Message HANDLNG Guide

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MESSAGE HANDLING

GUIDE

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Introduction

During exercise *Kingfisher* on October 4, 2014, it was observed that many radio operators experienced difficulty transmitting and receiving formal messages. While some of these difficulties were technical in nature, most were of an operational nature. Operators were clearly unfamiliar with message handling techniques and associated pro-words. Responses to questionnaires circulated as part of exercise *Kingfisher,* confirmed this. Many of those who responded to the questionnaire, stated that "more practice is needed", in message handling.

Accordingly, a decision has been made to hold on-air practice sessions with the object of increasing operator proficiency in message handling.   During these sessions, operators will use EMO approved radio procedures and forms and by doing so, will increase their comfort level and familiarity with both the forms and voice procedures needed to accurately and efficiently pass messages.

The purpose of this, *Message Handling Guide,* is to provide information operators will need to know to successfully participate in the net. This guide deals with the VOICE portion of these practice sessions. Procedures are also being developed to enhance competency in the use of RMS Express which is a vital component of message handling during incident management situations.

Since the practice sessions will be "live – over the air", efforts will be made to ensure that those who may overhear the sessions are aware that the messages are **NOT REAL**, but are practice messages. The name *Roundtable* has been given to these exercise sessions, and accordingly, ALL messages used in practice sessions will contain the words <u>EXERCISE ROUNDTABLE</u> in the appropriate place at the beginning of the message and <u>EXERCISE – EXERCISE – EXERCISE</u> in an appropriate place near the end of the message. Exercise participants will be provided with copies of the messages they will be asked to transmit. These messages will be short and relatively simple and as proficiency increases, so will the complexity of the messages.

Practice nets will take-place on alternate Sundays with VOICE practice on one Sunday evening and RMS Express nets on an alternate Sunday. The schedule of these training sessions is in the process of being determined.

Persons who intend to participate in the practice nets should <u>thoroughly</u> read and familiarize themselves with this **Guide** before attempting to send messages. It is the aim of the training team, that proper procedures are learned and practiced from the outset. It is easier to learn good habits in the beginning rather than to try to correct bad habits later.

Guide Organization.

This Guide is divided into SEVEN parts as follows:

PART A   Will deal with preliminary information operators need to be aware of, and will explain WHY certain forms and procedures are used and why others are not.

PART B   Will focus on familiarization with the Message Form that Halifax EMO has adopted and which is to be used on the practice net. It will dissect the message form into its constituent parts and explain what information is to be entered in each box on the form. Additional information explaining WHY will also be provided.

PART C   Will describe "how" a message is to be transmitted by voice over the air-waves using well tested and approved pro-words and long-standing message handling practices.

PART D   Concentrates on procedures for completing a RADIO LOG.

PART E   Will deal with pro-words and definitions related to message handling (and radio operation) in general.

PART F   Will deal with pro-words most frequently encountered in message handling.

In addition to the foregoing information, there are a number of ANNEXE(S) that may be used as an "aide memoire" for operators to consult and which contain important information.

Part A

Preliminary Information

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PART A

Preliminary Information

1.0   Eligibility to Participate in the Practice Net

In the early stages of the practice nets, the EMO Training Officer, VE1GTC, will determine how many operators will be invited to participate in the VOICE nets. This is necessary in order to avoid overloading. In the time allotted, only so many participants will be able to send messages and in order to accommodate those operators, the group will, of necessity, be kept relatively small.

While there is no intention to exclude anyone wanting to participate in these nets, certain eligibility requirements will be used to select operators. First choice will be given to those who:

> Are, currently underlined registered with EMO.

> Have taken radiocommunication training courses with EMO in the past, and have

> previously taken an active part in EMO radiocommunication exercises.

It is important that only operators, who actually intend to participate in the nets, register for the on-air practice sessions. Once accepted operators, will be expected to participate in at least SIX consecutive sessions. By registering and being accepted means that others, who are prepared to make that commitment, will not be able to do so. This would be unfair to operators who are not initially accepted. Simply put – if you register – participate.

Although no decision has been made on the introduction of a CERTIFICATION system for operators, of which message handling competence will be a significant part, a roll-call of net participants will be made at the beginning of each session and a record of attendance maintained.

It is important to point out, that although message handling is NOT rocket science, it would be difficult for a person who has not already taken EMO radiocommunication training, to have sufficient knowledge of message handling to

contribute to the on-air practices. A certain level of familiarization with pro-words and other procedural information is a necessity.

Persons who do not meet the eligibility requirements are encouraged to contact Tom Caithness, VE1GTC at; tom.caithness@ns.sympatico.ca to enquire about training opportunities.

1.1   Participant Email List

It is important that those who register for these sessions do so by contacting Tom Caithness, VE1GTC at the above-noted email address providing their email addresses. For those interested in participating in the RMS Express net, they should contact david.musgrave@ns.sympatico.ca. Those with comments or suggestions regarding this Guide, may wish contact Joe MacPherson, VE1CH. jmp@bellaliant.net.

1.2   Explanations, Conventions and References

1.2.1 Incident Command System (ICS)

Net participants should be aware that while Halifax EMO has adopted the Incident Command System (ICS) for incident management in HRM, and has adopted most of the associated ICS forms, there is at least ONE exception, ICS Form 213.

ICS 213 General Message form, has NOT been adopted by EMO because it has been found to be unsuitable for EMO radiocommunication purposes. Instead, EMO has opted to continue to use form EMO 0714 (see ANNEX C – Halifax EMO Message Form), which has been in use, and has worked well for EMO radiocommunication purposes for many years. ICS Form 213 does not appear to have been designed to accommodate communications requirements over a wide geographic area and is lacking in critical information.

1.2.2 Radiocommunication Procedures

Radiocommunication procedures adopted by Halifax EMO, and reflected in both the *Radiocommunication Manual* and this *Guide* are based on *Allied Communication Publication ACP125 (F) Communication Instructions Radiotelephone Procedures*.

This document is used domestically and internationally by both military and civilian organizations who engage in radiotelephone communication on a daily basis, these procedures have been in use for more than FIFTY years. ACP125F is believed to be the foremost authority in the field of voice radiotelephone procedures.

1.2.3   Amateur Radio - Radiogram/Message Forms

The Amateur Radio Emergency Service (ARES), as well as the amateur radio National Traffic System (NTS) Radiogram form, used by amateur radio operators in both Canada and the United States, are not used by Halifax EMO for message handling purposes. These forms have been evaluated and found to be unsuitable for EMO purposes.

Some of the reasons are as follows: the Radiogram form has restrictions on message length, requires a word counts (a throwback to the days when commercial entities charged by the word for handling messages), as well as restrictions on punctuation etc. While these restrictions may fill a need in the amateur world, placing such limitations on messages related to mission critical incident management, is considered to be overly limiting.

1.2 4   Phonetic Alphabet

During the on-air practice nets, operators must learn and become familiar with use of the approved International Telecommunications Union (ITU) phonetic alphabet. See ANNEX A, for a copy of the ITU phonetic alphabet. The use of "home-brew" phonetics is not permitted. EXAMPLE: A call-sign, such as VE1GTC would be pronounced phonetically as **V**ictor **E**cho **ONE G**olf **T**ango **C**harlie and **not** as **V**ictoria **E**ngland **ONE G**uatemala **T**okyo **C**anada.

1.2.5 Twenty-four Hour Clock

Operators will be expected to learn and use the 24-hour clock during on-air practices. A conversion chart is shown in ANNEX B. Note there is no such time as 0000. Midnight is either expressed as 2359 or 0001. By using the 24-hour clock, **am** and **pm** indicators are not necessary.

Operators must **learn**, **practice**, and **use**, proper procedures until they become **second nature.**

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Part B

Message Form

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PART B

Message Form Structure

2.0 Message Structure

Messages have THREE distinct parts: **header, text and footer**. Each of these parts serves a particular purpose and all are essential to effective message handling.

2.0.1 Message Header

Halifax Regional Municipality	**O - Immediate**
Emergency Management Office	**P - Priority**
	R - Routine

Message Form

Note: Please PRINT clearly

Action - Precedence	Info Precedence	Date-Time-Group (date, time 24-hour Month abbreviated and year) EXAMPLE. 210215 Aug 14	
FROM:			
TO:			
INFO:			

The HEADER of the message is the top section of the message and includes everything before the first **BREAK.** The break separates the header from the TEXT of the message and contains important information related to the delivery of the message to an addressee(s).

The first box on the form, marked "Action-Precedence" is where the ACTION precedence is shown.

By placing a precedence designator, **"O", "P"** or **"R"** in the first box, the originator indicates the **handling order** with which the message is to be processed. It is usually

an indication of the relative importance of that message vis-à-vis other messages. (NOTE -Precedence is not a <u>type</u> of message but rather an indicator of handling order).

By placing an **"O" (Immediate)** in the box, the originator, radio operator, and the addressee recognizes that the message is of <u>significant</u> importance and should be handled without delay.

By placing a **"P" (Priority)** in the box, the originator is signifying that the message is important but not as important as the previous **"O"**, but more important than a routine **"R"** message.

An **"R" (Routine)** precedence is the lowest of the three and is to be handled when higher precedence message traffic has been handled.

> **[NOTE** – **WELFARE** is <u>not recognized as a precedence in </u>Halifax <u>EMO</u> as it is in ARES – NTS Radiogram messages. Welfare is a TYPE of message just as Operations, Logistics and Administration messages are types of messages. Since welfare messages are not an indication of processing speed, and can themselves be "O", "P" or "R", welfare is NOT to be used as a precedence indicator**]**.

The second box on the message form is for the INFO precedence. By placing a precedence designator in that box, it indicates the relative speed of handling of this message to INFORMATION addressee(s).

> **[NOTE** – An Action addressee is the entity to whom the message is sent and from whom some form of action is expected. The Info addressee(s) is/are entities which have been provided the message for information purposes **ONLY]**.

> A message may have ONE or TWO precedence(s), but **cannot** have more than two.

If a message has a single precedence, even though there are both action and info addressees, only **ONE** precedence, is shown in the Action – Precedence box. This indicates that the message is of <u>equal</u> precedence for **ALL** addressees.

> **[NOTE** – If the message has a single precedence, EXAMPLE **"P"**, DO NOT put a "P" in the second box – just in the first box.**]**.

[NOTE - When transmitting a message, **DO NOT** say the words "Action-Precedence" or "Info Precedence", instead, just say the word (i.e. Immediate, Priority, Routine). It is NOT necessary to indicate which precedence is ACTION or which is INFO; that will be self-evident. EXAMPLE: After the word MESSAGE is spoken, simply launch into the message by saying "Priority" or "Routine" followed by the date-time-group**].**

Date-Time-Group. The THIRD box on the message form is for the date-time-group. The date-time-group is formed as follows: first two figures are the DAY OF THE MONTH expressed in numerals, Example: 06, 12, 15, etc. The next four figures are the TIME OF DAY in four numerals (24-hour clock). Example 0600, 1450, 2359 etc. the next three letters are the month abbreviated, EXAMPLE: FEB, MAY, NOV, etc. The last two numerals are the year abbreviated. Example: 12, 14, 15 etc.

[NOTE – This is the format that *__SHALL__* be followed for the date-time-group. Some amateur radio operators object to this format stating that they do not understand it. Others have attempted to CHANGE the date-time-group into a more user friendly format. Operators with Halifax EMO are encouraged to take a few minutes to learn how to form a date-time-group rather than engaging in acrimonious debate on how they would prefer the date-time-group to appear**].**

The date-time-group is used to indicate when a message is drafted for transmission. In some cases the originator will enter the date-time-group, and in other cases, it may be necessary for the operator, on receipt of the message from the originator, to enter the date-time-group. In either case, the date-time-group MUST be determined before a message is transmitted.

Since several messages, perhaps dealing with the same subject-matter, may be sent at the same time, the originator number, when properly used, serves as a far more definite form of message identification and reference than the date-time-group..

The month and year, in a message, may be expressed in either "upper" or "lower" case. EXAMPLE   081325 JAN 15 or 081325 Jan 15. The message example shows "lower" case. Either is acceptable.

FROM line on the Message Form

The **FROM** line on the message form indicates which **office** originated the message. This is not usually the name of a person but a Title i.e., Incident Commander, Logistics Chief, Operations Chief etc. If the originator feels that it is necessary to include his/her name as well as his/her title, this is done by adding // after the addressees title in the FROM or INFO lines.

> EXAMPLE: FROM: Incident Commander Site Six//Doe or John Doe.

> **[NOTE** –When "*//*" is used, it is voiced as **slant slant** and not as **slash slash.** This symbol preceded the computer age where the term "slash" and "backward slash" have become commonplace**]**.

TO Line on the Message Form

The **TO** line indicates the ACTION addressee of the message. While there may be more than ONE ACTION addressee, there is normally only ONE per message. To avoid confusion, only one ACTION addressee is used in the *Roundtable* practice messages.

INFO Line on the Message Form

The **INFO** line indicates addressees who <u>MAY have an interest in the subject matter of the message</u>, but are not expected to ACT on the message.

> EXAMPLE: An Incident Site Commander may indicate that he requires shelter, food and blankets to take care of persons evacuated from a particular location. He may not necessarily know which agency handles such matters and may therefor addresses a message (or messages) to the Red Cross, Salvation Army and the Department of Community Services.

Upon receipt of that message, Red Cross may respond indicating that it will handle the request and provide the required services. In order to avoid confusion or having three agencies opt to provide these services, Red Cross would respond to the Incident Commander, **INFO** Salvation Army and Department of Community Service. Having done so, everyone involved is now aware that the matter is being dealt with and is aware of which agency has accepted responsibility.

Once the INFO line information on the message form, has been transmitted, the transmitting operator would now signal the END of the header by saying **BREAK.**

2.0.1.1 Special NOTE: Named Exercise

In cases where messages are part of a NAMED EXERCISE, i.e., EXERCISE *ROUNDTABLE*, the operator would voice that the name of the exercise <u>before</u> the first break.

<u>Unnamed Exercise</u>

If the message is part of an impromptu exercise that has <u>not been given a name</u>, the operator would say EXERCISE – EXERCISE – EXERCISE before saying the first **BREAK** and would repeat exercise three times just after the second break.

> The exercise name is NOT part of the message text.

2.0.2 TEXT Portion of the Message Form

B R E A K

NUMBER

(The text of the message appears between the two BREAKS)

B R E A K

The SECOND part of the Message Form is the TEXT. This is the "meat" of the message, and contains the information the originator wishes to convey to the addressee(s). It is the purpose for which the message has been created in the first place. Facilitating the transmission of that message, correctly and accurately, from an originator to the addressee(s), is where radio operators are become involved.

ANNEX F of this Guide, contains a list of the most common PRO-WORDS used in message handling. By learning these pro-words and understanding them, message handling will be much more efficient. It is important that exercise participants learn the meaning of these pro-words and understand how they are used in messages as well as in voice procedures generally.

The TEXT portion of the message begins immediately after the first **BREAK**. Immediately after the break, the transmitting operator will voice the word **[NUMBER]** followed by the originator number. After that, the operator MAY have a reference line which is part of the text of the message.

EXAMPLE: The message being handled may be an original message or it may be in response to a message from somewhere else. When the latter is the case, a reference line might look like this: Ref. my REL297 or, Ref. your REG216 etc.

The text of the message may be something as simple as two words; "I CONCUR". This means: I refer to my original message regarding XXX, and to your response to me (re the same topic XXX). I agree with you or "I CONCUR". As long as the originator numbers relate to the same topic, there should be no need for additional clarification.

Once the message is completed, the operator would say **BREAK.**

Once again, if it is an exercise message, the operator would say EXERCISE – EXERCISE – EXERCISE before saying OVER to the receiving operator.

[NOTE – Regardless of whether it is a NAMED exercise or not, the words EXERCISE – EXERCISE – EXERCISE are always used at the END of the message. The name of the exercise appears ONLY at the beginning of the message**]**.

2.0.2.1. Special note re originator number(s)

Originator number(s) are a very important component of message handling ***and all operators will need to become proficient in their use.***

(See Annex "F" for a detailed discussion on the use of Originator numbers)

Originator number(s) may be thought of as message serial numbers that uniquely identifies one message from another in much the same way as a licence plate uniquely identifies one car from another.

In an emergency incident many messages being processed may look similar and many will deal with the same subject matter. In the heat of the moment, it may be difficult to differentiate one message from another. Messages with originator numbers will be much quicker and easier to log and replies much easier to reference in any response.

Each originator number consists a six digit alpha-numeric number, consisting of a PREFIX and a SUFFIX. The first three letters form the PREFIX and the second three numbers form the suffix. Each originator will consist of a total of SIX characters. EXAMPLE: ABC123, XYZ224 etc. ***Additional, or fewer, than 6 digits is unacceptable. i.e., FDAR06***

2.0.3   Footer of the Message

	Originator's Signature	

Time Received/Transmitted	Op. Initials	Copy Distribution:
Time Delivered (received msg only)		WHITE EMO YELLOW Agency
Delivered to (received msg only)		PINK Operator

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It is not uncommon, in the midst of sending and/or receiving multiple messages, for an operator to **SKIP** completion of the message form (or making an entry into the Radio Log). This oversight can have serious consequences. There were numerous cases, in Exercise *Kingfisher*, where this information was omitted.

By NOT completing the footer, on a message, valuable information is missing and as a result the transmitter/receiver remains unknown and may not be identified. Should there be a need to confirm some detail of the message, who should one contact?

By NOT indicating the time the message is received, an operator could be left open to criticism for delays that are not his/her fault.

The initials of the operator and the time the message is delivered – and to whom, is very important.

In a multi-page message, the number of pages should be recorded in case the pages become separated.

Part C

Message Transmission Procedures

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PART C

Message Transmitting Procedures

3.0   Message Transmitting Procedures

Part B of this Guide, outlined in considerable detail, how the Halifax EMO message forms are <u>designed</u>, and what information should go into each of the message boxes.

PART C will explain how these messages are actually <u>VOICED</u> over the air by the transmitting operator, and written down, in the proper format by the receiving operators.

It should be noted that ALL information in the various boxes is **not** voiced over the air.

> EXAMPLE: To reiterate what has previously been stated earlier in the Guide, an operator, who is transmitting a message, in which a precedence is used, in **each** box, on the message form, DOES NOT indicate that precedence by saying; Action-Precedence or Info. – Precedence.

After voicing the word MESSAGE to the receiving operator, the transmitting operator simply gives the single or double precedence by saying **PRIORITY** or **ROUTINE** or such other combination of precedence as may be appropriate i.e., **IMMEDIATE** or **ROUTINE** or gives a single precedence as the case may be.

Although previously mentioned in this Guide, whether the precedence is **IMMEDIATE** or **PRIORITY** or **ROUTINE,** to <u>ONE or multiple addressees</u>, that single precedence is entered into the Action-Addressee box only.

EXAMPLE: An operator receives a message for transmission from an originator. The originator indicates that the message is **PRIORITY** to ALL addressees the **"P"** would be placed in the Action-Addressee box <u>only</u>. ***It would NOT appear as follows:***

Message Form

Note: Please PRINT clearly

Action – Precedence **P**	Info Precedence **P**	Date-Time-Group (date, time 24-hour Month abbreviated and year) EXAMPLE. 210215 Aug 14
FROM:		
TO:		
INFO:		

This is okay for <u>a dual-precedence message</u> although the precedence may be any number of combinations**: "O"** and **"P", "O"** and **"R", "P"** and **"R".**

Message Form

Note: Please PRINT clearly

Action – Precedence **P**	Info Precedence **R**	Date-Time-Group (date, time 24-hour Month abbreviated and year) EXAMPLE. 210215 Aug 14
FROM:		
TO:		
INFO:		

This is okay for a <u>single precedence message</u> when the message has both ACTION and INFO addressees. When a single precedence is used, in cases where there are both ACTION and INFO addressees, the precedence **"P"** is shown in the Action-Precedence box on the message form.

Message Form

Note: Please PRINT clearly

Action – Precedence **P**	Info Precedence	Date-Time-Group (date, time 24-hour Month abbreviated and year) EXAMPLE. 210215 Aug 14	
FROM:			
TO:			
INFO:			

Halifax Regional Municipality   **O - Immediate**
Emergency Management Office   **P - Priority**
                                           R – Routine

Message Form

Note: Please PRINT clearly

Action – Precedence **O**	Info Precedence **P**	Date-Time-Group (date, time 24-hour **091323 Feb 15** Month abbreviated and year) EXAMPLE. 210215 Aug 14
FROM:		MCC//Manuel
TO:		Western Region JEM//Hamilton
INFO:		River Lake JEM//Jones Musquodoboit JEM//Matthews

B R E A K

RCC123

Request a status report on the number of volunteers available to staff warming centre at 8722 Falconbrook Private, Hagersville Bridge, Nova Scotia.

2. River Lake and Musquodoboit Valley JEMS provide details of how many members of your JEMS would be able to assist Western Region JEM.

3. Volunteers would be required between 0900 – 1500 hours on Sunday 16 February 15.

B R E A K

John Doe
Originator's Signature

Time Received/Transmitted	Op. Initials	Copy Distribution:
Time Delivered (received msg only)		WHITE EMO YELLOW Agency
Delivered to (received msg only)		PINK Operator

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The message on the preceding page has been handed to you for transmission to the locations indicated. After establishing communication with EACH of the JEM sites indicated, and receiving from them the go-ahead to transmit, the message should be voiced as follows.

Information in the **[   ] (**brackets) is to be spoken distinctly.

MESSAGE:

IMMEDIATE   PRIORITY   [TIME]   091323 Feb 15

FROM   MCC **[SLANT SLANT]** Manuel

TO   Western Region JEM **[SLANT SLANT]** Hamilton

INFO   River Lake JEM **[SLANT SLANT]** Jones

Musquodoboit Valley JEM **[SLANT SLANT]** Matthews

B R E A K

[NUMBER] RCC123

Request a status report on the number of volunteers available to staff warming centre at **[FIGURES]** 8722 Falconbrook Private **[COMMA]** Hagersville Bridge **[COMMA]** Nova Scotia **[PERIOD]**

[PARA 2] River Lake and Musquodoboit Valley JEMS provide details on how many members of your JEMS would be able to assist Western Region JEM **[PERIOD]**

[PARA 3] Volunteers would be required between **[FIGURES]** 0900 **[DASH]** 1500 hours on Sunday **[FIGURES]** 16 Feb **[FIGURES]** 15 **[PERIOD]**

[BREAK]

NOTE: The first paragraph of a message is **NOT numbered.**

NOTES:

Although the precedence name, i.e., Immediate and Priority **are used**, rather than the initials "O" and "P", the receiving operator may simply use the letter abbreviation.

The words" Action-Precedence" and "Info – Precedence" are <u>NOT spoken</u> over the air.

The word **[TIME]** is always spoken just prior to the date-time-group.

The words **[SLAN SLANT],** are used to direct a message to a <u>specific individual</u> rather than just addressed to the SITE.

If this were an exercise message, the word EXERCISE (and the name of the exercise) would be spoken just before the first BREAK.

Similarly, if this were an exercise message, the words EXERCISE, spoken three times, would immediately follow the second BREAK.

The word **[NUMBER]** is always spoken immediately before the originator number.

Punctuation should not be used by the originator unless necessary. IF and WHEN it is used, <u>it must be transmitted</u>.

Where difficult or unfamiliar names appear, they may be spelled, however, easily understood and common names need not be spelled-out.

Numerals are usually preceded by the word **[FIGURES].**

The method of correcting errors in messages will be dealt with later.

Part D

Radio Log

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PART D

Annotated Radio Log

4.1   Notes on Logging Requirements

ALL STATIONS ARE REQUIRED TO MAINTAIN COMPLETE RADIO LOGS of all communications that occur during any period of activation as well as other data i.e., operator sign-on, sign-off, or other significant occurrences.

This log will contain such information as the DATE & TIME (in local, 24 hour time) of each message, the CALL of the contacted station and brief comment of the message subject. The originator number will also be included and the disposition of the message.

Each log sheet will contain the OPERATING CALLSIGN, the location of the station, the call-sign of the operator and be signed by the operator.

Radio Logs are to be retained after all operations are completed and become part of the official record.

Radio logs may be entered into evidence in situations where disputes requiring court intervention may occur.

Prior to participating in on-air training sessions, operators should have had training on how Radio Logs are to be completed. It is beyond the scope of this Guide to attempt to train operators during on-air nets.

Halifax Regional Municipality
Emergency Management

RADIO LOG

NOTE: Print Clearly!

Net(s) :	**(1)**	Date:	**(2)**	Log Start Time :	**(3)**
Operator(s):	**(4)**		(4)	Log End Time :	**(5)**

Time	Sent (check)	Rec	Originator Number	Notes/Details	Initials
(6)	**(7)**	**(7)**	**(8)**	**(9)**	**(10)**

EMO 0714   **(11)** Page____ of _____

4.2   Annotated Radio Log

This page provides an explanation of what information is entered where on the Radio Log.

ITEM NO.	INSTRUCTIONS
(1)	Net(s): i.e., Two-metre, TMR, 70-cm or in some cases "MULTI"
(2)	Date – year/month/day (EXAMPLE: 20141004)
(3)	Time – log opened.
(4)	Operator(s)
(5)	Log end time.
(6)	Time (EXAMPLE: 0915)
(7)	Check-mark in appropriate column.
(8)	Originator/Message Number. (EXAMPLE RGC123)
(9)	Remarks re message subject. (EXAMPLE: Comfort kits/cots)
(10)	Initials of operator who made log entry. (EXAMPLE JM)
(11)	Page number(s) if multiple pages. Otherwise leave blank.

ARE YOU CONFUSED YET?

Don't worry if all this seems confusing, once you start to send messages this will all become clear. At the moment, concentrate on getting the format correct and knowing what information goes where.

IMPORTANT NOTE

> Remember that in an emergency situation, you may become inundated with messages that you will be expected to handle efficiently and with no errors. Not only is an untrained communicator, who has not bothered to learn the **proper procedures** a nuisance but perhaps even a liability. At the very least, any lack of professionalism will reflect unfavourably upon both the amateur radio and on the EMO as well.

> The name of our avocation "amateur radio" does not do us any favours and sometimes conjures-up up scary images to those who consider themselves "Professionals".   We would NOT want, at any costs, to reinforce those images or stereotypes by demonstrating anything less than professionalism.

> WE ASK THAT YOU PLEASE take this training seriously.

Part E

Definitions and Pro-Words - General

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PART E

Definitions and Pro-Words

5.0   Introduction

It is well beyond the scope of this Guide to explain and give examples of the many procedural words (PRO-WORDS) that are used in radiocommunication and message handling.

Although some of these pro-words are used frequently, many are rarely used in a message handling context.

The pro-words at ANNEX E are provided as a reference for those who may have forgotten what the pro-words mean.

Operators should review the pro-words and memorize the meanings of the more commonly used pro-words.

As experience is gained in message handling and the messages become more complex, some of these pro-words will be introduced to operators.

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Part F

Message Handling Pro-Words

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PART F

Message Handling Pro-Words

Introduction

Now that the *On-Air Message Handling Practice Net* is up and running and those participating have had some experience passing messages in the approved Halifax EMO format, it may be a good time to introduce additional pro-words beyond which have already been learned: EXAMPLE: "MESSAGE", "TIME", "NUMBER", "BREAK", "ROGER", "OVER" - "OUT".

Pro-words as you already know are a form of "shortcut" expression that when understood by all and used properly and in the correct context, shortens and standardizes what might otherwise be an unnecessarily wordy exchange.

The pro-words being introduced in this part to the *Guide* are those **specifically** germane to <u>message handling</u> rather than the entire list of **77** pro-words listed in ACP125(F). Most of these are listed already in ANNEX E of the *Guide*.

The pro-words in this part of the Guide, explain how to deal with the need for corrections to messages. These errors may result from a number of causes over which the operators may not have any control, i.e., in the middle of a message, some interference may occur that obliterates the words being sent by the transmitting operator, resulting in a word or words being lost or heard incorrectly by the receiving operator. (Perhaps a crash of thunder or someone in the telecom centre speaking too loudly, or, in many cases, the transmitting operator is talking too fast.)

There are specific procedures and pro-words to deal with these kinds of situations that SHOULD NOT require the transmitting operator to start-over from the beginning of the message. This is a time-consuming and unnecessary situation, particularly in circumstances where a lot of messages are being handled, and the circuits are very busy.

What is meant by "procedure", in this case, is that the transmitting operator NOT be stopped at the moment the problem occurs, but corrected later on using appropriate pro-words. These procedures and pro-words are very easy to use with a little practice.

6.0   Conventions Used in this Document.

6.1   Radiocommunication

The term, "radiocommunication" is used throughout this document to refer to communications by **RADIO**. The word is **singular** and should not have an "s" at the end of the word.

Definition: "radiocommunication: Telecommunications by means of radio waves" (ITU).

6.2   Telecommunications

The term telecommunications is **plural** and should have an "s" at the end of the word.

Definition: "Any transmission, *emission* or reception of signs, signals, writings, images and sounds or intelligence of any nature by wire, *radio*, optical or other electromagnetic systems". ITU.

6.3   Source of Definition

Where the initials ACP125(F) or ITU appear, these refer to the source of the definition.   Unless indicated otherwise, all definitions contained in this document, are taken from ACP125(F) .

ACP125(F) means "*Allied Communications Publication, Communication Instructions, Radiotelephone Procedures ACP125(F)"*.

ITU – means, *International Telecommunications Union.*

6.4   Application

The heading APPLICATION, in this part, explains how pro-words are applied and, in some cases, gives examples of proper usage.

6.5   PRO-WORDS – "WORD BEFORE" - "WORD AFTER"

To illustrate how this would work, consider the following example:

Halifax Regional Municipality   **O - Immediate**

Emergency Management Office   **P - Priority**

R - Routine

Message Form

Note: Please PRINT clearly

Action – Precedence **P**	Info Precedence **R**	Date-Time-Group **081234 JAN 15** (date, time 24-hour Month abbreviated and year) EXAMPLE. 210215 Aug 14
FROM: **MCC//Manuel**		
TO: **Western Region JEM**		
INFO: **River Lake JEM**		

B R E A K

RMC125 NUMBER

Request report on the XXX status in your JEM areas.

2. Report etc. etc.

B R E A K

Originator's Signature

Time Received/Transmitted	Op. Initials	Copy Distribution:
Time Delivered (received msg. only)		WHITE EMO YELLOW Agency PINK Operator
Delivered to (received msg. only)		

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6.5.1 PRO-WORDS DEFINITIONS

"WORD BEFORE". Definition, is defined as, "The word of the message to which I have reference is that which precedes . . . ."

"WORD AFTER".   Definition, "The word of the message to which I have reference is that which follows . . . ."

6.5.2 APPLICATION

EXAMPLE:

In the text of the preceding message form, "XXX" represents a word that has been missed by the receiving operator. Obviously, without that word, the message is incomplete and doesn't make sense.   The word must be corrected and there are at least two ways to do that by using pro-words.

By asking the TRANSMITTING operator to resend the ENTIRE message, 🚫 is NOT the best option where it is likely that a single word is missed. Having the entire message resent, is both unnecessary and time-consuming especially on a busy radio network.

By using the pro-words – SAY AGAIN - WORD BEFORE ✔, or, SAY AGAIN - WORD AFTER ✔. The process of obtaining a correction is made much easier. Both of these pro-words are okay but ONE is better than the other in this case. Consider the following:

"**Request report on the XXX status in your JEM areas".**

When requesting a correction, you would normally identify the last word correctly heard which is, **"the".**

EXAMPLE:

SAY AGAIN - WORD AFTER **the** OVER. But, since **"the"** is such a common word, and may appear at numerous places throughout a message, making such a request could cause confusion to the transmitting operator.

The transmitting operator would need to determine WHICH **"the"** is being referring to. In this case, it would have been preferable had the receiving operator chosen the more unique word "**status.** SAY AGAIN - WORD BEFORE "**status".**

6.5.3 WORDS OF CAUTION

During at least two Halifax EMO exercises, frustrated and confused receiving operators, after finding that they were overwhelmed, simply asked the sending operator to re-send the entire message. As indicated previously, that is **NOT** the desired way to handle the situation.

The receiving operator should **NOT STOP** the transmitting operator from sending a message simply because one or two words are not believed to have been received correctly or at all.   Let the sending operator complete the message and only then seek the necessary corrections.

After receiving the pro-words BREAK - OVER, from the transmitting operator, at the end of the transmission, the receiving operator would call the transmitting operator as follows:

EXAMPLE:

"Site A this is Site B, OVER".

 When a response from Site A is received, Site B would say,

"Site B this is site A. SAY AGAIN - WORD BEFORE **status,** OVER"

Site A would reply,

 "I SAY AGAIN - WORD BEFORE **status,** CSR, OVER".

The receiving operator would then reply,

 "ROGER OVER",

 and the transmitting operator would respond with,

"ROGER OUT".

6.6   COURTESY PROCEDURE

As a courtesy, it is customary for the operator, who INITIATES a call to another operator, also TERMINATES that call.

EXAMPLE:

"SITE B this is SITE A, radio check OVER".

"SITE A this is SITE B, ROGER - OVER".

"SITE A, ROGER- OUT".

It is the prerogative of the initiating operator to end a call he/she initiated.

In circumstances where radio transmissions are good and clear, saying <u>ROGER</u> is all that is needed to confirm that communications are good. **DO NOT SAY**, "You are 5 by 9", or, as CB operators might say, "YE'ER cumin' in wall-to-wall gud buddy". This is **slang** and is unacceptable.

If signals are less than ideal, then it would be appropriate to say, "you are weak but readable", "you are barely readable" etc. There is not much point telling an operator that he/she is **NOT** readable since the other operator is unlikely hearing the call anyway.

6.6.1 USE OF "BREAK" or "BREAK BREAK"

The **<u>ONLY</u>** place in a message where a <u>BREAK</u> is to be used, in message handling, is to indicate the separation of text from other portions of the message. If a receiving operator needs to STOP a transmitting operator, who is in the course of sending a message, the receiving operator would not say BREAK or BREAK BREAK. Breaking-in should only occur when the transmitting operator releases the push-to-talk (PTT) button on the microphone. That is the time get the attention of the sending operator.

ALL "transmitting operators", must adopt the practice of *releasing the PTT switch on their mics in order to enable receiving operators to gain access to the airway as well as to let the repeater reset if a repeater is used*. By doing this, the sending operator, in effect, stands by momentarily for, among other things, the possible need to handle more URGENT traffic.

6.6.2 ADDITIONAL WAYS TO CORRECT MESSAGES

If during the reception of a message, more than one or two words have been missed, SAY AGAIN may be used as follows: SAY AGAIN (portion missed) **from** to **to.** This should not be confused with the FROM and TO in the header of the message.

> Definition: "SAY AGAIN" "Repeat all of your last transmission" (if said without identifying what needs to be said again), or, when followed by identifying information means Repeat" the portion indicated.

6.6.3 APPLICATION

In the following sentence, a line reads, "The Incident Commander has ordered an evacuation of, etc." However, due to some distraction, the receiving operator only hears the words, "The incident xxxxxx evacuation". The receiving operator would know that something has been missed and that a repetition is required.

Rather than use the pro-words WORD BEFORE or WORD AFTER, the operator should instead, say the following after establishing contact with the sending operator:

> `EXAMPLE: "SAY AGAIN from incident to evacuation"

> The sending operator would respond as follows. "I SAY AGAIN incident commander to evacuation",   "Incident commander has ordered an evacuation, OVER". The receiving operator, once the correction has been made, would then respond, "ROGER OVER" and the sending operator says "ROGER OUT"

6.7 PROWORDS "ALL BEFORE" and "ALL AFTER"

Another way to seek a correction to a message is to use the pro-words ALL BEFORE or ALL AFTER. These pro-words should be used sparingly and only when absolutely necessary.

> Definition of ALL BEFORE, "The portion of the message to which I have reference is all that preceds ….".

> Definition of ALL AFTER, "The portion of the message to which I have reference is all that follows . . . ."

6.7.1 APPLICATION

These pro-words are generally used when a significant portion of a message has not been received. IF the receiving operator is paying close attention, and radio conditions are good, these pro-words should not need to be used very frequently.

The following is an example of where these pro-words might be necessary.

> EXAMPLE: For some reason, the receiving operator misses a significant part of the text and contacts the sending operator to obtain a correction.

> SAMPLE TEXT: This is a portion of a message being transmitted:

> "The Incident Commander has ordered the evacuation of the area between Bridge Street and City Hall due to fumes from a warehouse fire near Spruce and Goose Streets. etc.. . . ."

The receiving operator for some reason was not ready to copy the message as it was being sent and misses the first part of the message text. The receiving operator would contact the sending operator and would make the following request. SAY AGAIN - ALL BEFORE **"evacuation"**, OVER.

Or, if for some reason the receiving operator missed the last six words of the message, the operator would request the sender to, SAY AGAIN - ALL AFTER, **"warehouse"**. The object of the exercise is to isolate the portion that has been missed and request a repetition of that/those portion(s) of the message.

6.8   PRO-WORD – "READ BACK"

Definition: "Repeat this entire transmission back to me exactly as received".

6.8.1 APPLICATION

From time to time, particularly if a message is very important or is complicated, the transmitting operator may want assurances that his message has been received correctly by the receiving operator.   When this is deemed necessary, the sending operator will – at the end of the message, say "READ BACK".

This means that the receiving operator will be required to repeat the <u>entire</u> transmission back to the sending operator exactly as received". By ENTIRE TRANSMISSION, means the <u>whole message</u> not just the text. This pro-word should be used very rarely.

6.9   PRO-WORD – "ROGER"

Definition: When used in a message, the pro-word ROGER means, "I have received your last transmission satisfactorily".

6.9.1 APPLICATION

In message handling, as opposed to general radiocommunication procedures, the use of ROGER means that the transmission of the message has been received satisfactorily.

6.10   PRO –WORD – "SPEAK SLOWER"

Definition: "Your transmission is too fast. Reduce speed of transmission".

6.10.1   APPLICATION

This pro-word is one of THE most important ones in message handling and is at the very root of many of the problems encountered in message handling. Many of those who responded to the exercise *Kingfisher* questionnaire stated that sending operators must SLOW DOWN when passing messages. When messages are spoken too fast it leads to a whole host of requests for repetitions.

It is recognized that transmitting operators find it difficult to slow-down the normal cadence of their conversation. They find it difficult to place themselves in the "shoes" of the receiving operator who must write down what is being said.

One possible way to overcome the tendency to speak too quickly is for the sending operator to write down what he/she is saying on. (Writing down his/her own message as it is being spoken). It will become evident very quickly that the pace of their own delivery overruns their own ability to write the message they are sending. This is not difficult to do it just takes a bit of practice.

The time to interject in a message will present itself when the transmitting operator pauses and releases the PTT on the microphone. Rather than saying BREAK (which is not to be used at this point), the receiving operator needs to get the attention of the sending operator. By stating SPEAK SLOWER, the transmitting operator should realize that he/she is speaking too fast.

6.11   PRO-WORDS "WAIT" and "WAIT – OUT"

Definition: "WAIT" – "I must pause for a few seconds".

Definition: "WAIT-OUT" – "I must pause for longer than a few seconds".

6.11.1   APPLICATION

Both of these pro-words are used quite frequently in message handling. It is important that operators make a distinction between the two. In the former, "WAIT" it should be noted that the duration of the wait period is only a few seconds. In the latter, "WAIT – OUT", the duration is longer than a few seconds. The receiving operator should be aware that in the latter case, no specific duration is indicated.

6.12 PRO-WORD – "VERIFY" – "CORRECT"

Definition: "VERIFY" – "Verify entire message (or portion indicated) with the originator and send correct version". (used only at the discretion of, or by, the addressee to which the questioned message was directed.)

Definition: "CORRECT" "You are correct, or what you have transmitted is correct"

6.12.1 APPLICATION

It should be noted that the use of this particular pro-word is more unusual than most because it requires the transmitting operator, to go back to the <u>originator</u> in order to VERIFY the correctness of the message. Most pro-words are operator to operator initiatives.

What does that mean? It means that when an addressee of a message (The person or office to which the message is directed), questions all or some part of a received message i.e., "that can't be right" . . . "he/she goes to the operator who received the message and asks him/her to VERIFY that the message is correct.

6.12.2 Procedure

After having received a request to have the message verified, (by the address), the receiving operator would then call the transmitting operator and request verification of the message.

Upon receipt of that request, the transmitting operator would contact the originator to determine if the message as sent is correct. IF the originator indicates to the transmitting operator that the message is correct, the transmitting operator would call the receiving operator – identify the message in question - and say the pro-word CORRECT.

> **NOTE** – It is up to neither the transmitting operator nor the receiving operator to determine if the content of a message is correct or not. Only the originator of the message would know that.
>
> EXAMPLE: Site A this is Site B, OVER (Site B is the receiving operator)
>
> Site B this is Site A, OVER
>
> Site A this is Site B – VERIFY message REC214, OVER (since the message may have been sent an hour ago – it is necessary to identify the message being referenced).
>
> Site B this is Site A - WAIT – OUT (Transmitting operator consults with the originator and once the consultation is over, he/she calls the receiving station back);

Site B this is Site A reference message REC214. CORRECT – OVER.

Site A this is Site B - ROGER – OUT.

7.0   <u>CONCLUSION</u>

Although there may be other pro-words that apply to message handling – either directly or indirectly, it is felt that the mastery of the pro-words shown in this part, are the most important and most frequently used.

If participants in the ON-AIR MESSAGE HANDLING PRACTICE(S) master these pro-words and learn how to properly use them – Halifax EMO message handling will be much more effectively performed than ever before.

As issues arise at these practices nets other information may need to be included in this guide and distributed.

Thank you for participating in the net(s) and for your willingness to adopt accepted Halifax EMO message handling procedures and practices.

Although every effort has been made to try to correct any punctuation or other inaccuracies in this document, some will no doubt have slipped through.

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ANNEX A

Phonetic Alphabet

Letter	Phonetic	Letter	Phonetic
A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliette	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

EXAMPLE:

Letters U, F, O, spelled phonetically = Uniform, Foxtrot, Oscar

Letters A, G, L, spelled phonetically = Alpha. Golf, Lima

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ANNEX B

24-Hour Clock

Time	24-Hour lock	Time	24-hour Clock
Midnight	0001	1:00 pm	1300
1:00 am	0100	2:00 pm	1400
2:00 am	0200	3:00 pm	1500
3:00 am	0300	4:00 pm	1600
4:00 am	0400	5:00 pm	1700
5:00 am	0500	6:00 pm	1800
6:00 am	0600	7:00 pm	1900
7:00 am	0700	8:00 pm	2000
8:00 am	0800	9:00 pm	2100
9:00 am	0900	10:00 pm	2200
10:00 am	1000	11:00 pm	2300
11:00 am	1100	12:00 pm	2359
Noon	1200		

EXAMPLES

9:34 am = 0934 hours   3:57 am = 0357 hours

9.34 pm = 2134 hours   3.57 pm = 1557 hours

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ANNEX C

HRM Message Form – Annotated

Halifax Regional Municipality
Emergency Management Office

O - Immediate
P - Priority
R - Routine

Message Form

Note: Please PRINT clearly

Action – Precedence (1)	Info Precedence (2)	Date-Time-Group (3) (date, time 24-hour Month abbreviated and year) EXAMPLE, 210215 Aug 14
FROM: **(4)**		
TO: **(5)**		
INFO: **(6)**		

(7) B R E A K

(8) NUMBER
(9)

(10) B R E A K

		(11) Originator's Signature
Time Received/Transmitted **(12)**	Op. Initials	Copy Distribution:
Time Delivered (received msg only) **(14)**	**(13)**	WHITE — EMO
Delivered to (received msg only) **(15)**		YELLOW — Agency **(16)** PINK — Operator
EMO 0714	**(17)** Page ☐ of ☐	

ANNEX C – (continued)

Message Form Information

NOTE	ITEM	INSTRUCTIONS
1	Precedence	This will be an "O", "P" or "R" (originator decision)
2	Precedence	This will usually be "R".
3	Date-Time-Group	Enter as follows (EXAMPLE: 041023 OCT 14)
4	Originator of Message	Person originating message. (EXAMPLE: Incident Commander – Fire Chief – Police Liaison)
5	Addressee of message	Person/Office that the message is intended for.
6	Interested persons	Need to know but not for ACTION.
7	BREAK	Separates the header of the message from the text.
8	Number	Number assigned to the message by the originator.
9	Text	This is the area in which the TEXT goes.
10	BREAK	Separates the text of the message from the footer.
11	Originator's Signature	Where the originator signs the message.
12	TIME SENT/RECEIVED	If sending, time message is sent. If receiving a message, time message is received.
13	INITIALS	Operator initials go here.
14	Delivered	Time message delivered.
15	Delivered to	WHO is the message delivered to.
16	Distribution	This indicates who gets which copy of the message. Colour coded.
17	Page of Page(s)	Indicates number of pages.

ANNEX D

Radio Log

Halifax Regional Municipality
Emergency Management

RADIO LOG

NOTE: Print Clearly!

Net(s) : **(1)**	Date: **(2)**	Log Start Time : **(3)**
Operator(s): **(4)**	**(4)**	Log End Time : **(5)**

Time	Sent (check)	Rec	Originator Number	Notes/Details	Initials
(6)	**(7)**	**(7)**	**(8)**	**(9)**	**(10)**

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ANNEX D (continued)

Radio Log – Annotated

ITEM NO.	INSTRUCTIONS
(1)	Net(s): i.e., Two-metre, TMR, 70-cm or in some cases "MULTI"
(2)	Date – year/month/day (EXAMPLE: 20141004)
(3)	Time – log opened.
(4)	Operator(s) – Print last name and initials.
(5)	Log end time.
(6)	Time (EXAMPLE: 0915)
(7)	Check mark in appropriate column.
(8)	Originator/Message Number. (EXAMPLE RGC123)
(9)	Remarks re message subject. (EXAMPLE: Comfort kits/cots)
(10)	Initials of operator who made log entry. (EXAMPLE JM)
(11)	Page number(s) if multiple pages. Otherwise leave blank.

ANNEX D – (additional information)

Logging Requirements

ALL STATIONS ARE REQUIRED TO MAINTAIN COMPLETE LOGS of all communications that occur during any period of activation**.**

This log will contain such information as the DATE & TIME (in local, 24 hour time) of each message, the CALL of the contacted station and brief comment of the message subject. The originator number will also be included and the disposition of the message.

Each log sheet will contain the OPERATING CALLSIGN, the location of the station, the call-sign of the operator and be signed by the operator.

A Copy of all FORMAL TRAFFIC will be retained and become part of the log.

ALL LOGS, INCLUDING COPIES OF ALL FORMAL TRAFFIC SHALL BE SUBMITTED TO:

-The agency being served, usually in the Plans Section, Documentation Unit or HRM/EMO.

- The Operations Section Chief. These logs will be kept as part of the record. These logs should be submitted to HRM-EOC/MCC at the end of the operational period they cover and must be received by no later than five (5) days after conclusion of the activation. If an operator requires copies for his/her own log, copies should be made and the originals remain at the site.

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ANNEX E

Definitions and Pro-words

Pro-words

A. Pro-words are pronounceable words or phrases which have been assigned meanings for the purpose of expediting message handling on circuits where radiotelephone procedure is employed. In no case shall a pro-word or a combination of pro-words be substituted for the textual component of a message.

B. The following pro-words are authorized for general use:

Pro-word	*Explanation*
ACKNOWLEDGE	An instruction to the addressee that the message must be acknowledged.
AFFIRMATIVE	Yes
ALL AFTER	The portion of the message to which I have reference is all that which follows _____ .
ALL BEFORE	The portion of the message to which I have reference is all that which precedes _____ .
ANSWER AFTER	The station called is to answer after call sign _____ when answering transmissions.
ASSUME CONTROL	You will assume control of this net until further notice.
BREAK	I hereby indicate the separation of the text from other portions of the message
CALL SIGN	The group that follows is a call sign.
CLOSE DOWN	Stations are to close down when indicated. Acknowledgments are required.
CORRECT	You are correct, or what you have transmitted is correct.

CORRECTION	An error has been made in this transmission. Transmission will continue with the last word correctly transmitted _____ .
	An error has been made in this transmission (or message indicated). The correct version is _____ .
	That which follows is a corrected version in answer to your request for verification.
DISREGARD THIS TRANSMISSION	This transmission is in error. Disregard it. (This pro-word shall not be used to cancel any message that has been completed).
FIGURES	Numerals or numbers follow.
FROM	The originator of this message is indicated by the address designator immediately following.
GRID	The portion following is a grid reference.
I AM ASSUMING	I am assuming control of this net until further notice.
IMMEDIATE	Precedence IMMEDIATE
INFO	The addressees immediately following are addressed for information.
I READ BACK	The following is my response to your instructions to read back.
I SAY AGAIN	I am repeating transmission or portion indicated.
I SPELL	I shall spell the next word phonetically.
I VERIFY	That which follows has been verified at your request and is repeated. (To be used only as a reply to VERIFY.)
MESSAGE	A message which requires recording is about to follow. (Transmitted immediately after the call).

MORE TO FOLLOW Transmitting station has additional traffic for the receiving station.

NEGATIVE   No

NO DUFF   The message that follows is NOT an exercise message. Used to indicate an ___actual emergency___ during an exercise.

NOTHING HEARD To be used when no reply is received from a called station.

OUT   This is the end of my transmission to you and no answer is required or expected.

OVER   This is the end of my transmission to you and a response is necessary. Go ahead, transmit.

PRIORITY   Precedence is PRIORITY.

READ BACK   Repeat this entire transmission back to me exactly as received.

RELAY (TO)   Transmit this message to all addressees (or addressees immediately following this pro-word). The address component is mandatory when this pro-word is used.

RELAY THROUGH Relay your message through call sign _____ .

ROGER   I have received your last transmission satisfactorily.(Note that it does NOT mean "yes").

ROUTINE   Precedence is ROUTINE

SAY AGAIN   Repeat all of your last transmission. Followed by identification data means; "Repeat __ (portion indicated)."

SEND YOUR   I am ready to receive your message, report, etc. (Used only in reply to the offer of a message, etc.)

SILENCE   (repeated three or more times) Cease transmissions on this net immediately. Silence will be maintained until lifted.

SILENCE LIFTED | Silence is lifted.

SPEAK SLOWER | Your transmission is too fast. Reduce speed of transmission.

THIS IS | This transmission is from the station whose designator immediately follows.

THIS IS A

DIRECTED NET | From now until further notice this net is directed.

THIS IS A

FREENET | From now until further notice this net is free.

THROUGH ME | Relay your message through me.

TIME | That which immediately follows is the time or date-time group of the message.

TO | The addressees immediately following are addressed for action.

UNKNOWN
STATION | The identity of the station with whom I am attempting communication is unknown.

VERIFY | Verify entire message (or portion indicated) with the originator and send correct version. (To be used only at the discretion of, or by, the addressee to which the questioned message was directed.)

WAIT | I must pause for a few seconds.

WAIT - OUT | I must pause longer than a few seconds.

WILCO | I have received your signal, understand it, and will comply. To be used only by the addressee. Since the meaning of ROGER is included in that of WILCO, the two pro-words are never used together.

WORD AFTER   The word of the message to which I have reference is that which follows_____ .

WORD BEFORE   The word of the message to which I have reference is that which precedes ____

WORDS TWICE   Communication is difficult. Transmit each phrase twice. (This pro-word may be used as an order, request, or as information.)

WRONG   Your last transmission was incorrect. The correct version is_____

Annex F

Originator Numbers

What are originator number(s)?
An originator number may be thought of as a message serial number which uniquely identifies a specific message from all others.

How are originator number(s) constructed?
Originator numbers have two parts: a "prefix" and a "suffix. The prefix consists of three "alpha" characters – (letters), and a "suffix" consists of three numeric characters – (figures).

> **EXAMPLE: ABC123**

The prefix represents the agency originating the message.

The suffix is a sequential number beginning with 001 up to 999.

In order to avoid ad-lib originator numbers being created by operators. It has been decided to establish an organizational structure based upon the likely incident or exercise participants. The rationale is based upon the fact that most participants will be government staff from the various levels of government having responsibility to deal with the incident.

Accordingly, the first letter of each originator number will define the level of government involved: "F" is for federal agencies (including the RCMP which is a federal force even if it is involved in Provincial, Municipal policing); "P" is for provincial government organizations, "M" is for municipal government agencies and "R" is for regional government agencies.

Since most incidents of significant size may also involve entities known as Non-Government Organizations (NGOs) EXAMPLE: Red Cross, Salvation Army or St. John Ambulance, the first letters of the PREFIX will be "N" NGA to NGZ. Prefixes beginning with OTA to OTZ will signify other organizations, i.e, NS Power, Eastlink Cable etc.

The current structure can only handle 26 agencies per grouping, additional possible letters are held in reserve in the event that responding agencies from a particular department exceeds 26.

Who assigns originator numbers?
In a perfect world, responsibility for assigning originator number(s), would rest with the originator of a message, hence the name, "Originator number".

It should come as no surprise that we do **NOT** live in a perfect world and since it would be an impossibility to predict or identify in advance, those who would be participating in an incident response, let alone the names of those who would likely be originating messages, some other alternative is needed.

Assignment of Originator Numbers at the MCC
If we look at the logical sequence of message handling in the MCC, an originator would draft a message and would hand it to (or place it in the basket of the Communications Unit Leader (COM-L). The COM-L would clarify any required information including the level or urgency of the message (Precedence). The COM-L would then determine the best "routing" to enable the message to reach the intended destination and the best circuit to use, including RMS Express.

After assigning an Originator number, the COM-L would approach the appropriate Net Control Operator and ask him/her to transmit the message

(NOTE: The MCC at EMO HQ has been re-configured to include two separate operating positions, each a two-person workstation) Each position will have two transceivers and one will also have an RMS Express Unit. One of these positions will be for amateur Radio two-meter use and a TMR base station. The second will have a VHF radio tuned to the former NSIMRS network and will have a TMR base station. One or the other will also be equipped to access the RMS Network).

Assignment of Originator Numbers in the field.
It is difficult to foresee what circumstances respecting telecommunications will exist in the field (incident site) but someone will need to assign originator numbers. This will likely be the person assuming the incident COM-L responsibilities unless delegated.

Pre-determined Originator Numbers:

Originator Number Series	Available Numbers	Agency
FGA-FGZ	001-999	Federal Government Agencies
FHA-FHZ	001-999	Reserved (see note #1)
PGA-PGZ	001-999	Provincial Government Agencies
PHA-PHZ	001-999	Reserved (see note #2)
RGA-RGZ	001-999	Halifax Regional Government
RHA-RHZ	001-999	Reserved (see note #3)
MGA-MGZ	001-999	Other Municipal Government
MHA-MHZ	001-999	Reserved (see note #4)
NGA-NGZ	001-999	Non-Government Agencies
NHA-NHZ	001-999	Reserved (see note #5)
OTA-OTZ	001-999	Other Agencies
OHA-OHZ	001-999	Reserved (see note #6)

Explanation of notes:

Note # 1

Since the prefix series FGA-FGZ only allows for 26 agencies, a second series of reserve prefixes has been added in the unlikely event that more than 26 agencies or locations of the same agency are involved in an event.

Example: let us assume that there is an RCMP member at the MCC (formerly the EOC) at Halifax EMO, another is at the incident command post and another is in charge of the search & rescue team. Each will need to have a separate originator number to ensure there is no confusion between messages originating at the various sites: i.e, FGA, FGB, FGC. Each will start with 001 as a suffix.

Note # 2

Same as note #1 except for provincial government prefix designator

Note # 3

Same as for notes #1 and 2. Except for regional government. For the present, Halifax EMO will use regional rather than municipal designator.

Note # 4

 Same as per previous note except for municipal government.

Note # 5

Same as for previous notes except for non-government agencies (NGOs). NGOs are such agencies as Red Cross, Salvation Army and St. John Ambulance.

Note # 6

 Same as for previous notes except for other entities/companies. These may be contractors who have been contracted to operate heavy equipment for example: debris removal.

As long as each message has a unique originator number, no two the same, flexibility may be used in assigning originator numbers.

Benefits of using originator number(s)

1 - Positive identification of a message.

 Since each originator number is unique (every message has its own) it is easy to file and keep track if messages for audit purposes.

2 - Makes referencing easy.

 Example: FROM MCC Halifax

     TO ER JRM

     BREAK

     RGM112

     Reference your RGW102. Affirmative

BREAK

OVER

In the example shown, the referenced message is clear and unambiguous. No need to paraphrase the original message.

Originator number use assignment

In a perfect world, the message originator would assign the originator number. However, since it would be impractical to train all possible originators, that job in the MCC would fall to the COM-L (or, if delegated, the net control operator(s)). In the field, assignment of originator numbers would be the responsibility of the communicator or COM-L at a site if one is appointed.

Procedure – The originator of a message would approach the COM-L (at the MCC) or the radio operator in the field, and hand him/her the message to be transmitted. After reviewing the message for accuracy and completeness, the COM-L would place the originator number in the appropriate place on the message, hand a copy back to the originator and hand the message to the appropriate net control operator. In a full blown operation it is assumed there will be at least four circuits in use.

Examples using originator numbers as references:

P 121315 FEB16

FROM: MCC HALIFAX

TO: SHEET HARBOUR JEM, WSTERN REGION JEM, EASTERN SHORE JEM

BREAK

RGM022

FURTHER TO MY RGM010, STATUS REPORT IS REQUIRED BY 1600 HOURS TODAY.

ACKNOWLEDGE ASAP.

BREAK.

Western region jem response

P 121430 FEB16

FROM WESTERN REGION JEM

TO MCC HALIFAX

BREAK

RE YOUR RGW030 ACKNOWLEDGED.

BREAK