Dispatch Training Standards
Last Update: September 8, 1998

All Dispatch Trainees must meet the following standards to be promoted to Dispatch Officer.

I. Explain the reasoning behind the following dispatch goals:

Dispatching Goals-

1) At all times, maintain searcher safety.
2) Keep track of searchers en route to the scene, on scene, and en route home.
3) Keep accurate documentation, including Dispatch Log, Daily Incident Reports, Incident Summary and End of Search Checklist
4) Determine the availabilities of BRMRG members.
5) Determine the availabilities of other ASRC groups.
6) Determine the equipment and personnel needs of Base and work to meet those needs.
7) Ensure that there are dispatchers and Dispatch Supervisors signed up for future shifts.

II. Demonstrate Specific Dispatching Skills and Knowledge Necessary

1) Before becoming a Dispatch Trainee a person must:
    - Get CQ'd or receive the ADC's permission to be a DT
    - Receive an OPS or Training officer run Locker Orientation

2) Virginia SAR Background-
    - Describe the ASRC callout procedure
    - Describe the role of the dispatcher in a search
    - Describe the roles of the various training levels
        - CQ
        - FTM
        - FTL
        - IS
        - IC
        - DO
        - DS
        - ACA
    - Describe the role of DES in a search
    - Name two important positions at DES
    - Name the ten groups of the ASRC
    - List three types of other SAR resources
    - Be able to locate all of the first and second run gear in the locker and know what equipment has priority to go to a search

3) Taking Over Dispatch- Explain what information a new dispatcher needs to get from the previous dispatcher
   - List and explain the major components of a Situation Report and know where to find them on the white boards including:
     - Incident Summary
     - Basic Subject Profile
     - Directions to scene
     - Base Phone #
     - Pertinent Communications from Base
     - Personnel and Equipment Needs of Base
     - Synopsis of Availability Board
     - Synopsis of GDO Board
     - Next and Future dispatch shifts
     - Name and number of Dispatch Supervisor

4) Demonstrate a Working Knowledge of Computers including:
   - Demonstrate Turning computer on
   - Demonstrate Accessing Dispatch Log through Program Manager
   - Demonstrate Recording Incoming and Outgoing calls and Pages on the Word Dispatch Log
   - Demonstrate Using Time Stamps and other Short Cuts
   - Demonstrate Sending a Page using Metrocall Note-sender
   - Demonstrate Sending an email

5) Demonstrate a Working knowledge of Phones including:
   - Demonstrate Taking an Incoming call
     - Demonstrate Using both phone lines
   - Demonstrate Placing an Outgoing call in the following ways
     - On Grounds
     - Local
     - Long Distance using FAC code
   - Demonstrate how to Send pages by phone
   - Demonstrate how to Send Faxes
   - Demonstrate how to Make Copies

6) Demonstrate a Working Knowledge of Answering Machine and Voice Mail including:
   - Demonstrate how to Check the Answering Machine
   - Demonstrate Resetting Answering Machine Message
   - Demonstrate how to Check Voice Mail
   - Demonstrate how to Reset Voice Mail message

7) Demonstrate a Working Knowledge of Pagers
   - Demonstrate how to read and delete a page
   - List and Demonstrate four ways to send a page including:
     - Phone
     - Email
     - NoteSender
     - WebPage
   - Demonstrate how to read the following pages:
     - Basic page
     - BRMRG personal page
     - ASRC personal page
     - Two Person Personal page
     - Pages under two search conditions

8) Demonstrate a Working Knowledge of Pager Codes including:
   -Explain the significance of the following pages:
     - 0XX
     - 000
     - 100
     - 101
     - 102
     - 103
     - 105
     - 106
     - 111
     - 222
     - 331
     - 332
     - 333
     - 441
     - 442
     - 443
     - 444
     - 445
     - 551
     - 552
     - 553
     - 554
     - 600
     - 650
     - 7XX
     - 888
     - 999

9) Demonstrate a Working Knowledge of the Availability Board
   - Explain the significance of Taking Availabilities
     - List three ways to get availabilities from BRMRG
     - List three ways to get availabilities from around the ASRC
   - Demonstrate properly Recording availabilities for BRMRG and the ASRC
   - Demonstrate Recording persons and teams En Route for BRMRG and the ASRC
   - Demonstrate Recording persons and teams On Scene for BRMRG and the ASRC
   - Demonstrate Recording persons and teams Homeward Bound for BRMRG and the ASRC

10) Demonstrate a Working Knowledge of the GDO board including
   - Locate where to Record phone numbers of GDO's
   - List three ways of contacting Contacting GDO's in each group

11) Demonstrate a Working Knowledge of Paper Work including:
   - Demonstrate how to use a Computer Dispatch Log
   - Demonstrate how to use a Manual Dispatch Log
   - Demonstrate how to fill out a Daily Incident Report
   - Demonstrate how to fill out an Incident Summary
   - Demonstrate how to fill out an End of Search Checklist

12) List Appropriate Times to Contact the Dispatch Supervisor including:
   - If an Unfamiliar Problem Arises
   - If Second Search begins
   - If Press Calls
   - Anytime you feel uncomfortable about the situation in dispatch

13) Describe Bathroom or Other Short Emergency Protocol

14) List the steps of Closing Dispatch including:
   - Using the End of Search Checklist
     - Recording find
     - Notifying Groups and transferring responsibility
     - Tracking returning personnel
     - Checking in Equipment
     - Completing Incident Summary
     - Changing Answering Machine Closing Dispatch
     - Closing Dispatch

III. Apprentice for one full three hour shift
IV. Dispatch for one full three hour shift (only after apprenticing)
V. Pass DO Test and receive final ADC approval

Dispatch Trainee Checklist   Name_____

DO or DS please Initial this sheet when the DT has demonstrated competency in the following areas.:

I.   **Dispatching Goals** _____

II.   **Dispatching Skills and Knowledge**
1) Becoming a Dispatch Trainee_____
2) Virginia SAR Background _____
3) Taking Over Dispatch_____
4) Working Knowledge of Computers _____
5) Working Knowledge of Phones _____
6) Working Knowledge of Answering Machine and Voice Mail _____
7) Working Knowledge of Pagers _____
8) Working Knowledge of Pager Codes _____
9) Working Knowledge of Availability Board _____
10) Working Knowledge of GDO Board _____
11) Working Knowledge of Paper work _____
12) Appropriate times to Call the DS _____
13) Describe Bathroom Protocol _____
14) Closing Dispatch _____

III. Apprenticeship- All dispatchers are encouraged to come to the locker during searches to apprentice and have a DO or DS teach the Skills and Knowledge and then check for competency. DT's may use all available resources during competency checks. No more than two DT's may apprentice during one shift.

Dispatcher Officer or Supervisor:
     Please Initial when DT has apprenticed for a full three hour dispatch shift

_____

IV. Dispatching- After apprenticing for a full shift and demonstrating competency in all 14 Skill and Knowledge areas, a DT may dispatch under the close observation of a DS. The DS must be notified when a DT takes over dispatch, be available to come to the locker promptly, the DT and DS must make contact every hour.

Dispatch Supervisor
     Please initial when DT has satisfactorily dispatched for a full three hour shift

_____

V. Testing- After having apprenticed, demonstrated competency and dispatched for a full shift a DT is ready for DO testing which consists of a written test, competency check and practical testing scenarios
ADC or Approved ADC Tester Init. _____
Final ADC Promotion Initial _____

Synopsis of Dispatch Training Standards
Last Update: September 8, 1998

Dispatch Trainees
- All persons pursuing dispatch training are Dispatch Trainees. They must have been CQ'd or received the ADC's permission to pursue training, and they must have had an Ops or Training approved Locker Orientation
- All DT's must demonstrate before a DO or DS competency in the Goals, Skills and Knowledge necessary for dispatch
- All DT's must apprentice for one three-hour shift
- Once a DT has demonstrated Goals, Skills, and Knowledge competency and has apprenticed, they may dispatch alone for a full shift under the following stipulations:
  - They must notify the DS that a DT is taking over dispatch
  - The DS must be available to come to the locker promptly
  - The DT must make contact with the DS every hour
- After dispatching for a shift the DT is ready for testing which includes three parts
  - Written Test
  - Demonstration of competency in Goals, Skills, and Knowledge in front of ADC or approved tester
  - Practical Skills Scenarios
- The DT is then promoted to DO with final ADC approval

Dispatch Officer
- A DO is promoted to Dispatch Supervisor when they have:
  - Dispatched full three hour shifts for at least 5 searches
  - Opened and Closed dispatch once
  - Apprenticed at least one DT
  - Received final ADC approval

Dispatch Supervisor
- A DS can be selected as an approved tester for DO testing with the ADC approval

ADC
- The ADC is an officer approved by the Board of Directors

WHO CAN DISPATCH?????

A Dispatch Trainee is allowed to dispatch if:
➤ They have demonstrated competency in the Goals, Skills, and Knowledge of dispatching to a DO or DS
➤ They have apprenticed for a full three hour shift
➤ It is not the Opening or Closing of Dispatch

When taking over dispatch a DT must:
➤ Notify the DS that a DT is taking over
➤ Make sure that the DS can get to the locker promptly
➤ Make contact with the DS every hour

A DT must get someone else to dispatch if:
➤ Another Search occurs
➤ A find is made and the search is going to close
➤ The DT or DS feels the present search conditions are too complicated for a new dispatcher

A Dispatch Officer or Dispatch Supervisor can dispatch under all circumstances but
➤ DO's must check in with their DS when taking over
➤ DO's must check in with their DS at least once per shift
➤ A DO must notify the DS if:
  ➤ A Second Search occurs
  ➤ Dispatch is beginning the process of closing

Under extreme circumstances, not fully trained resources may dispatch with the permission of the ADC or a BOD member. If no one is available to dispatch, responsibility for Conference Dispatch must be transferred

Dispatch Supervisors are accountable for the quality of dispatching while they are serving as DS

The ADC is responsible for the overall quality of dispatch

Dispatching Goals-

1) At all times, maintain searcher safety.

2) Keep track of searchers en route to the scene, on scene, and en route home.

3) Keep accurate documentation, including Dispatch Log, Daily Incident Reports, Incident Summary and End of Search Checklist

4) Determine the availabilities of BRMRG members.

5) Determine the availabilities of other ASRC groups.

6) Determine the equipment and personnel needs of Base and work to meet those needs.

7) Ensure that there are dispatchers and Dispatch Supervisors signed up for future shifts.

When Taking Over Dispatch The Following Information Should Be Transmitted:

- **Incident Summary**
- **Basic Subject Profile**
- **Directions to scene**
- **Base Phone #**
- **Pertinent Communications from Base**
- **Personnel and Equipment Needs of Base**
- **Synopsis of Availability Board**
- **Synopsis of GDO Board**
- **Next and Future dispatch shifts**
- **Name and number of Dispatch Supervisor**

APPALACHIAN SEARCH AND RESCUE CONFERENCE
Dispatch Officer's Log

Dispatch Officer:_____   Date:_____

Time	In	Out	Description
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
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_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____
_____	___	___	_____

Incident Alert

Fill out during alert

Date: _____ Time: _____

Alert Officer: _____

INCIDENT TYPE: ❑ Lost Person ❑ Evacuation ❑ Aircraft ❑ Other

Type (Despondant, Alzheimer, etc.): _____

SUBJECT: Age: _____ Sex: _____ Medical: _____

Time Last Seen: _____ Other: _____

_____

WHERE: State: ❑ VA ❑ MD ❑ PA ❑ WV ❑ Other _____

County _____ Directions: _____

_____

_____

_____

_____

Environment: ❑ Rural ❑ Urban ❑ Suburban ❑ Wilderness

Weather: _____ **Operations Information:** _____

_____

RA DATA: Contact name: _____ Title: _____

Agency: _____ Contact #: _____

Mission Numbers: _____

ASRC RESPONSE: ❑ Notification ❑ Overhead Team ❑ Full Callout

❑ Alert ❑ Limited Callout ❑ Other

Specific Request: _____

_____

Initial IC: _____ Initial Staff: _____

Initial AR: _____ ACA (if activated): _____

Groups Notified: ❑ AMRG ❑ BRMRG ❑ MSAR ❑ PVRG

❑ RSAR ❑ SMRG ❑ SWVaMRG ❑ TSARG

ASRC Dispatch turned over to: _____ Time: _____

Incident Dispatch Form 1 - Version 2.2 PLT 11/27/94

ALERT NUMBERS FOR THE ASRC
Last Update: September 8, 1998

Virginia Department of Emergency Services (DES/VA EOC) – Richmond
      1-800-468-8892 (In Virginia Only)
      804-674-2400
      Winnie Pennington, ext. 2421, Mark Pennington, ext. 2432

UVA MEDCOMM – Charlottesville
      804-924-9287

ASRC$_{alpha}$ Pagers – 804-972-7840

095   **AMRG** - Allegheny Mountain Rescue Group - Pennsylvania
               Primary: Call MEDSTAT 800-633-7828, ask for activation of AMRG
               Secondary: 412-647-7828, ask for activation of AMRG
               Tertiary: Call down roster.

098   **BRMRG** - Blue Ridge Mountain Rescue Group - Charlottesville
               Locker: 804-924-3472/3473
               ASRC Dispatch: 800-800-ASRC (2772)
               Primary: Alert through ASRC pagers
               Secondary: BRMRG$_{alpha}$ pagers at 804-923-5440
               Tertiary: Call down roster.

090   **MARG** - Mountaineer Area Rescue Group - WV
               Primary: Alert through Preston 911 Center 304-329-0135
               Secondary: Alert through MARG numeric pagers 304-987-2831
               Tertiary: Call down roster.

093   **MSAR** - Maryland Search and Rescue - Maryland
               Locker: 410-992-3945
               Primary: Alert through ASRC pagers
               Secondary: MSAR$_{alpha}$ pagers at 410-684-0985
               Tertiary: Call down roster.

091   **PVRG** - Potomac Valley Rescue Group - College Park
               Primary: Alert through ASRC pagers
               Secondary: PVRG$_{alpha}$ pagers at 301-513-6995
               Tertiary: Call down roster.

094   **PSAR** - Piedmont Search and Rescue - Richmond
               Primary: Alert through ASRC pagers
               Secondary: TSAR$_{alpha}$ pagers at 757-629-3151
               Tertiary: Call down roster.

097   **SMRG** – Shenandoah Mountain Rescue Group - Northern VA / DC / MD
               Office: 703-255-5034
               Primary: Alert through ASRC pagers
               Secondary: SMRG$_{alpha}$ pagers at 202-592-0805
               Tertiary: Call down roster.

096   **SWVaMRG** - South West Virginia Mountain Rescue Group - Blacksburg
               Locker: 540-951-2914
               Primary: Alert through ASRC pagers
               Secondary: SWVaMRG$_{alpha}$ pagers at 888-979-1377
               Tertiary: Call down roster

092   **TSAR** - Tidewater Search and Rescue - Tidewater
               Primary: Alert through ASRC pagers
               Secondary: TSAR$_{alpha}$ pagers at 757-629-3151
               Tertiary: Call down roster

- ASRC PIN NUMBERS -

Carter, David	001	Dehaven, Paul	017	Ritter, Steve	030	Schiff, Lauren	047
Conover, Keith	002	Eggeman, Mark	018	Rue, Amy	031	Coyne, Kevin	049
Koester, Bob	005	Elron, Robert	019	Serio, Vince	032	Coyne, Beth	050
Mechtel, Gary	006	Fisher, Bill	020	Fuller, Greg	037	Green, Justin	051
Pennington, M	007	Jensen, Sarah	022	Chen, Darren	038	Powell, Jason	056
Swett, George	009	Kirk, Mike	023	Dalton, Jason	039	Ulmer, Brian	057
Whitaker, Jenn	010	Krenz, Rita	024	Jargowsky, F	040	Reich, Justin	058
Birmingham, C	011	Marsh, Andrew	027	Poole, Trudy	041	Minor, Emily	060
Capozzi, Candi	013	Mccabe, Peter	028	Eckbert, Blaire	042		
Carter, Ruth	014	Poole, Jim	029	Hancock, Becky	043		
Dawe, Kevin	016	Mabe, Allison	029	Hardy, Mary	046		

Last Updated September 8, 1998

Microsoft Word Dispatching

To start a dispatch log:

1) Double click on the Dispatch Log icon on the right of the screen.
2) Select "Save as..." from the File menu and name the file:
   - Month-Day-Year (e.g. Jan-1-98)
3) Save the file under D:/BRMRG/DISPATCH LOG/
4) Fill in the Incident Alert Information at the beginning of the log. Do not let this hamper getting people on the road quickly. If necessary, return to the alert information later.
5) When a find has been made (or the search suspended) please follow the instructions in the End of Search Checklist and Incident Summary.
   - Please take the time to complie the requested information—we need the statistics for search histories, grant applications, SAF budgets, etc.
6) Print two copies of the Dispatch Log. Put each copy in a folder and put one folder in the BRMRG ADC box and one folder in the ASRC ADC box.
7) If you have any questions, contact your DS or the ADC.

Templates:

ALT-A = - AMRG GDO -	ALT-M = - MSAR GDO –	ALT-S = - SMRG GDO -
ALT-B = - BASE -	ALT-N = Not Available	ALT-T = - TSAR GDO -
ALT-C = - PSAR GDO -	ALT-O = Time Stamp (outgoing call)	ALT-U = - UVA MEDCOMM -
ALT-D = - VADES -	ALT-P = Time Stamp (page)	ALT-V = - PVRG GDO -
ALT-I = Time Stamp (incoming call)	ALT-R = - MARG GDO -	ALT-W = - SWVaMRG GDO -

Last Updated September 8, 1998

IMPORTANT DISPATCHING TIPS

BRMRG's Locker numbers:
- 804-924-3472 (line 1)
- 804-924-3473 (line 2 and fax - when line 1 is busy, incoming calls are forwarded to line 2)
- 1-800-800-ASRC (2772)

To get an outside line for local calls:
- You must first dial 9, followed by the seven digit phone number

To dial long distance:
- Press the Mission FAC button on the phone, or dial **8-7968660** to get a dial tone. Then dial 1 + the 10 digit phone number.

To set off pagers using the telephone:
- ASRC: **972-7840**
- BRMRG: **923-5440**
- Wait for three beeps then dial:
  XXX * YYY * YYY * YYYY * XXX
  where XXX is the three digit code, and YYY is the ten digit phone number. For example, 123-804-924-3472-123 would be a test page where members should call the locker.
- If you mess up, do not hang up, just hit ***, and start over.
- If you are paging anyone on the ASRC net who does not have an ASRC PIN, precede their PIN# with their group PIN# (ie 098*745)

Forwarding Dispatch:
- To forward Dispatch locally, dial #99 + XXX-XXXX
- To forward dispatch to a long distance number, dial #98 + FAC code + (XXX) XXX-XXXX
- To unforward, dial ##9 and hang up.

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PAGER CODES

0XX	ASRC Personal Identification Number
000	Disregard last page; used by AOs concerning a false initial page.
100	AO>: Alert Officer call the following number.
101	Handled: An AO, ACA, or a DS has answered a 100, 103, or 106 page, usually followed by the AO's, ACA's, or DS's PIN.
102	IC>: Incident Commanders call the following number.
103	ACA>: Area Command Authority call the following number.
105	Disp#: Dispatch changed to the following number.
106	DS>: Dispatch Supervisor call the following number.
123	TEST: Pager test code, call the following number.
111	Notification: a search is occurring and ASRC is not responding. An ASRC response is unlikely.
222	Alert: a search is occurring and ASRC is not responding. An ASRC response is likely in the next 12 hours.
331	OHT: Overhead team requested consisting of an IC and 1-3 IS.
332	LCO: Limited Callout, a request for a specific type or number of ASRC resources to respond.
333	FCO: Full Callout, all Conference resources are requested to respond.
441	Status 1: Subject found alive.
442	Status 2: Subject found alive, needs medical attention.
443	Status 3: Subject found not alive.
444	Turn: Teams in route turn around.
445	Susp: Search is suspended.
551	B>: Base call the following number.
552	D>: Dispatch call the following number.
553	Te>: Teams in route call the following number.
554	GD>: All group dispatchers call the following number.
600	BOD>: Two members of the Board of Directors call the following number.
650	DO>: Dispatcher to the locker, then call the following number.
7XX	BRMRG Personal Identification Number
888	Anna: Dispatch closing.
999	Dist: Disaster.

Last Updated September 8, 1998

Incident Alert Information

Date:
100 Page (Time):
101 Page (Time, AO):

Incident Type (Lost Person, Evacuation, Aircraft, Other):
      Subject Type (Despondent, Alzheimer, etc):

Subject Information:
      Name:
      Age:
      Sex:
      Medical:
      Time Last Seen:
      Other:

Location:
      State:
      County/City:
      Base Location (Specific Building, etc):
      Base Phone #:
      Directions:

Environment (Rural, Urban, Suburban, Wilderness):

RA Data:
      Contact Name:
      Title:
      Agency:
      Contact #:

Mission #:
Callout Time and Level (Notification, Alert, OHT, QRT, LCO, FCO, other):
Specific Request:
Initial IC, AR or ACA:
Initial Staff:
Groups Notified (Time with GDO Name and Number):
      AMRG:
      BRMRG:
      MARG:
      MSAR:
      PVRG:
      SMRG:
      SWVaMRG:
      TSAR:

DISPATCH LOG BEGINS:

Alert Officer:
Initial Dispatcher:
Initial Dispatch Officer:

DISPATCH LOG ENDS *(proceed to End of Search Checklist and Incident Summary)*

END OF SEARCH CHECKLIST and INCIDENT SUMMARY

I. FIND IS MADE:
  Status (1, 2, 3, Suspension):
  Time/Date:
  Reported by (Name, Agency):
  Details/Location:

II. GROUPS ON SCENE/EN ROUTE

AMRG	BRMRG	MARG	MSAR	PVRG	SMRG	SWVMRG	TSAR

III. GROUPS NOTIFIED

	AMRG	BRMRG	MARG	MSAR	PVRG	SMRG	SWVAMRG	TSAR
TIME								

IV. LAST TEAM LEAVES BASE: Time: ETA:

V. ALL TEAMS HOME:
  Time: or None responded:
  OR:

RESPONSIBILITY FOR MISSING TEAMS PASSED TO GDO's

	AMRG	BRMRG	MARG	MSAR	PVRG	SMRG	SWVAMRG	TSAR
TIME								

VI. SEARCH SUMMARY
  100 page:
  101 page:

ASRC Callout:	Date	Time
Notification		
Alert		
Overhead		
Quick Response Team		
Limited		
Full		

  First BRMRG car en route:
  Total # BRMRG members responding:
  Estimated Total Mileage (# cars times round-trip mileage):
  Estimated BRMRG searcher-hours (from departure to return):
  Total Dispatch Hours:

VII. DISPATCH CLOSES
  Time:
  Final Dispatcher:
  Final Dispatch Supervisor:

VIII. DOCUMENTATION:

PRINT TWO COPIES OF ALL DOCUMENTATION!!!
PUT EACH IN A FOLDER WITH MISSION NAME, NUMBER, AND DATE
PUT ONE IN BRMRG ADC BOX AND ONE IN ASRC ADC BOX

Time:

IX. CHANGE ANSWERING MACHINE

Time: