

Support Annex IA 3

University of Georgia Football Game/Stadium Support

A. Introduction

The Athens Radio Club and the Clarke County Amateur Radio Emergency Service® (ARES®) support the East Georgia Chapter of the American Red Cross in supplying first aid services for University of Georgia (UGA) home football games at Stanford Stadium on the UGA campus. Other area Amateur Radio operators also assist in providing this support many of whom are members of neighboring ARES organizations. This operation is an essential part of the overall public safety program for those attending UGA football games and other large scale events that may be held at Sanford Stadium.

B. Purpose

This Incident Annex describes the duties and responsibilities of the positions comprising the communications support activities and the relationship to other supporting agencies associated with the activities. It also provides operating procedures used during supported events. A quick reference guide is provided in the Appendices along with stadium maps.

C. Situation and Assumptions

1. All supported events are conducted under the auspices of the University of Georgia and as such are scheduled events.
2. Safety of responding ARES members is the first priority.
3. ARES members will normally maintain a level of readiness that will allow them to respond on short notice, if not immediately. Equipment used is normally a part of this readiness posture.

D. Roles and Responsibilities

1. Athens Radio Club Public Service Coordinator

The Athens Radio Club Public Service Coordinator will work with the East Georgia Chapter Red Cross coordinator to determine scheduled events desiring support of Red Cross and Amateur Radio volunteers.

2. Emergency Operations Center Liaison

One operator, preferably two, will operate from the off-site Emergency Operations Center (EOC) using equipment provided in the EOC. This radio will utilize the cross-band repeater to monitor stadium communications and intervene if necessary. The normal operating frequency for this station will be 147.525 MHz simplex.

3. Network Control

Network Control, or Net Control as it is normally referred to, will make station assignments based on the priority reflected on the assignment priority contained on the **Amateur Radio Operator Assignments for Red Cross First Aid Stations at UGA Football Games** forms in Appendix C of this Annex. One station will also be assigned as Alternate Net Control. It is preferable for two operators to be assigned to Net Control.

4. Individual Operator Responsibilities

All participants should maintain a personal go-bag or kit. Members should also maintain a personal readiness posture. Each Amateur Radio operator is expected to provide their own equipment with the exception of the Emergency Operations Center. Extra batteries for your radio are of primary importance. Headsets are **required** due to the noise level in the stadium. If using a headset with integrated microphone, ensure it is compatible with the radio (does not over or under deviate your radio). The following are minimum requirements for all participants:

- Handheld transceiver capable of both VHF and UHF operation programmed with frequencies identified in this annex.
- Headset
- Extra batteries
- Flashlight or headlamp (Important for night games in case of electrical failure)
- Nitrile Gloves (In case you are asked to assist with a patient)
- ID badge (Red Cross, ARES, or Call sign badges will do)
- Weather appropriate clothing

Net Control at the stadium should have or arrange to have available, in addition to the above:

- Mobile or base station programmed with frequencies identified in this annex
- Magnetic mount antenna to affix to the ceiling grid
- Power supply for radio (backup battery desired)
- Extension cord for power supply
- Event log sheets
- Station assignment sheets
- Note pad(s) and pencils/pens
- Time piece (watch or other clock) for recording times

Other items that might be desirable include:

- Sunscreen
- Hat
- Sunglasses

- Identification vest
- Hearing protection (games are very loud)

E. Concept of Operations

1. Phase One – Preparedness and Prevention

This phase includes preparation for the event. All participants should do the following prior to an event:

- Review operating procedures
- Verify that batteries are charged and ready
- Verify the operability of your radio headset paying particular attention to the proper modulation of your radio if using an external microphone.
- Program radios for 440.775 MHz simplex as the primary operating frequency and 445.925 MHz simplex as the alternate operating frequency.
- Program radios for 146.745, downshift, Tone 123.0, the Athens Radio Club repeater. This is designated for use in certain emergencies when other methods fail.
- Program radios for 146.55 MHz simplex. If all else fails in an emergency when no other communications links are functional, it may be used.
- Ensure your Go Kit is ready to go.

2. Phase Two – Detection and Response

This phase includes the staging, deployment and operation in support of events.

a. Departure

All responders will meet at the designated departure point and depart three (3) hours before the published kick-off or event time unless a different time is announced. All responders must sign in, obtain station assignments, obtain entry passes, and parking passes (if driving). Communicators arriving late should proceed to Gate 10 near the West First Aid Room (Room 138) and contact the NCS using the assigned operating frequency for the event. A runner will be sent down to provide an entry pass.

Designated personnel should ensure that the cross-band repeater used for stadium to the off-site Emergency Operations Center (EOC) communications is operational. Cross-band repeater frequencies are assigned as 440.775 MHz simplex for stadium communications and 147.525 MHz for the EOC link.

Personnel should report for the Red Cross briefing held prior to events, either at the departure location or at a location announced prior to departure from the assembly point. Supporting personnel are typically provided a meal which is normally available at the West First Aid Room (Room 138) near Gate 10.

b. Net Control and Operating Frequency

All Sanford Stadium Amateur Radio communications will be conducted on 440.775 MHz simplex unless otherwise directed by Net Control. The Net Control Station (NCS) will announce the beginning and the end of the net, and will call roll by tactical call (Station number) before the game and during or shortly after halftime, if time and conditions permit. The NCS should begin the net when the Red Cross volunteers arrive at their stations or earlier, if possible, to resolve any pre-game issues. Tactical calls will be used (station numbers) and communications will be conducted as a directed net. All communications will go through net control during the event. If a communicator needs to contact another station during the game, they must request permission from net control.

When possible both the Net Control and Emergency Operations Center stations should be staffed by two (2) amateur radio operators so that reports can be passed to other emergency response units in the Emergency Operations Center (EOC), and operators can take turns operating to provide breaks for each other. If another amateur radio operator is not available, a Red Cross volunteer should be requested to help with passing messages to the other EOC responders.

All communicators should check their radio on a regular basis to make sure that they are not accidentally transmitting. If during an event there is interference on the main net frequency (440.775 MHz), the NCS will attempt to have all stations change to the alternate simplex frequency. However, this can prove to be difficult and it is the responsibility of each station to switch if the main frequency is “unusable” after 1 minute. The first frequency to switch to is 445.925 MHz simplex. If further interference occurs during the net then all communicators should try the KD4QHB repeater (146.745, downshift, Tone 123.0).

When Stations are asked to “Standby”, there should be no other traffic passed until the NCS has completed their task and makes the requests for more calls. Trying to communicate with the NCS during a “Priority One” when a “Standby” has been given can cause the loss of a human life. The “Standby” command means for all Stations to not communicate any further unless they are contacted by the NCS or operations are returned to normal.

c. Station Inspection

Arrive early to your assigned station and examine your response area. Communicators need to know the location and best way to get to the following:

- Exits (Gate Numbers)
- Restrooms
- First Aid Rooms (West, South, North, East)

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- Elevators
- Stairs
- Ramps
- Nearby Red Cross First Aid Stations
- Water Fountains
- Vendor Ice Supplies

During the game you may be asked move to another station. It is important that you know the best way to get there quickly especially if it is an emergency situation that requires more communicators.

If there is a large incident which triggers panic in the crowd, get to a Red Cross station or restroom as quickly as possible. If you are unable to contact Net Control and need to get a message out, try the KD4QHB repeater (146.745, downshift, Tone 123.0).

d. Communicator Responsibilities

Amateur Radio operators are at the game to provide communications support to the Red Cross volunteers we are assigned to. Amateur Radio operators are not there to provide treatment. You may be asked by the Red Cross volunteer to provide assistance outside communications. You may provide that assistance if you feel comfortable and competent. An inexpensive pair of Nitrile gloves in your event pack is a good idea. Communications for Red Cross will be concerned with:

- Requests for supplies and equipment,
- Requests for EMS assistance (report location and injury)
- Calls from the Net Control Station to respond to an incident,
- Report First Aid Team responses to incidents and the nature of the injuries
- Calls to dispatch wheelchairs,
- Requests for Law Enforcement.
- Report any incident of significance as determined by the Red Cross team.
- Report when you leave your station, either accompanying your Red Cross volunteer or for other reasons. Notify net control when you report back to your station.
- Report when your station is overwhelmed with clients requiring care beyond the Stations capability.
- Request for Housekeeping (spills, blood, vomit).

Do not report any treatment unless assistance is requested. Red Cross workers will record specific event information in their logs. **Report what you observe or as directed by the supported Red Cross worker. Do not make assumption about the source of a problem.** It is the responsibility of the Red Cross worker to give you specifics, however, **if you are not given**

specifics, it is not your responsibility to interfere with the response by asking questions. If clarification is required by other agencies, such as EMS, that information will be requested by NCS or the EOC.

In most situations a Communicator will go with a Red Cross volunteer to escort a person to the first aid room or respond to an incident. This is important since in both cases there may be the need to request aid quickly or a need for Law Enforcement. In some situations when the Red Cross volunteers are responding to several incidents at once and there are patients at the Station, the Communicator may be asked to man the Station. Patients can take a turn for the worst or someone may report another incident that needs to be called in.

e. Reporting Procedures

Proper operating skills are essential. Do not shout into the microphone when the crowd noise is high. Keep the microphone close to your mouth and speak in a normal conversational tone.

When answering a Yes/No question use the terms “Affirmative” or “Negative”.

The following information should be reported to the NCS as an incident unfolds: Injury, location, wheelchair request, and transport information. Location is extremely important and communicators should know their **EXACT** location before calling in an incident. The report should give the section number or if between sections, the section numbers. If responding into the seating area communicators should report section number, row number and if possible seat number. Gate numbers, restrooms, elevators or any other landmark should be given to the NCS to assure a proper response.

All incidents are generally treated as top priority and responded to as quickly as possible. However, when several requests are made at the same time, the NCS must make triage decisions based on the information received from the reporting stations. The communicator for each Station is responsible for making sure that the NCS has enough information to make proper triage decisions during busy response times. Please remember that the most “serious” injuries require “immediate” attention and that triage is dynamic. If a Station needs to report an incident that is a matter of life and death or loss of limb, then the communicator should state, “**Priority One**” and give their Station number. Once a “Priority One” is reported, the NCS should state “All stations standby. Priority One in progress,” and then handle that call. All other stations should standby unless their station also has a “Priority One” incident to report. Every effort will be made by the NCS to make sure that the “Priority One” is handled quickly and then the net returned to normal operations.

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Communicators should depend on the advice of the Red Cross First Aid Team members for the information needed for these decisions, and the proper information to be communicated to the NCS.

During heavy response times it is important that communicators report to the Net Control Station “Priority One” or “Immediate” cases since these are at the highest risk. The following triage categories will not be used during regular UGA Game Procedures, but are explained below in case of a real emergency. We must be prepared for any situation.

Patients who are in need of definitive medical care, but should not decompensate rapidly if the care is delayed initially, are “Priority Two” or “Delayed” patients. Examples of a “Priority Two” would include: deep lacerations with bleeding controlled and a good distal circulation, open fractures, or amputated fingers. “Minimal” or “Priority Three” patients are ambulatory patients with abrasions, contusions, minor lacerations, that have stable vital signs. These are injuries that can be treated by non-physician medical personnel.

If NCS calls your station, acknowledge the call immediately to preclude excessive wait times or multiple calls by NCS.

f. Lost Child Reports

If you are asked to assist with finding or reporting a lost child:

- 1) Ask the parent to not leave the Red Cross Station
- 2) Look for a Law Enforcement Officer in your area, and assist the parent in making contact with an Officer
- 3) If no Officer is sighted in your area, then request Net Control for Law Enforcement assistance at your station
- 4) If there are no significant Red Cross incidents occurring then a description of the lost child may be reported to the Red Cross communicators to aid in the search

g. Lost and Found

If questioned about where to submit items to Lost and Found, there are three options:

- 1) Give the item to the UGA Police
- 2) Give the item to one of the ushers or gatekeepers wearing a CSC shirt (Contemporary Services Corporation).
- 3) Take the item to Room 232

To reclaim items lost, the person should:

- 1) Go to Room 232 or

- 2) Call the UGA Event Management Office (706) 542-7944.

h. Water Fountain Locations:

Section 322 in the Gate 6 area

Section 123 in the Gate 7 area

Section 610

Section 134

i. End of Game Procedures

Communicators should stay at their assigned station until permission to stand down is given by the Red Cross.

3. Phase Three – Recovery/Mitigation

Recovery is the transition to normal operations. Personnel will remain at their assigned locations until released by proper Red Cross authority. Once released, personnel are free to return to the staging area via returning to the stadium assembly area at the West First Aid Room (Room 138) near Gate 10.

The NCS should accumulate any comments or observations and prepare an After Action Report noting participants, any observations, areas that may need improvement, and a summary of activities with particular attention to any safety related items.

F. Administration and Logistics

1. The Planning Committee should maintain records of their activation activities, including any costs incurred in carrying out ARES activation responsibilities. Time reports and expense related documentation should be submitted to the Administration and Logistics section on a regular basis or as reasonable.
2. Individuals having Planning Committee responsibilities should maintain necessary personal items at the ready for possible activation.

G. Plan Development and Maintenance

The ARES Emergency Coordinator is responsible for the maintenance of this Support Annex.

H. Authorities and References

FEMA IS-100 - Incident Command System

See the BASE PLAN, Section I for other Authorities and References

Annex A 1 Alert, Notification and Activation

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Appendix A
Stadium Layout

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Appendix B
Quick Reference

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PRI: 440.775 Sim ALT: 445.925 Sim

USE DIRECTED NET PROCEDURES

Use Tactical Call (Station #) – ID w/your call 10 min/end of sequence

CALL NCS WHEN:

- Requested by Red Cross Staff
- Leaving post for any reason
- Situation requires additional RC staff assistance
- Transporting patient to other location

B/4 CALLING NCS – KNOW:

WHO (M/F), WHAT, WHERE (Exactly)

URGENT NEED – USE ONLY FOR LIFE THREATENING SITUATIONS

CALL NCS w/”*Priority One*” and TACTICAL CALL

ALL other stations HOLD traffic until P1 is CLEARED by NCS

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LOST ITEMS:

- Go to stadium room 322
- UGA Event Management Office – (706) 542-7944

LOST CHILD REPORT:

- Keep parent at your station, locate Law Enforcement in your area
- And assist the parent in making contact with an Officer.
- If none is found request NCS to dispatch LE to your location.

WATER FOUNTAINS:

- Section 322 in the Gate 6 area Section 123 in the Gate 7 area
- Section 610 Section 134

STAND DOWN (close) ONLY at DIRECTIONS of NCS!

ACT PROFESSIONAL – HAVE FUN – ENJOY THE GAME

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Appendix C
Forms

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Amateur Radio Operator Assignments for Red Cross First Aid Stations at UGA Football Games

DATE: **GAME: UGA vs**
EOC CALL:

NET CONTROL:
ALT NET CONTROL:

#	LOCATION	OPERATOR (CALL/NAME)
1	AISLES 102 - 103	
2	AISLES 105 - 106	
3	AISLES 109 - 110	
4	AISLE 112	
5	AISLES 115 - 116	
6	AISLES 606-607	
7	North First Aid Room AISLE 202 (706-227-4641)	
8	AISLES 124	
9	AISLES 129 - 130	
10	AISLE 133	
11	AISLES 136 -137	
12	300 Level Gate 6	
13	South First Aid Room AISLE 229 (706-227-4667)	
14	East First Aid Room AISLE 119 (706-227-4649)	
15	West First Aid Room AISLE 138 (706-227-4646)	
16	Medical Communications (706-542-7778)	

Priority: 12, 6, 1, 2, 3, 4, 5, 8, 9, 10, 11, 7, 13, 14, 15

Amateur Radio Operator Assignments for Red Cross First Aid Stations at UGA Football Games

DATE: **GAME: UGA vs**
EOC CALL:

NET CONTROL:
ALT NET CONTROL:

#	LOCATION	OPERATOR (CALL/NAME)
RED CROSS 1		
RED CROSS 2		
RED CROSS 3		
RED CROSS 4		
ROVER 1		
ROVER 2		
ROVER 3		
ROVER 4		
ROVER 5		
EOC		

