

Auxiliary Communications (AUXCOMM)

Training Course

Unit 9: Best Practices



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Terminal/Enabling Learning Objectives

TLO: At the conclusion of this unit, the student will identify best practices of an Auxiliary Communicator.

ELO A: Describe the things to do as an Auxiliary Communicator.

ELO B: Describe the things not to do as an Auxiliary Communicator.



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AUXCOMM UNIT 9 - BEST PRACTICES

AUXCOMM Best Practices

Do

- Have ACM make initial contact with EOC personnel prior to an event if a working relationship does not yet exist
- Maintain Radio Protocols

Don't

- Make negative statements on the air



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AUXCOMM UNIT 9 - BEST PRACTICES

AUXCOMM Best Practices (Cont'd)

Do

- Make statements short and concise
- Only transmit messages given to you by the proper authority

Don't

- Transmit anything sensitive (death counts, staging areas, fuel locations, etc.)



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AUXCOMM UNIT 9 - BEST PRACTICES 4

AUXCOMM Best Practices (Cont'd)

Do

- Be familiar with the auxiliary radio frequencies of your surrounding community, region and state

Don't

- Force yourself or your organization on Public Safety management
- SELF-ID your personal vehicle without proper authority
- Deploy to an area without the permission of the ACM



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AUXCOMM UNIT 9 - BEST PRACTICES 5

AUXCOMM Best Practices (Cont'd)

Do

- Always look for other opportunities to help in the EOC...with permission
- Take the opportunity to do training/testing during "down time"

Don't

- Just sit there and wait for the next assignment
- If in an EOC position, you have been given a rare invitation to be customer service oriented...Don't mess it up if you're lucky enough to be invited into an EOC



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AUXCOMM UNIT 9 - BEST PRACTICES 6

AUXCOMM Best Practices (Cont'd)

Do

- Be a team player and maintain a positive attitude
- Once a COML or other Emergency Manager says "no," then do as they say. Consider what they say as the final authority
- Always follow the Chain of Command

Don't

- Express political agendas. When activated, you are not a representative of MARS, ARES, RACES or any other organization ...you are an Auxiliary Communicator – leave local organization politics at the door



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AUXCOMM UNIT 9 - BEST PRACTICES

AUXCOMM Best Practices (Cont'd)

Do

- Maintain a professional appearance and standards
- Leave at home your call sign badges, hats, your club jackets, and your ham bumper sticker

Don't

- Wear Public Safety type uniforms without the express consent of the COML and/or Emergency Manager



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AUXCOMM UNIT 9 - BEST PRACTICES

AUXCOMM Best Practices (Cont'd)

Do

- When in doubt...ASK FIRST!
- People will remember you by your positive actions and attitude
- Develop an SOP between your group and the COML

Don't

- Make a negative impression. Any negativity is what people will most likely remember
- Bring any communications equipment into an EOC unless it is authorized



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AUXCOMM UNIT 9 - BEST PRACTICES

Unit 9: Summary

- 1) Identify best practices of an Auxiliary Communicator.
- 2) Describe the things to do as an Auxiliary Communicator.
- 3) Describe the things not to do as an Auxiliary Communicator.



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AUXCOMM UNIT 9 - BEST PRACTICES



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