APCO / NENA ANS 1.105.2-2015

Standard for Telecommunicator Emergency Response Taskforce (TERT) Deployment

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Standard written and revised by **The National Joint TERT Initiative (NJTI) & NENA Contingency Planning Committee.**

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Abstract: This standard includes information to provide guidance and helpful information regarding the development, maintenance and deployment of a Telecommunicator Emergency Response Taskforce (TERT).

Keywords: 9-1-1, public safety answering point (PSAP), communications center, Comm. center, agency, continuity of operations plans (COOP), emergency, emergencies, service, fold down, implementation plan, emergency response, emergency responders, Telecommunicator, public safety communications, Telecommunicator Emergency Response Taskforce (TERT), National Joint TERT Initiative (NJTI).

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Foreword*

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Executive Overview*

In the aftermath of Hurricanes Katrina and Rita several agencies that desired to send telecommunicators to the stricken area on mutual aid assignments along with APCO and NENA recognized that there was no national system in place to provide operational support to communications centers and their personnel, in the event of a man-made or natural disaster. The Telecommunicator Emergency Response Taskforce (TERT) has been developed to address this need.

This document is provided to assist Public Safety Answering Points (PSAPs) and governing 9-1-1 authorities with the information required for developing, training, equipping and deploying a standardized TERT team. TERT is the concept of communications-specific mutual aid between PSAPs to provide trained PSAP personnel during emergency situations. Unlike most contingency plans prepared by individual PSAPs to address specific threats to their own PSAPs, TERT involves providing qualified communications personnel to work in another PSAP and requires coordination among PSAPs, mutual aid consortiums and Emergency Management Agencies (EMA) from different municipalities, states and regions. When possible, the TERT members' skill sets should match those of the requesting agency. This coordination must take into account that while each agency is unique in its resources and operations, the basic duties and responsibilities remain the same.

The unique nature of communications centers/PSAPs requires that daily operations continue regardless of circumstance. It is therefore imperative that PSAPs plan for emergency circumstances that adversely affect their ability to adequately staff their center.

For this program to be successful it must be recognized and supported by federal, state, local and tribal EMA. Additionally, it is imperative that local participating agencies fully support TERT as a key element of public safety response as they do police, fire and EMS personnel.

> This document includes information for:
> • Incident Type Classifications
> • Criteria for members
> • Requesting Agency Role
> • Activation steps
> • Request Information Form
> • TERT package
> • Requesting Agency Deployment Review
> • Deployment Process
> • Member supply list
> • Response Personnel Time Form
> • Responding Team Deployment Review
> • Member Deployment Review

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Acronyms/Abbreviations*

Some acronyms/abbreviations used in this document have not yet been included in the master glossary. After initial approval of this document, they shall be included. Link to the NENA master glossary is: http://www.nena.org/default.asp?page=Glossary

For the purpose of this ANS, the following Acronyms apply:

AHJ	Authority Having Jurisdiction
ANS	American National Standard
ANSI	American National Standards Institute
APCO	Association of Public Safety Communications Officials
CAD	Computer Aided Dispatch
CISM	Critical Incident Stress Management
EMA	Emergency Management Agency
EMAC	Emergency Management Assistance Compact
EMD	Emergency Medical Dispatch
ICS	Incident Command System
OEM	Office of Emergency Management
PSAP	Public Safety Answering Point
NENA	National Emergency Number Association
NIC	National Integration Center
NIMS	National Incident Management System
NJTI	National Joint TERT Initiative
SDC	Standards Development Committee
TERT	Telecommunicator Emergency Response Taskforce

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Chapter 1: Introduction

1.1 Purpose and Scope of Document

The purpose of is to provide guidance and helpful information regarding the development, maintenance and deployment of a TERT.

1.2 Reason to Implement

PSAPs, specifically their personnel, are critical for the safety and security of the public. Many man-made or natural occurrences have the potential of adversely affecting a PSAP's staffing and consequently might place the public and first responders in danger. It is therefore incumbent on PSAP administrators to prepare for such occurrences.

1.3 Document Review

NJTI reserves the right to modify this document complying with the APCO ANS process. This is an evolving document, which shall be periodically reviewed by the NJTI. Whenever it is modified, the reason(s) shall appear in this paragraph.

1.4 Definitions

1.4.1 Authority Having Jurisdiction (AHJ)

This is the governing body of the communications center which can be at the local, municipal, county or state level. This body has oversight of the communications center and will have knowledge of the skills, knowledge and abilities of employees at the center.

1.4.2 Telecommunicator Emergency Response Taskforce (TERT)

A group of trained telecommunications operations and support personnel able to respond to and work with another agency to receive, process, dispatch and monitor calls for assistance.

1.4.3 TERT State Coordinator

Official responsible for managing and coordinating a TERT deployment at the state level.

1.4.4 TERT Liaison

Requesting PSAPs liaison for deployment.

1.4.5   **Team Leader**
Deployed team's liaison. Responsible for management of deployed team.

1.4.6   **PSAP Survey**
Data collected regarding type of equipment and training to best match the needs of requesting PSAP with the skills of the responding TERT.

1.4.7   **TERT Telecommunicator**
A public safety dispatcher capable of functioning as both a TERT Calltaker and a TERT Radio Dispatcher.

Chapter 2:   TERT Components

2.1   TERT Telecommunicator
A public safety dispatcher capable of functioning as both a TERT Calltaker and a TERT Radio Dispatcher, as described above.

2.2   TERT Team Leader
A public safety telecommunications supervisor, as described above, who is also knowledgeable in the administrative aspects of a TERT deployment and is capable of managing human resources, work task distribution, liaison and documentation needs of the TERT. The TERT Team Leader is assigned by the TERT State Coordinator.

2.3   TERT State Coordinator
Individual recognized by the State Emergency Management Agency as the single point of contact responsible for managing the TERT program and coordinating TERT deployments. Some states may choose to use Regional Coordinator(s) to assist the TERT State Coordinator.

2.4   TERT Liaison
A liaison to the TERT from the Requesting PSAP. The TERT Liaison is the single point of contact between the Requesting PSAP and deployed team. Responsible for assuring the TERT has appropriate access and support to fulfill assigned duties.

Chapter 3:   Requesting PSAP

3.1   Requesting PSAP Role

The Requesting PSAP must initiate activation by providing the appropriate information so the most appropriate team may be assembled. The Requesting PSAP is also responsible for assuring that responding team members are utilized in an appropriate manner. The Requesting PSAP shall initiate the request for activation and provide guidance and direction to the responding TERT team members. PSAPs should complete a PSAP Survey Form prior to the need for TERT.
See Attachment A – PSAP SURVEY*

3.2 Activation Steps

A guide that outlines the steps required to initiate a TERT response. Activation steps may need to be customized to meet the requirements/needs of the Requesting PSAP and other organizations, such as EMAs. Specific activation steps should be individually developed on a state by state basis.

3.3 TERT Request Information

This form contains additional information that may assist the responding TERT State Coordinator and TERT Team Leader to staff and initiate a response. This form should be completed by an appropriate representative of the requesting PSAP.
See Attachment B – TERT REQUEST INFORMATION*

3.4 TERT Package

The TERT package is information and resources provided by the requesting PSAP to the responding TERT. This package should be prepared in advance by requesting PSAP personnel and have the necessary information and supplies for the TERT to function while deployed.
See Attachment C – TERT PACKAGE*

3.5 TERT Requesting PSAP Deployment Review

The TERT Requesting PSAP deployment review is a tool to be completed post-mission by the requesting PSAP Liaison. This survey is used to assure that the response was handled in a safe, efficient manner and provide lessons learned to improve future deployment.Completed reviews shall be provided to both the requesting and responding TERT State Coordinator and the NJTI Co-Chairs.
See Attachment D – TERT REQUESTING AGENCY DEPLOYMENT REVIEW*

Chapter 4:   Deploying TERT Responsibilities

The deploying TERT shall make every reasonable effort to ensure that only qualified personnel respond. Once on scene, the deployed TERT shall provide appropriate supervision for its team members from its own shift supervisors and the Team Leader. TERT shift supervisors and the Team Leaders are expected to work closely and cooperatively with the requesting agency's supervisors and management staff.

4.1   TERT Deployment Process
    Outlines the responsibilities and steps required to deploy a TERT.
    *See Attachment E – SAMPLE CHECKLISTS**

4.2   TERT Member Supply List
    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. Local discretion should be used when deploying in-state depending on the nature of the response. The member supply list includes items that shall be used to assure a safe response.
    *See Attachment F – TERT MEMBER SUPPLY LIST**

4.3   Tracking TERT Member Time
    The deployed TERT shall use the ICS 214 form to track daily activities. The Team Leader should assure that this form is completed for each operational period.

4.4   TERT Responding Team Deployment Review
    The TERT deployment review is a tool to be completed by the responding Team Leader post-mission. This survey is used to assure that the response was handled in a safe, efficient manner and provide lessons learned to improve future deployment. Completed reviews should be provided to the both the requesting and the responding TERT State Coordinator and NJTI Co-Chairs.

    *See Attachment G – TERT TEAM LEADER AFTER ACTION REPORT**

4.5   TERT Member Deployment Review
    The TERT Member Deployment Review is a tool that shall be completed by each responding team member post-mission. This survey is used to assure that the response was handled in a safe, effective manner and provide recommendations for program improvement. Completed reviews shall be provided to the responding TERT State Coordinator and NJTI Co-Chairs.
    *See Attachment H – TERT MEMBER DEPLOYMENT REVIEW **

Chapter 5: Membership, Configuration & Deployment of TERTs

The National Integration Center (NIC), formerly known as the NIMS Integration Center (NIC), has developed national Resource Typing Definitions for some of the most commonly used resources during a response. Resource typing is an integral component of the National Incident Management System (NIMS). It enhances the ability of emergency responders to find needed resources during a disaster. In compliance with NIMS and in support of the Incident Command System (ICS), the Resource Typing Definitions help promote common terminology of descriptions, standards, and types of local, state and federal response assets. Resource Typing Definitions provide the information to request and receive the resources needed during an emergency or disaster. The Resource Typing Definitions shall be continuously updated, revised, and expanded.

Resources are classified by 'Category' which refers to function and 'Kind,' to include teams, personnel, equipment, and supplies. Information about level of capability is referred to as 'Type,' which is a measure of minimum capabilities to perform the function. Type I implies a higher capability than Type II. The metrics shown for each resource are measurements of standards and are applicable to like resources.

5.1 Typing and Default Configuration of TERTs

CATEGORY:	Communications Resources				KIND:	Taskforce	
MINIMUM CAPABILITIES:		TYPE I	TYPE II	TYPE III	TYPE IV	Notes	
Positions	# of positions	12+	7-12	4-6	1-3	Note 1	
Personnel	Team Leader	7	5	3	1	Note 2	
Personnel	Telecommunicator	36+	14-24	8-12	2-6		
Personnel	EMD Certified See Note 4	Same as Type II	25% of Telecommunicators	Same as Type IV	See Note 4	Note 3 & 4	
Personnel	Special Qualifications	Same as Type IV	Same as Type IV	Same as Type IV	See Note 4		
Taskforce	Duration of Operations	Same as Type II	Long; Greater than 1 week	Less than 1 week	Less than 1 week		
Equipment	Laptop Computer with wireless Internet connection	Same as Type II	1 Laptop	None Specified	None Specified		
Comments	**Note 1:** Levels for deployments will be directly based on the number of physical positions being staffed on a deployment. The Requesting Agency will have to determine that. The Type of response will be based on the determining the number of staff that will be needed to cover the positions on a 24 hour basis. The default configuration calls for public safety telecommunicators. Requests for public safety call takers and/or public safety radio dispatchers shall be specified when making the request. **Note 2:** There should always be a minimum of 1 Team Leader. Once there are more than 2 Team Leaders to cover span of control per 12 hour operational period, an additional Team Leader per shift is needed to coordinate. **Note 3:** During out-of-state Emergency Management Assistance Compact (EMAC) requests at the Type I and Type II levels, the request should automatically include a 25% contingent of EMD certified telecommunicators. TERT State Coordinators are responsible for identifying such members. A multi-state response may be required to fill this requirement. **Note 4:** Requests for special certifications or qualifications, such as EMD, Incident Dispatchers, law enforcement dispatchers, fire service/EMS dispatchers, call takers, familiarity with a specific CAD system, etc., shall be specified during the request process, however increasing the specific requirements may slow the deployment process and/or may not be able to be accommodated. **Note 5:** The span of control of 3:7 follows the National Incident Management System(NIMS) guideline.						

5.2 Criteria for TERT Members

All members should meet the following qualifications and skills in addition to meeting national minimum training requirements or equivalent.

5.2.1 Pass a criminal background check performed by the Authority Having Jurisdiction (AHJ).

5.2.2 All TERT member agencies should follow the vaccination/immunization guidelines outlined in the CDC guidance document titled "Immunization Recommendations For Disaster Responders" located at
http://www.bt.cdc.gov/disasters/disease/responderimmun.asp

   In summary, the CDC recommends that:

5.2.2.1 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).

5.2.2.2 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 should not be exposed to such situations. The decision for Hepatitis B is left to the discretion of the AHJ.

5.2.2.3 The Hepatitis A immunization is not recommended for First Responders working on situations in the United States.

5.2.3 Have a signed letter from agency director acknowledging/approving participation in TERT on file with TERT State Coordinator (Renewed by January 1 of even numbered years). An employee who has been cross-trained both as a Calltaker and a Dispatcher shall automatically be classified as a Telecommunicator.
See Attachment J – TERT STATE COORDINATOR LETTER*

5.2.4 Completion of NJTI Deployment Awareness Training Course.

5.2.5 Successful completion of all relevant and current NIMS training course identified in Attachment L.

5.2.6 Possess positive interpersonal communication and leadership skills.

5.2.7   Be flexible and energetic.

5.2.8   Be an excellent multi-tasker and problem solver.

5.2.9   Be assertive in a positive manner.

5.2.10   Be an outstanding team player.

5.2.11   Maintain above average annual performance reviews with no chronic work problems.

5.2.12   Possess an excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the member's role.

5.2.13   Possess an ability to adapt and be flexible with different policies, procedures, equipment and geographic areas.

5.2.14   Possess an ability to adapt to poor environmental conditions such as no beds, cold meals, no running water, etc.

5.2.15   Possess excellent people and teamwork skills inclusive of cultural diversity.

5.2.16   Possess excellent documentation skills.

5.3   TERT Telecommunicator

5.3.1   Minimum Equivalent of Three Years Full Time Experience in this position (As determined by AHJ).

5.3.2   Properly certified by the AHJ that the individual has the requisite training and skills of a Telecommunicator (See section 3, subsection 3.3).

5.4   TERT Team Leader

5.4.1   Understand local, state, regional and national mutual aid processes and procedures.

5.4.2   Employer has sent special recommendation to the State Coordinator that the individual be considered for appointment as Team Leader.

5.4.3   Be able to coordinate work tasks and human resources in adverse and changing environments with minimal direction.

5.4.4   Possess knowledge to identify, locate and obtain logistical support for the team.

5.4.5   Strong administrative skills, i.e., scheduling, time keeping, cost tracking, etc.

5.4.6   Possess the ability to effectively interface with the Incident Command Structure, OEM, TERT coordinator from the deploying entity (entities) and local TERT Liaison.

5.4.7   Successful completion of all relevant and current DHS requirements and NIMS training course identified in Attachment L.

5.4.8   EMD Certification should be obtained for out-of-state deployment.

5.4.9   Properly certified by the AHJ that the individual has the requisite training and skills of a Supervisor.

5.4.10   Completion of the NJTI TERT Team Leader Leadership Course.

5.4.11   All Team Leaders should have adequate interpersonal conflict resolution training /experience as determined by AHJ. (See section 3, subsection 3.5).

Chapter 6:   Requesting PSAP Role

6.1   The Requesting PSAP Role:

6.1.1   Verify that an emergency has been declared at the appropriate level.

6.1.2   Request TERT activation through appropriate EMA. (use Activation Steps).

6.1.3   Provide specific information outlining your PSAP's needs to the TERT State Coordinator. The TERT Request Information is the minimum information that a responding TERT State Coordinator will need in order to start the activation process. The TERT State Coordinator may ask for additional information.

6.1.4   Assign a TERT Liaison responsible for deployed teams.

6.1.5   Provide TERT packages to arriving teams.

See Attachment C – TERT PACKAGE

6.1.6   Assign and monitor tasks to the TERT personnel while they are working in your PSAP, as necessary.

6.1.7   Notify EMA after team has checked in.

6.1.8   Inform the TERT State Coordinator of the responding state of any problems regarding TERT personnel, i.e. skills not matched to needs, not performing to your expectations, etc.

6.1.9   Update EMA at least once per day.

6.1.10   Inform EMA when situation is stabilized and TERT personnel are no longer needed.

6.1.11   Ensure completion of all Deployment Review forms.

6.1.12   Coordinate travel and lodging with the State Coordinator of the responding state.

6.2   Activation Steps (Intrastate: Within One State)
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.

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.

6.2.1   The PSAP Manager has three (3) methods of initiating a TERT activation as indicated below. The PSAP Manager should choose the contact method that is most appropriate for the circumstances. The PSAP Manager should contact:

- Local EMA,
- State EMA, or
- Other designated official(s)

6.2.2   The EMA or TERT State Coordinator should ensure the completion of required documentation.

6.2.3   The EMA should contact the Requesting PSAP and provide details on the TERT, i.e., number of personnel, estimated time of arrival if available, qualifications, etc.

6.2.4   The Requesting PSAP should notify the EMA after TERT resources have checked-in. The notification should include:

- changes/updates,
- number and type of resources, and
- unmet needs

6.2.5   The Requesting PSAP should maintain contact with EMAs or other designated official(s), as appropriate.

6.2.6   The EMA Coordinator has ensured the completion of the EMAC cost estimation form prior to deployment. EMAC has standardized forms to request interstate mutual aid assistance and intrastate reimbursement.

6.3   Activation Steps (Interstate: State-to-State)

When a PSAP experiences a man-made or natural disaster of such significant magnitude that the governor has declared a state of emergency and creates the need for additional/replacement staffing to maintain an adequate level of service to the public and public safety responders, a TERT activation may be requested.

6.3.1   The PSAP Manager has two (2) methods of initiating a TERT activation as indicated below. The PSAP Manager should choose the contact method that is appropriate for their jurisdiction. Once an emergency is declared, the PSAP Manager should contact:
- Local EMA – the local Emergency Manager shall forward the request to State Emergency Management, or
- State EMA

6.3.2   The State EMA should ensure completion of Memorandum of Agreement (MOA) and all required documentation to begin the EMAC process.

6.3.3   The Requesting State EMAC Coordinator should contact the appropriate out-of-state EMAC Coordinator(s) requesting a TERT activation.

6.3.4   The Assisting (Deploying) State EMAC Coordinator(s) should notify the Requesting State EMAC Coordinator when a TERT deployment has been approved.

6.3.5   The Receiving State EMAC Coordinator should coordinate with the responding TERT State Coordinator and/or the Requesting PSAP to obtain details on the TERT deployment, i.e., number of personnel, estimated time of arrival if available,   qualifications, etc.

6.3.6   The Requesting PSAP should notify the State EMAC Coordinator after TERT resources have checked-in. The notification should include:
- changes/updates,
- number and type of resources, and
- unmet needs

6.3.7   The Requesting PSAP should maintain contact with EMAs and State EMAC Coordinators, as appropriate.

Chapter 7:   TERT Deployment Responsibilities

7.1   TERT State Coordinator responsibilities:

7.1.1   Ensure MOUs are completed.

7.1.2   Ensure resource order number has been assigned by EMA.

7.1.3   Contact TERT Liaison to confirm needs.

7.1.4   Locate and assign available resources.

7.1.5   Assume responsibility for assembling a deployable team.

7.1.6   Assign TERT Team Leader.

7.1.7   Coordinate transportation.

7.1.8   Ensure TERT Liaison receives verification of response.

7.1.9   Receives daily updates and disseminates to appropriate agencies.

7.1.10 Coordinates communications between deployed TERT and home agencies.

7.1.11 Ensure completion of all Deployment Review forms.

7.1.12 Apply for reimbursement as appropriate.

7.2   Team Leader responsibilities:

7.2.1   Ensure resource order number has been assigned.

7.2.2   Ensure responding personnel are appropriately equipped (Supply list).

7.2.3   Establish and maintain communication with TERT Liaison.

7.2.4   Ensure safety of team members insofar as possible.

7.2.5   Ensure team members are assigned an appropriate work task.

7.2.6   Ensure logistical needs are met (food, lodging, transportation).

7.2.7   Ensure operational needs are met (scheduling, resource management, personnel issues, required reports).

7.2.8   Request appropriate CISM resources if deemed necessary.

7.2.9   Ensure financial needs are documented (time keeping, associated costs).

7.2.10 Provide daily update to the responding TERT State Coordinator.

7.2.11 Ensure demobilization requirements are met.

7.2.12 Ensure completion of all after action reports.

References*

EMAC Articles of Agreement Florida
APCO Mutual Aid Plan
Maryland TERT Operations Manual
NENA Communications Center/PSAP Disaster and Contingency Plans Model
Recommendations

NENA Hazard and Vulnerability Analysis OID NENA Mutual Aid Model
Recommendation North Carolina TERT
South Carolina NENA TERT Information

Texas TERT PSAP Managers Guide

For more information on NJTI, as well as to view the above documents visit the NJTI
website: www.njti-tert.org

Attachments*

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TERT
TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

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:

Choose all that apply to your agency.

Police/Dispatcher ☐ and calltaker ☐

Fire/EMS Dispatcher ☐ and calltaker ☐

Police/Fire/EMS ☐ and calltaker

Calltaker only ☐

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

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

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

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.)		

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

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

☐ Assign TERT liaison

☐ Ensure completion of TERT request form

☐ Ensure completion of MOUs

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 repellant
- 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.

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

TERT TEAM LEADER AFTER ACTION REPORT TEMPLATE

	BACKGROUND	
1.	Incident Name:	
2.	Incident Reviewer:	
3.	Date of Review	
4.	When review was completed.	☐ During Incident ☐ 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)

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

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 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 posses 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.

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

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)

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

NAME	TERT Telecommunicator	Team Leader (X)	EMD Certified (X)	Other Skills

<div align="center">

ATTACHMENT K: TERT Request Approval Process*

</div>

The following is intended to provide information on the process for TERT deployments both on an out-of state basis and within your own state. The narrative references the flow chart below.

A. Interstate (State-to-State)

Interstate TERT deployments occur under the Emergency Management Assistance Compact (EMAC) which is an agreement signed by all states on the process to deploy state-to-state resources during an emergency or disaster. The following steps take place for requesting and assisting agencies:

Fundamentally, the formal request flow begins in the lower left hand corner of the attached chart and flows straight up on over to EMAC (red box) and then down the right hand side of the chart.

1. The requesting (impacted) PSAP submits request for TERT to the applicable local Emergency Management Authority (EMA) office per internal state EMAC resource request SOP.

2. The requesting state local EMA forwards request through channels to State EMAC Coordinator.
   a. If an EMAC A-Team has been deployed to the requesting state, the State EMAC Coordinator forwards the request to the A-Team and they issue an EMAC Broadcast to member states requesting TERT assistance (assets).
   b. If an EMAC A-Team has not been deployed to the impacted state, the State EMAC Coordinator issues an EMAC broadcast to member states requesting TERT assets.

3. EMAC resource requests are processed by the various receiving State EMAC Coordinators who, in accordance with the state EMAC SOP, disseminates the resource request to applicable agencies in their state looking to see if the resource can be filled. Some coordination between TERT State Coordinators and State EMAs may take place to make sure that an adequate complement of responders is available (Telecommunicators, Team Leaders, EMD certified, etc) is available.

4. Once a state or multiple states steps forward with an available TERT resource, they become the Assisting State(s). If more than one state steps forward to provide resources, the requesting state chooses which TERT resource to accept.

5. The Assisting State(s) provides information on the TERT resource deploying to the impacted area to the Requesting State, which is pushed down to the requesting PSAP. The Requesting PSAP exchanges information directly with the Deploying TERT State Coordinator. If any resource request changes (i.e. more or less people) this must be communicated up the EMA chain for both the Requesting and Assisting States.

6. If a TERT resource is needed for more than the agreed upon deployment time frame, the Requesting PSAP needs to contact the EMAC Coordinator for the requesting state for approval.

B. Intrastate (Within the Same State)

The response flow again begins at the lower left corner of the chart, and follows the path of only the blue boxes.

Depending on the nature of the request, it may take a formal route through the state EMA (typically a declared in-state disaster); or may take a somewhat more informal route where the request is more of a localized mutual aid request that does not involve the state EMA.

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

ATTACHMENT L: TERT Required and Recommended Training*

ALL Participants

Required: TERT Basic Awareness (Classroom or On-Line Version)

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

Team Leader

Required: TERT Team Leader

IS-800.x (current equivalent)-- National Response Framework - An Introduction

Recommended: ICS 300

ICS 400

FEMA COML

∗**Notes**∗