

Standard Operating Procedure
2023-1

Title: Volunteer Emergency Communication Chain

Purpose: To direct actions for the volunteer team members to safely communicate with emergency services on behalf of citizens during an emergency

Applies to: All private citizens volunteering to assist.

Training required:

1. SOP signoff
2. Radio class
3. Eversource outage map access

Resources required:

4. Sharon town map territory assignment
5. Sharon town emergency vest
6. Radio

NOTE: In the event of an emergency, *your safety is the first priority*. Do not attempt to go door to door unless you can safely navigate hazards and are in adequate physical condition to do so.

1. Check radio equipment to ensure that it is charged.
2. Check list of residences in your territory
3. Wear appropriate clothing for the elements - boots, coat, yak traks or similar as needed.
4. Put on Sharon NH emergency vest.
5. Secure radio for travel between houses.
6. Notify EMD or designee that you are starting rounds, and time when you expect to finish.
7. Walk or drive if safe to houses in your territory.
8. If resident requests assistance, call 911 on radio. Notify EMD of your location, nature or emergency, and of any requests for assistance..
 - a. Stay with resident until 911 arrives in the event of illness or injury..
 - b. Only provide assistance that you are trained for and can safely perform.
 - i. If the emergency is NOT human injury or illness, return to route.
 - c. Notify EMD when emergency services arrive and you return to your route.
9. Upon finishing route, notify EMD you have finished.
10. Recharge radio and store vest.
11. After action reporting: email summary of incident and questions or suggestions for improvements to EMD for discussion at next team meeting.