

# Remote Support Communications Plan

This document describes the communications infrastructure used for remote support. This document should be accessible to the On-Scene Liaison (OSL) and their deputies, the Remote Support Unit Leader (RSL), and all Remote Support Unit Members (RSM) who are participating in the infrastructure. It serves two purposes:

1. It provides documentation of the services and communication channels currently in use, allowing new members to access all necessary information in one place.
2. It describes fallback plans for the event where the OSL or RSL becomes unexpectedly unavailable.

This document should be kept up-to-date at all times, and should be specifically updated at the end of every operational period and at shift changes.

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Please fill out the following information as completely as possible:

## Incident Information

Incident name	
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## Communication Channels

### Intra-team individual contact

Use the contact information specified in the [Remote Support Status Worksheet](#).

### Contacting the RSL

Priority	Contact method
Normal	
Urgent	

### All-hands Meetings

If the RSL calls an all hands meeting, the following communication channel will be used. The backup channel should only be used in the event that the primary channel is non-functional.

Channel	Channel access information
Primary	
Backup	

## Working Data Location

This is the location that is to be used for storing all work in progress and deliverables. Please use the file directory provided.

Service (include link)	Access Instructions

## Process for handling deliverables

Unless specifically instructed otherwise, place your task deliverables in the specified folder in the Working Data Location and inform the RSL that the deliverable is complete. The RSL shall be responsible for delivering the item to the appropriate person.

## Leadership Contact Information

### On-Scene Liaison

#### Primary OSL Contact Information

Name:	[John Smith]
Primary Phone Number and type:	[555-123-4567, mobile]
Secondary Phone Number and type:	[555-987-6543, landline]
Email address:	[john@smith.com]
Preferred contact method:	[send text to mobile phone]
Other contact information:	[Instant Messaging: Google hangouts]

## Backup OSL contact information

In the event that the OSL becomes unexpectedly unavailable, use the following information to re-establish contact with the Command Post.

Name:	
Primary Phone Number and type:	
Secondary Phone Number and type:	
Email address:	
Preferred contact method:	
Other contact information:	

## Remote Support Unit Leader:

### Primary RSL contact information

Name:	
Primary Phone Number and type:	
Secondary Phone Number and type:	
Email address:	
Preferred contact method:	
Other contact information:	

### Backup RSL contact information

In the event that the RSL becomes unexpectedly unavailable, use the following information to re-establish the organization

Name:	
Primary Phone Number and Type:	
Secondary Phone Number and Type:	

Email address:	
Preferred contact method:	
Other contact information:	

## Command Post Contact Information

To be used only in the event of an emergency

Command Post Location	
Incident Commander:	
Primary CP Phone Number and Type:	
Secondary CP Phone Number and Type:	
Other contact information:	