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# CARES Message Handling



# Types of messages

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## Third Party (a.k.a. Formal)

- Sent on behalf of another person or served agency
- Examples: IC at an ARK to the DOC, Shelter manager to EOC, Alt-911

## Informational

- From an operator (you) to a third party or to a served agency
- Examples: PSA, ISA, First Look roads and streets survey

## Operational

- From an operator (you) to another operator, about CARES business
- Examples: Check into the net, health & welfare, arrived at your assignment



# Third-party messages

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- **Always written**
- **The third party should write it (except for Alt-911 messages).  
If they can't or won't, have them read and approve it)**
- **You can help them word it, especially to keep it succinct**
- **Signed with the originators title; name is optional**
- **Not sure where to send it? Send it to the EOC**
- **Important that it's passed exactly as it's written**
- **Use good techniques—5 words at a time, prowords, etc.**



# Informational messages

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- You originate and write the message
- Might be written or might be oral
  - Assume the receiving operator will need to write it down to pass it to the recipient
- Use message passing techniques if it's written, or as needed if it's oral
  - Example: "There are figures one five CERTS at Creekside ARK"



# Operational messages

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## Almost always short and oral

- Example: “KK6EWQ checking in, available for an assignment.”

## Use message passing techniques as needed

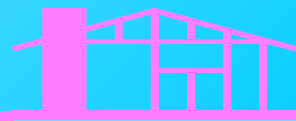
- Example: “I’m departing from Torre, I spell tango oscar romeo romeo echo, Avenue and my odometer is figures four three seven.”



# Which messages do you send by packet?

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- **Alt-911**
- **If you can't send an Alt-911 message by packet, try voice.**
  - **“Net Control, KK6EWQ with an emergency Alt-911 message”**
- **Long messages whose priority is Routine**
- **Not-so-long messages whose priority is Routine if the voice net is very busy.**



# Preparing the message

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**Don't pass people's names except the originator's if he or she wants to**

**If the message is long, work with the originator to shorten it, or send it by packet**

**Rephrase sentences to make the message shorter, and omit any unnecessary information**

**Unless you know of another specific person/location where the message should go, address and send it to the EOC**

**Address requests for supplies and equipment to Logistics Section Chief**

**Address most other messages to Planning & Intel Section Chief**



# What form should you use?

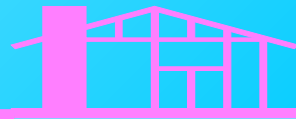
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**CARES ICS 213 Message Short Form (1/2 page)**

**Cupertino ARK General Message Form**

**Telephone message pads**

**Form 1 — See the handbook, p. 36**





# Every written message needs...

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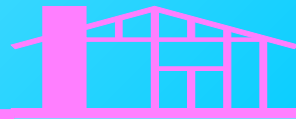
**Message number (Net Control will give this to you)**

**Priority**

**To**

**From**

**Date and Time (that it was written)**



# As soon as you finish sending the message

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**Write the following information on the message**

**Was it sent or was it received?**

- **Date and time you finished sending it**
- **Your name (first and last) and call sign**
- **Was it sent by amateur radio, packet, phone, courier, telephone, other?**

**Log the message on your ICS 309**

- **Time, To, From, Message Number, Subject**



# Some forms have a place for this info

1. Incident Name (Optional):	Priority (E, U, R):	Message No:
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time:
7. Message: _____ _____ _____ _____ _____ _____ _____ _____		
USE SEPARATE MESSAGE FORM FOR SENDING A REPLY. REFERENCE THIS MESSAGE NUMBER		
8. Approved by: Name:	Signature:	Position/Title:
9. Operator Use Only (do not transmit this section with the message):		
Action: Sent / Received (circle one)	Operator Call Sign: _____	
Method: Telephone / EOC Radio / Courier / Amateur Radio / Packet / Other _____	Operator Name: _____	
	Date/Time: _____	
ICS 213SF Short Message Form		v180909



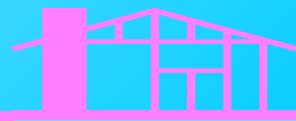
# Passing messages

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**Tell Net Control that you have a message to send, who it is for, and its priority**

**“Net Control, this is Garden Gate ARK with a routine message for the EOC”**

**Net Control will check to make sure the EOC operator is ready and then tell you to go ahead.**



# Passing messages

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**What order do you read the information?**

- **Follow the numbers if the boxes are numbered**
- **Otherwise, go left to right, top to bottom**

**Say the name of each box, then read its contents**

**Read 5 words at a time, then break**

**Wait for the receiver to say “Go” or “Continue” or similar**

**At the end, say “End of Message, <your FCC call sign>**



# Use pro-words as needed

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## Figures

- **Send 34 cots — “Send figures three four, cots”**

## I spell

- **Go to Furstin Street — “Go to Furstin, I spell foxtrot uniform romeo sierra tango, street”**

## Say again

- **I made a mis??? here — “Say again word after a” or “Say again word before here”**

**Learn more — 3rd Tuesday of every month 8:30pm AA6BT**



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# QUESTIONS?

