HELP IS NEAR

National Emergency Aid Radio

★3 MONITOR

STUDENT STUDY GUIDE

Training program for CB Radio Emergency Monitors

67489

DEPARTMENT OF TRANSPORTATION · UNITED STATES OF AMERICA

National Highway Traffic Safety Administration

MONITOR

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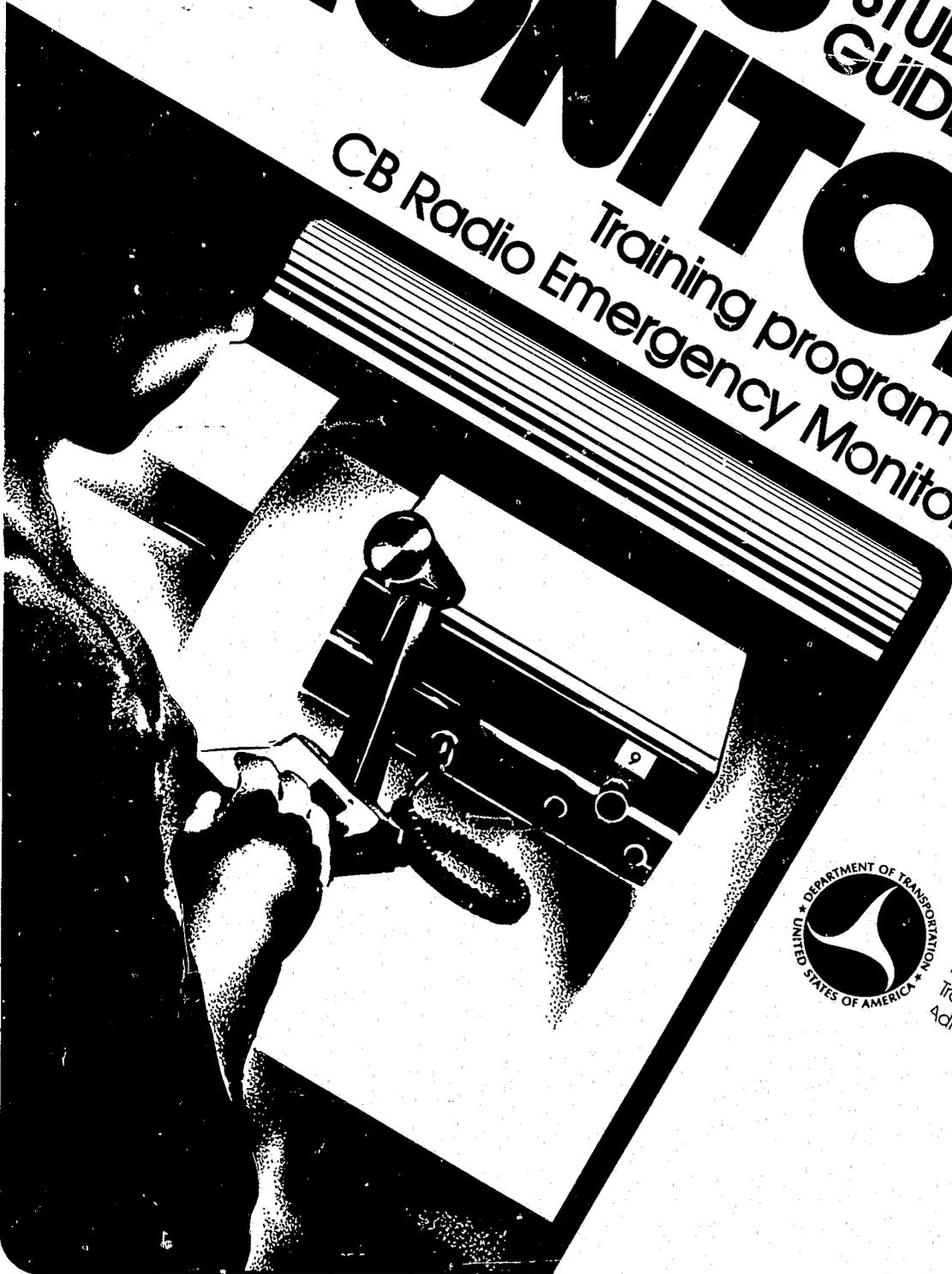
National Highway
Traffic Safety
Administration

preface

The goal of the National Highway Traffic Safety Administration (NHTSA), Department of Transportation (DOT), pursuant to the Highway Safety Act of 1966 and the Emergency Medical Service Standard 11, has been to develop, upgrade and professionalize operation of the emergency response system and to *achieve complete system development.*

This task can be separated into four major sections: *Administration, Personnel, Equipment* and *Communications.*

The focus of this course study manual is *Communications*

Communications is the means by which the entire system becomes cohesive and efficient. In the absence of a dedicated highway/emergency communications system, ever greater use is being made of Citizens Band Radio (CB). Two factors figure heavily in this: first, the population of CB-equipped vehicles on the road today is at least one in 10, secondly, and perhaps even more significant, CB radio is the only convenient method of allowing the public at large direct access to the established emergency response system. CB can provide citizens with an *immediate*

emergency two-way communications access to public safety agencies from virtually every corner of the U.S.; from wilderness to urban area; from lakes, rivers and oceans to prairies and deserts and nearly every mile of roadway in between.

The vitally important link in that response system is the trained monitor, who will *listen* for emergency calls on the Emergency Channel 9, *obtain the facts,* and then *channel them* into the established emergency response system correctly and concisely to insure that the appropriate agencies respond.

The focal point of this emergency communications system is the National Emergency Aid Radio (NEAR) program, sponsored by the NHTSA within DOT. The NEAR program has been developed for the purpose of coordinating the activities of volunteer and public safety agency Emergency Channel 9 Monitors with the activities of the established emergency response system and to provide training.

This course has been prepared under contract from the DOT by REACT International, Inc., an independent non-profit public service organization.

acknowledgements

foreword

This manual has been developed as a study guide for National Emergency Aid Radio (NEAR) CB Channel 9 monitors. The Channel 9 monitor, being the vital link in the communications chain between the public at large and the established emergency response network, must have a thorough understanding of the *role of monitor* and what the performance of that role entails. This manual outlines the basic *rules, tools* and *techniques* used by CB Channel 9 monitors and discusses the five most common kinds of highway related emergency calls. They are:

1. Highway accident or medical emergency
2. Disabled vehicle—not blocking traffic
3. Disabled vehicle—blocking traffic
4. Careless or reckless driver
5. Traveler assistance

Much of this course is based on a 30-minute training film, "HELP is NEAR," and the class discussion that follows. Your instructor will distribute all necessary materials and will be prepared to answer any questions you may have concerning the material presented. You are encouraged to ask questions.

Underlying guidelines for all monitor trainees are to adopt professional communicator standards by always remaining *Calm, Courteous, Correct* and *Concise;* and to remember the importance of the monitor function in helping to provide faster, better emergency response to anyone in need.

contents

I. introduction

The purpose of this study guide is to provide you, the NEAR/CB Channel 9 monitor trainee, with an organized approach to learning the role and functions of the Emergency CB Channel 9 monitor. As a graduate of this course, you should be qualified to stand radio watch as scheduled by your local administrator, to monitor CB Channel 9 for emergency calls, obtain all necessary information and channel it to the appropriate response agency.

Proper performance of the monitoring function requires a thorough understanding of the *tools* necessary to do the job, the specific FCC *rules* that apply to CB Channel 9, communication *techniques* that help insure good information transfer, plus information logging and record keeping.

The course is designed to be conducted in a two-hour classroom session including a 30-minute training film, "HELP is NEAR," which provides all of the basic text material for the course. Following the film, there is a structured discussion session in which you will have an opportunity to ask questions and discuss any aspect of monitoring you want clarified. There are also classroom exercises designed to help you practice monitoring procedure and techniques under the supervision of a skilled communicator.

II. purpose of this course

The purpose of this course is to train you to be an efficient CB emergency channel monitor—to *quickly gather* the pertinent facts in any emergency situation reported over Channel 9, and to report them *correctly* and *concisely* to the appropriate emergency response agency.

Because lives are often at stake, time is of the essence. *Efficiency* (defined as *speed* and *accuracy* combined with *clarity*) is the most important asset of the dedicated monitor. Speed without accuracy or clarity is useless—even detrimental to the communication process. Poor transfer of information in an emergency can delay response or bring the wrong response which can needlessly

cause paid and suffering—even loss of life.

Your attitude is important, too. A monitor must remain calm, must proceed in a professional manner and must quickly get the important, relevant facts and channel them into the established emergency response network to get the response started.

By the end of this course, you will possess the necessary knowledge of the *tools*, the *rules* and the *techniques* you'll be using as NEAR/CB Channel 9 emergency monitor.

III. student qualifications

There are no specific prerequisites for NEAR/CB Channel 9 emergency monitor trainees except:

1. A valid CB license
2. A strong desire to help your fellow man through dedicated public service.

IV. NEAR/CB9 emergency monitor training course

COURSE CONTENT	NOTES

A. Introduction to course

OBJECTIVE: To provide you with a thorough understanding of the role of the NEAR monitor in the established emergency response system and to give you a working knowledge of the *tools, rules* and the *techniques* of good monitoring. This study guide provides basic information and also allows additional spaces for *you* to make notes on key points covered in class discussions and/or administrative notes of a specific local nature.

In addition to the Student Guide, the instructor will distribute reference materials including a Citizens Band Monitor Guide, a copy of the current FCC rules, any special local information plus local maps, street guides and the necessary logging and reporting forms.

COURSE CONTENT

Purposes of the course

1. To provide you with an understanding of the role of responsibilities of a NEAR/CB Channel 9 monitor.

2. To discuss the various tools used by the emergency CB Channel 9 monitor.

3. To discuss the FCC rules that affect the emergency monitor.

4. To discuss proper attitude and the techniques for good monitoring.

5. To discuss the five most common types of highway related Channel 9 emergency or distress calls.

6. To discuss the need for accurate record keeping and reporting.

Ground rules for student participation in this course.

1. Ask questions.

2. Be interested in helping others.

Training approach

On the face of it, being a NEAR monitor appears to be a simple job: *listen* and *report*. But it can be deceptively simple. It's just too important a job to not be done properly.

The course is based on a 30-minute training film, covering all the essential information needed by the monitor. It also dramatizes the *five most common types of highway-related emergency* calls heard on Channel 9.

1. Highway accident or medical emergency

2. Disabled vehicle—not blocking traffic

3. Disabled vehicle—blocking traffic

4. Careless or reckless driver

5. Traveler assistance

A structured discussion period follows the film to allow ample opportunity to examine, discuss and expand on the material presented.

As you view the film, watch carefully to see the tools, the rules and the

communications techniques used by the monitors. Note how they handle the five types of calls, how they work to immediately establish the location and the urgency to the situation. Then note how to proceed with the rest of the call. Make notes on anything you wish to ask questions about in the discussion period following the film. During the discussion period, special attention will be given to reporting and logging procedures.

B. Film: "Help is NEAR"

(NOTE: for purposes of illustration, volunteers identify as "NEAR Monitor" in the film. Identification of participating organizations such as REACT Teams and Emergency CB Clubs is appropriate.)

Notes:_____

_____

C. Discussion of the film

1. Role of the NEAR monitor

Objective: to provide the NEAR/CB Channel 9 monitor with a clear understanding of the monitor's role in the established emergency response system.

The role of the monitor is to provide a communications link between the *need* and the *help*. To keep that link intact, the monitor must:

- Get information from the caller as needed.

- Pass information to the public safety agency or appropriate response source, and in turn to the responding unit so they can be ready to help in all respects when they arrive on the scene.

- Be ready to guide help to the scene.

- Act as a relay station among separate stations or mobile units.

- Keep records on calls and responses.

When does a monitor order specific types of emergency equipment or crews?_____

KEY THOUGHT: The monitor is the communications link between the *need* and the *help*.

2. Tools of the NEAR monitor

Objective: To provide you with an understanding of the tools used by the monitor and their specific uses.

What are the two primary tools used by the NEAR monitor?

_____

_____

Why the telephone?_____

_____

Since the overall aim of the NEAR monitor program is to provide faster emergency response with the most appropriate kind of help, it is essential that calls be channeled into the system the most efficient way.

COURSE CONTENT	NOTES

What are some of the other tools used by the NEAR/CB 9 monitor?

_____

_____

_____

_____

_____

_____

Before getting into the section dealing specifically with the FCC rules governing the use of CB, make sure you understand the difference between CB two-way radio and other two-way radio systems to be used for personal communications. CB is like a party line and *everyone* with a valid CB license has equal access to the channels with few restrictions. By contrast, in other types of two-way radio services the channels are licensed to an individual, company or governmental agency for a specific frequency and for a specific purpose. CB is the only existing two-way radio service that can provide citizens in all parts of the country with immediate direct access to the established emergency response system. The NEAR monitor is the vital link in the communications chain...the link between citizens everywhere and the established emergency response network. Care is needed to keep that link intact.

3. Rules

Objective: To provide you with a clear understanding of the FCC rules pertaining to the use of CB in general, and Channel 9 in particular, in order to properly perform all the duties of the CB Channel 9 monitor.

All FCC rules for the use of CB radio and the Emergency Channel 9 apply equally to everybody. No one has special privileges, no one gets special treatment, regardless of profession or organizational status.

For review, here are a few of the specific rules that apply to Channel 9, taken from the FCC's "PLAIN ENGLISH RULES—CITIZENS BAND RADIO SERVICE," effective August 1, 1978:

CB Rule 17. On what channels may I operate?

(a) (Not relevant)

(b) CHANNEL 9 MAY BE USED *ONLY* FOR
*EMERGENCY COMMUNICATIONS OR FOR
†TRAVELER ASSISTANCE.

(c) YOU MUST, AT ALL TIMES AND ON ALL CHANNELS, GIVE PRIORITY TO EMERGENCY COMMUNICATIONS.

(d) You may use any channel for emergency communications or for traveler assistance.

(e) You must share each channel with other users.

(f) The FCC will not assign any channel for the private or exclusive use of any particular CB station or group of stations.

*Emergency is any situation endangering life or property.

†Traveler assistance is any request for information regarding local highway travel, directions and non-emergency help.

These rules make it clear that Channel 9 is for emergency use only, that everyone is entitled to equal access to Channel 9, and that *emergency communications* on *any channel have priority over other communications.*

Should a NEAR Monitor announce on Channel 9 that he is going on or off watch? _____

_____

All FCC rules governing the use of CB apply to CB Channel 9 monitors:

- Monitors like everyone else must have a valid CB license.
- All stations must identify themselves with their station call letters at the conclusion of each completed message.
- Monitors must not use obscene or profane language, make threats or otherwise misuse or try to dominate any channel.
- Singing, whistling, playing music, using sounds other than voice and giving commercial messages are all, of course, prohibited on all channels.

What about time checks?_____

_____

What about radio checks?_____

_____

(Hint: Are these *emergency* calls?)

General Rule: The objective is to keep Channel 9 clear for real emergencies. Use judgement in your approach to each situation, but clear the channel as quickly as possible.

COURSE CONTENT	NOTES

4. Techniques of the NEAR monitor

Objective: to provide the monitor with the knowledge of clear communications techniques and to underscore the idea that the monitor's job is to transfer information clearly and accurately.

Generally, anything that enhances communications between the caller and the emergency response system is desirable and anything that gets in the way of clear communications is to be avoided.

Plain English, spoken clearly and distinctly at a moderate rate is understood everywhere. CB jargon, 10-codes and slang expressions, on the other hand, are not.

Sometimes it is necessary to spell out names and other vital information. How was it done in the film?_____

_____

Another important part of monitoring is remaining calm, even though the caller may be excited or even abusive. Remember, the caller may be under severe stress. You are not and your calm, professional style will help relieve the stress of the caller.

A clear, confident plain-English speaking style has a professional communicator's sound to it and that in itself can help calm an excited caller. It is an important technique of the monitor.

Never argue with a caller, never try to scold or reprimand a caller who is abusive. Always be courteous, get the essential information as quickly as possible, channel it into the response system.

What information should the monitor establish first?_____

_____

But don't risk losing an excited caller. Explain any wait as you call in facts. Get back to the caller as soon as possible.

Don't be long-winded, don't tie up the channel any longer than necessary.

The film summarizes these points with the four "C's"...what are they?

_____

_____

_____

5. Exercises
Five types of commonly received emergency call situations

The following exercises are designed for classroom review of the five types of emergency call situations presented in the training film. Space has been left for you to write in answers as they are discussed. The exercise calls for class participation. The instructor will assume the role of the person initiating the emergency call on Channel 9. You may be called upon to assume the role of the monitor, obtain the necessary information and follow the normal monitoring and reporting procedures.

Guide to monitoring procedure

Identify yourself as a NEAR monitor...use call sign as a sign of professionalism, to help reassure caller who may be under heavy stress.

Establish *kind of emergency* and *exact location*. (Note: if location sounds strange, ask caller for *State* in which he is located to rule out long distance "skip"* calls. Find out how many vehicles are involved, how many people, number and type of injuries if any. Additional hazards if any. Any other important, relevant information that might be needed to assist emergency dispatcher in sending appropriate aid.

DO NOT TRY TO TELL DISPATCHER WHAT IS NEEDED.

Report the facts that have been reported to you. Assume nothing, take nothing for granted.

Report the facts clearly, calmly, concisely and correctly.

a. Highway accident or medical emergency
"Break, Channel 9."
(What should monitor response be?)

"This is KFP 2608. I just saw an accident."
(What should monitor response be?)

Sequence for eliciting information from caller.
In obtaining and recording information about the call, you have to get the information in a regular sequence. You can't ask everything at once, and you have to ask important things first. Although "experts" may differ on priorities for obtaining information, one generally recognized sequence is:
1. Caller's perception of the nature of the problem.
2. Time that the call was received (simultaneously with No. 1 above).
3. Specific location of the incident, including directions for guiding vehicles to the scene.
4. Name of caller.
5. Specifics of the nature of the incident (i.e., for a medical incident— How is patient's breathing? Is the airway clear? Is patient conscious? Bleeding severely? In severe pain?)
6. Are other services needed?

Getting additional information
After you call the dispatcher with the essential facts to start the emergency response, notify the caller that help is on the way. You may also need to get additional information.

In the case of medical emergencies, the name of the patient, the patient's doctor's name, and other information that might be channeled into the system to provide more help.

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*"Skip"— a popular term for a phenomenon in which CB signals are reflected off the upper atmosphere and clearly heard up to several hundred miles from their point of origin. "Skip" calls are normally illegal, according to FCC rules. However, if you are clearly receiving an emergency call and establish the location as some distant spot, by all means, handle it as you would any emergency call and take the information as necessary and make a long distance telephone call to channel it into the local emergency response system for that area. Conditions may be such that you are the ONLY unit receiving that emergency call.

COURSE CONTENT	NOTES

b. Disabled vehicle—not blocking traffic

"Break, Channel 9."
(What should monitor response be?)

_____

_____

What should the monitor try to establish first?_____

_____

What other information?_____

_____

_____

When should the monitor channel the information to authorities and which authorities?_____

_____

_____

b. (Variation) Stalled vehicle—not blocking traffic

"Break, Channel 9."
(Monitor response)_____

_____

_____

Did the monitor proceed properly?_____

_____

_____

Comments:_____

_____

_____

Summarize what information the monitor should establish as quickly as possible:_____

_____

_____

c. Disabled vehicle—blocking traffic

"Break Channel 9."

(Monitor response)_____

_____

Did the monitor identify himself, establish what happened, exactly where, if there were injuries, how many people involved, how many vehicles, what type, blocking traffic? Other hazards, etc.?

d. Careless or reckless driver

"Break, Channel 9, there's a madman out here on the super slab.."

Comments:_____

_____

Summarize:_____

_____

_____

_____

_____

_____

e. Traveler assistance

"Break, Channel 9"_____

_____

_____

_____

_____

COURSE CONTENT	NOTES

6. Logging calls and recording information

Students refer to NEAR forms and emergency call logs.

Notes:_____

_____

_____

_____

_____

_____

_____

_____

_____

CALL ON CHANNEL 9

Emergency monitor establishes
- Type of situation
- Exact location

Non-emergency (no clear or immediate danger to life or property.)

Traveler information assistance

Monitor gives information quickly on channel 9 or moves to other channel for detailed answer.

Emergency situation involving damage to property, personal injuries and/or immediate danger.

DETERMINE SITUATION

TRAFFIC ACCIDENT

DISABLED VEHICLE

ROAD HAZARD (or any other hazard to persons or property)

CRIME

FIRE

MEDICAL

OTHER—OR IF IN DOUBT

MARINE

GET ADDITIONAL INFORMATION

No., type of vehicles. No. people. Injuries? Bleeding? Unconscious?

On roadway? Off roadway? People in it? Other hazard?

Description: object on highway? Power line down? Other? Get details.

In progress? Against person? Against property?

Type (car, building, open field, forest, chemicals or other inflammable material present?)

Patients bleeding? Unconscious? Breathing?

Get relevant information from caller re: location, situation, no. of persons, danger.

Name, type of craft. Position, time of incident, nature of emergency, complete description of craft/persons aboard (no., age, sex).

CALL: 911 or

_____

_____

_____

_____

_____

_____

CALL USCG or

_____

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END