implement message-handling system and instruct staff on contents and use
- _____ Insure availability of message forms
- _____ Coordinate with Shelter and Evacuation Officer the communications requirement need in shelters
- _____ Coordinate with Public Information Officer the EBS communication hookup with local broadcast facilities
- _____ Maintain log of communications activity

RECOVERY PHASE
COMMUNICATIONS AND WARNING OFFICER

- _____ Assess disaster effects on communications facilities and systems.
- _____ Determine alternate communications needs, as applicable
- _____ Maintain communications with state government and adjacent communities
- _____ Critique/revise SOP's
- _____ Prepare report on communications activities during disaster situation

ATTACHMENT 4

BAXTER COUNTY FREQUENCY AND ASSIGNMENT LISTING

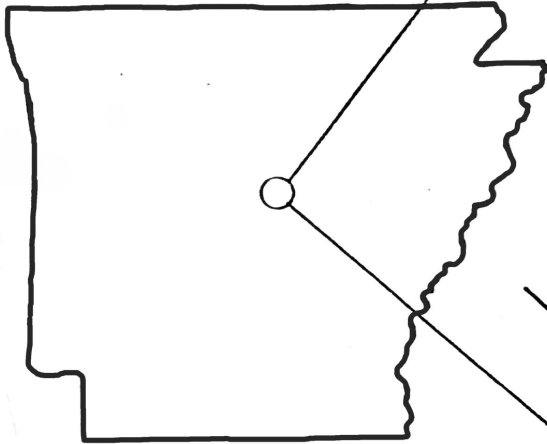
Frequency Name	Agencies or Departments
Baxter Fire Repeater	All Baxter County Fire Departments
Baxter Fire - Backup	All Baxter County Fire Departments
Midway Fire Repeater	Gassville/Cotter FD, Midway FD, Grover Township FD, Buford FD
Rodney Fire Repeater	Rodney FD, Buford FD, Lone Rock FD, Salesville FD, Norfolk FD, Tracy FD
Henderson Fire Repeater	Henderson FD, Northeast Lakeside FD, Hand Cove FD, Gamaliel FD
Clarkridge Fire Repeater	Clarkridge FD, Oakland/Promise Land FD, Midway FD, Grover Township FD
Buford Fire Repeater	Buford FD, Tracy FD, Gassville/Cotter FD, Mountain Home FD
Mountain Home Police Dept.	Mountain Home PD
Mountain Home Fire Dept.	Mountain Home FD
Baxter County HI Band	Baxter County Sheriff's Office, Arkansas Game and Fish Commission, U.S. Corps of Engineers
Baxter County SO	Baxter County Sheriff's Office, Arkansas Game and Fish Commission, U.S. Corps of Engineers
Baxter I	Baxter County Sheriff's Office, Arkansas Game and Fish Commission, U.S. Corps of Engineers
Marion County	Marion County Sheriff's Office
Road and Bridge	Baxter County Road and Bridge
EMS	Baxter Regional Medical Center
OES	Arkansas State OES/ADEM

National Warning Center located in Cheyenne Mountain near Colorado Springs Colorado, will transmit attack warning or accidental missile launch messages VIA NAWAS to the Arkansas state warning point located at the Arkansas Department of Emergency Management near Conway, Arkansas. The State warning point will relay and verify the message by the arkansas state police, Troop I, in Harrison Arkansas, At this point, the state police will begin dissemination of warning to the counties depicted below.



ATTACHMENT 5
WARNING FAN OUT MAP

The National Weather Service office located in North Little Rock, Arkansas will dispatch weather watches or warnings VIA teletype or NAWAS to the Arkansas State Warning Point. The state warning point will relay the information to the Arkansas State Police Troop I in Harrison, Arkansas. At this point the state police will begin dissemination of the watch/warning messages to the counties depicted below.



The Baxter County Sheriff's Office is the designated warning point for Baxter County. Upon receipt of watch or warning messages, the sheriff's department will immediately begin their dissemination, based on the warning list contained in this annex.

