

# **WA-TERT**



**Washington State TERT  
Program Guide**

## July 2013 TERT Contact Information

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## OVERVIEW

This document is provided to assist Public Safety Answering Points (PSAP's) and governing 9-1-1 authorities with the information required for developing, training, equipping, and deploying a standardized Telecommunicator Emergency Response Taskforce (TERT) team. TERT is the concept of communications-specific mutual aid between PSAPs to provide trained PSAP personnel during emergency situations. Unlike most contingency plans prepared by individual PSAPs to address specific threats to their own PSAPs, TERT involves providing qualified communications personnel to work in another PSAP and requires coordination among PSAPs, mutual aid consortiums, and Emergency Management Agencies (EMA) from different municipalities, states and regions. When possible, the TERT members' skill sets should match those of the *Requesting Agency*. This coordination must take into account that while each agency is unique in its resources and operations, the basic duties and responsibilities remain the same.

The unique nature of communications centers/PSAPs requires that daily operations continue regardless of circumstance. It is therefore imperative that PSAPs plan for emergency circumstances that adversely affect their ability to adequately staff their center.

For this program to be successful it must be recognized and supported by federal, state, local, and tribal EMA. Additionally, it is imperative that local agencies fully support TERT as a key element of public safety response as they do police, fire and EMS personnel.

This document includes information for:

- Definitions and Acronyms
- Requirements for Members. Leaders, Supervisors, Regional Coordinators, State Coordinator
- Roles and Responsibilities for:
  - Team Members, Leaders, and Supervisor
  - *Requesting Agency*
  - PARTICIPATING Agency
  - State and Regional Coordinators
  - Sponsoring Agency
  - Activation Process
  - Demobilization
  - After Action Process and Review
  - Forms and Agreements
- References and other miscellaneous documents

## **1. INTRODUCTION**

### **1.1. Purpose and Scope of Document**

This document was developed in conjunction with the Washington Chapter of the Association of Public Safety Communications Officials. Inc. (APCO), National Emergency Number Association (NENA) and, the National (APCO/NENA) Joint TERT Initiative (NJTI). The intent of this document is to better prepare for and respond to disaster events affecting Public Safety Answering Points (PSAP) and Dispatch Centers.

### **1.2. Reason to Implement**

PSAPs, specifically their personnel, are critical for the safety and security of the public. Many manmade or natural occurrences have the potential of adversely affecting a PSAP from maintaining adequate staffing and consequently might place the public and public safety responders in danger. It is therefore incumbent on PSAP administrators to prepare for such occurrences.

### **1.3. Document Review**

NJTI reserves the right to modify this document complying with the APCO ANS Process. This is an evolving document which shall be periodically reviewed by the NJTI. Whenever it is modified, the reason(s) shall be provided in this paragraph.

### **1.4. Acronyms/Abbreviations**

- AHJ Authority Having Jurisdiction
- CISM Critical Incident Stress Management
- CPE Customer Premises Equipment (phone system)
- EMAC Emergency Management Assistance Compact
- EMD Emergency Medical Dispatch
- ICS Incident Command System
- NIC National Integration Center
- NIMS National Incident Management System
- NJTI National Joint TERT Initiative (APCO/NENA)
- OEM Office of Emergency Management
- TERT Telecommunicator Emergency Response Taskforce
- WA-EMD Washington State Emergency Management Division

## 2. WA-TERT POSITION DEFINITIONS

- 2.1. TERT Member:** Public Safety Calltaker and/or Dispatcher who has been trained to deploy to disaster areas to assist and relieve affected PSAPs.
- 2.2. TERT Leader:** Public Safety Calltaker and/or Dispatcher or Supervisor who has been trained as a TERT Member and who has additional training and skills needed to act as the Leader of the deployed team and role requirements.
- 2.3. TERT Supervisor** – a public safety telecommunications supervisor capable of functioning as TERT Telecommunicator, as defined above, and supervising, directing and assessing the work of other PSAP personnel.
- 2.4. WA State TERT Coordinator (State Coordinator):** Coordinates TERT deployments/responses and is the point of contact for WA Emergency Management for all TERT requests.
- 2.5. WA TERT Committee Chair:** Chairs the WA APCO/NENA TERT Committee and backs up the WA State TERT Coordinator.
- 2.6. Regional Coordinator:** Assists State Coordinator in coordinating deployment by contacting regional PARTICIPATING Agencies to solicit team member/leader personnel. Maintains the region's TERT database with current information on all deployable personnel within his/her region.
- 2.7. PARTICIPATING Agency:** An agency that supports TERT activity and has telecommunicator employees who are trained and available to make up a TERT deployment.
- 2.8. Requesting Agency/PSAP:** An agency that requests a TERT team response to assist the agency with its operations during a time of disaster or need.

## 3. TERT Team Requirements & Qualifications

### 3.1. TERT Team Member (General)

- 3.1.1. Pass agency background check
- 3.1.2. Signed letter of support from agency director – on file with State TERT Coordinator (renewed every 2 years) Attachment:
- 3.1.3. Minimum 2 years' experience as a Call Taker or Dispatcher if deployed in that capacity - 40 hours basic call taker training
- 3.1.3.1. **Telecommunicator I required, T2 desired for radio dispatcher**
- 3.1.4. TERT Awareness or Member training (classroom)
- 3.1.5. FEMA courses required:  
**IS-100.b Introduction to the Incident Command System (ICS 100)**  
**IS-144 Telecommunicators Emergency Response Taskforce (TERT) Basic Course**

**IS-200.b ICS for Single Resource and Initial Action Incidents  
IS-700.A National Incident Management System (NIMS) An Introduction.**

- 3.1.6. Employee shall remain in good standing with PARTICIPATING Agency
- 3.1.7. No disciplinary activity within last 12 months
- 3.1.8. Be an excellent multi-tasker and problem solver
- 3.1.9. Be assertive in a positive manner
- 3.1.10. Be an outstanding team player
- 3.1.11. Possess an ability to adapt and be flexible with different policies, procedures, equipment and geographic areas
- 3.1.12. Must be able to deploy on a mission of 5-7 days within 12 hours of the request
- 3.1.13. Possess ability to adapt to poor environmental conditions such as no beds, no power, cold meals, no refrigeration and no running water
  - 3.1.13.1. Follow the vaccination/immunization guidelines outlined in CDC guidance document “Immunization Recommendations For Disaster Responders” located at [www.bt.cdc.gov/disasters/disease/responderimmun.asp](http://www.bt.cdc.gov/disasters/disease/responderimmun.asp)
  - 3.1.13.2. In summary the CDC recommends that: All first responders have a Tetanus immunization with TDAP preferred with a recommendation for Hepatitis B immunization
  - 3.1.13.3. Must be free from physical or medical conditions that require medication or other interventions which may not be managed working in an emergency zone where amenities such as power, refrigeration, sanitation, medical facilities/care, etc., are unavailable for long periods of time
- 3.1.14. Lift/carry 40 pounds
- 3.1.15. Walk long distances over any type of terrain and navigate over and/or around debris as needed
- 3.1.16. Excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to member classification
- 3.1.17. Possess positive interpersonal communication and leadership skills
- 3.1.18. Capable of improvising and functioning for long hours under adverse working conditions

- 3.1.19. Be aware of the signs, symptoms, and corrective measures of Critical Incident Stress Syndrome
- 3.1.20. Possess excellent people and teamwork skills inclusive of cultural diversity
- 3.1.21. Possess excellent documentation skills
- 3.1.22. Willingness and availability to participate in deployments with the possibility of immediate need
- 3.1.23. Attend team training annually or as prescribed by NJTI or the State TERT Program/Committee
- 3.1.24. Must have a working knowledge of TERT's organizational structure, operating guidelines, common safety practices, terminology, and general public safety communications protocols

### **3.2. TERT Calltaker Qualifications**

- 3.2.1. Must meet all TERT Member qualifications

### **3.3. TERT Radio Dispatcher Qualifications**

- 3.3.1. Must meet all TERT Member qualifications
- 3.3.2. Minimum equivalent of two year's full time experience as a radio dispatcher properly certified by the agency that the individual has the requisite training and skills for that position.

### **3.4. TERT Team Leader Qualifications**

- 3.4.1. Must meet all TERT Member qualifications
- 3.4.2. Employer recommendation to State Coordinator that the individual be considered for appointment as Team Leader
- 3.4.3. Possess an understanding of local, state, regional, and federal mutual aid processes and procedures
- 3.4.4. Proven excellent written, verbal, and Interpersonal communication skills
- 3.4.5. Strong organizational and time management skills
- 3.4.6. TERT Team Leader training
- 3.4.7. Possess knowledge to identify, locate, and obtain logistical support for the team



- 3.4.8. Possess the ability to effectively interface with the Incident Command Structure, OEM, TERT coordinator from the deploying entity (entities) and local TERT Liaison
- 3.4.9. Able to coordinate work tasks and human resources in adverse and changing environments with minimal direction
- 3.4.10. Strong administrative skills involving scheduling, timekeeping, and cost tracking
- 3.4.11. Attend at least 2 Regional Coordinator's meetings a year\Recommended training (in addition to Team Member courses IS800 (National Response Framework)
- 3.4.12. Completion of interpersonal conflict resolution training and experience

### **3.5. TERT Supervisor Qualifications**

- 3.5.1. Successful completion of all FEMA courses required for TERT telecommunicator and TERT Team Leader and any annual or on-going training requirements
- 3.5.2. At least 2 years of full time public safety communications lead or supervisor experience or non-public safety related experience supervising subordinates
- 3.5.3. Strong organizational skills
- 3.5.4. Strong interpersonal and communications skills
- 3.5.5. EMD certification strongly recommended for interstate deployment
- 3.5.6. Properly affirmed by the PARTICIPATING Agency that the TERT Supervisor has attended requisite training for the position of Supervisor
- 3.5.7. Be able to appropriately handle interpersonal conflict

### **3.6. Regional Coordinator Qualifications**

- 3.6.1. Must have excellent written, oral, and interpersonal communication skills and be able to work closely with the region's PSAP representatives and the State Coordinator
- 3.6.2. Must have the full support, in writing, of their agency in attending training, meetings, and have the time and resources to fulfill the requirements and duties of the position
- 3.6.3. Must be knowledgeable about all aspects of the deployment process and be able to assist the State Coordinator in any capacity as needed
- 3.6.4. Must have excellent organizational skills that will allow them to act as a conduit to the PSAPs in their region for data collection, training, updates, and policy changes
- 3.6.5. Must have the knowledge to serve as back-up to the State TERT Coordinator as needed. Regional Coordinators will serve as back-up to their two closest neighboring regions, also, as needed

- 3.6.6. Must be able follow a process to advise both the State Coordinator, and the backup Regional Coordinator(s) any time they are unavailable to fulfill their TERT duties
- 3.6.7. Will attend at least two TERT related (regional or State) meetings a year
- 3.6.8. Training required:
  - TERT Member training**
  - TERT Leader Training**
  - IS-100.b Introduction to the Incident Command System (ICS 100)**
  - IS-144 Telecommunicators Emergency Response Taskforce (TERT) Basic Course**
  - IS-200.b ICS for Single Resource and Initial Action Incidents**
  - IS-700.A National Incident Management System (NIMS) An Introduction.**
  - IS-800.B National Response Framework, An Introduction <sup>1</sup>**
  - IS-802 Emergency Support Functions (ESF) #2 - Communications**
- 3.6.9. Must have the capability of maintaining accurate lists of all deployable personnel in their region and any region for which they act as a backup
- 3.6.10. Must create and maintain a method of 24-hour contact with all regional PSAPs as a way to put together deployable teams

### **3.7. WA State TERT Coordinator Qualifications**

- 3.7.1. Must meet all of the qualifications for TERT Leader and TERT Regional Coordinator
- 3.7.2. Must have strong organizational skills
- 3.7.3. Must have strong interpersonal and communications (written and verbal) skills
- 3.7.4. Must be able to maintain accurate documentation and data
  - 3.7.4.1. Must have agency support for the Coordinator to meet the requirements of the position
  - 3.7.4.2. Agency must be willing to assist by providing a 24-hour method of notification for the TERT Coordinator
  - 3.7.4.3. Staff of the Regional Coordinator's agency must be trained on how to notify the Regional Coordinator at any time

## **4. Additional Roles & Responsibilities of WA TERT Program Members, Sponsoring Agency, Requesting Agency/PSAP, and PARTICIPATING Agency (providing Team Members)**

### **4.1. State TERT Coordinator Responsibilities**

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<sup>1</sup> This course may become obsolete in the near future, if so, it is no longer a requirement  
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- 4.1.1. Receive the request from the requesting EMA (WA State EMD) and ensure a resource number has been assigned
- 4.1.2. Receive requests for non-declared assistance directly from the *Requesting Agency/PSAP*
- 4.1.3. Contact the APCO/NENA Executive Committee as time allows, advising them of the request
- 4.1.4. Contact the *Requesting Agency/ PSAP* liaison to confirm and review personnel and response needs
- 4.1.5. Contact the Regional Coordinators and advise them of the request
- 4.1.6. Assign a WA-TERT Team Leader
- 4.1.7. Coordinate transportation and finances
- 4.1.8. Ensure *Requesting Agency/PSAP* liaison has received verification of the response
- 4.1.9. Ensure that only qualified personnel are deployed
- 4.1.10. Remain in contact with the TERT Team Leader during the entire deployment
- 4.1.11. Receive daily updates and disseminates those to the appropriate (PARTICIPATING) agencies
- 4.1.12. Coordinates communications between deployed TERT and home agencies
- 4.1.13. Advises the Sponsoring Agency of the deployment, names and (PARTICIPATING) agencies of team members, and final length of deployment, when known
- 4.1.14. Ensure completion of all Deployment Review forms
- 4.1.15. Apply for reimbursement as appropriate
- 4.1.16. Acts as a backup to the WA TERT Committee Chair
- 4.1.17. Participates as a member of the TERT Deployment Review Panel

#### **4.2. Regional Coordinator Responsibilities**

- 4.2.1. Four Regional Coordinators selected to represent the Northwest, Southwest, Northeast and Southeast regions
- 4.2.2. Will be selected by a consensus of the WA State TERT Coordinator and WA State TERT Committee Chair

- 4.2.3. The Regional Coordinators will serve as the liaison between PSAPs within their region, the State TERT Coordinator, and the TERT Committee.
- 4.2.4. The Regional Coordinators will be responsible for regular interaction with all PSAPs in their region for training, updates, and policy changes. The Regional Coordinators will also forward to the State Coordinator any concerns, PSAP status updates, or any significant events that could impact the PSAP's in their region.
- 4.2.5. The Regional Coordinators will educate and assist PSAPs in their region on TERT processes, training requirements for members, proper documentation, and preparation. They will take a proactive stance with their region's PSAPs in recruiting members, and providing access to and assistance with appropriate forms and paperwork.
- 4.2.6. The Regional Coordinators will serve as back-up to the State TERT Coordinator as needed. Regional Coordinators may serve as back-up to their two closest neighboring regions, also, as needed.
- 4.2.7. The Regional Coordinators will be responsible for appointing and training a back-up Regional Coordinator for their region.
- 4.2.8. All Regional Coordinators will follow a process to advise both the State Coordinator, and the backup Regional Coordinator(s) any time they are unavailable to fulfill their TERT duties.
- 4.2.9. Regional Coordinators will be responsible for maintaining a list of PARTICIPATING PSAPs in their region 24-hour contact information for each PSAP, a current Point of Contact for each PSAP, and in maintaining a list of team members and team leaders from their region. They will keep current regional member information up to date Sponsoring Agency. They will also be responsible for maintaining the same lists for their back-up regions.
- 4.2.10. During a deployment the Regional Coordinators will contact PSAPs in their region and develop a list of available resources for call out. That list will then be forwarded to the State Coordinator for review and selection.
- 4.2.11. After a deployment the Regional Coordinators will contact PSAPs affected by the deployment and ensure that deployment review forms are filled out appropriately and will forward a completed packet to the State Coordinator.
- 4.2.12. The Regional Coordinator is required to have a 24 hour phone number available to their region's PSAPs, the State Coordinator, the State TERT Committee Chair, and State Department of Emergency Management (EMD).

### **4.3. TERT Team Leader Responsibilities**

- 4.3.1. Generally supervise the TERT deployment from the deployment location.

- 4.3.2. Ensure responding personnel are appropriately equipped (supply list- see form appendix).
- 4.3.3. Establish and maintain communication with TERT liaison.
- 4.3.4. Ensure safety of team members insofar as possible.
- 4.3.5. Ensure that all necessary paperwork, forms, reports are completed accurately and submitted on time.
- 4.3.6. TERT Team Leaders are expected to work closely and cooperatively with the *Requesting Agency's* supervisors and management staff so they must be able to provide supervision for team members.
- 4.3.7. Ensure team members are assigned an appropriate work task.
- 4.3.8. Ensure logistical needs are met (food, lodging, transportation).
- 4.3.9. Ensure operational needs are met (scheduling, resource management, personnel issues, required reports).
- 4.3.10. Request appropriate CISM resources if deemed necessary.
- 4.3.11. Ensure financial needs are documented (time keeping, associated costs).

#### **4.4. WA TERT Team Supervisor Responsibilities**

- 4.4.1. The TERT Team Supervisor works under the direction of the TERT Team Leader to provide direct supervision to TERT members during the length of a deployment.

#### **4.5. WA TERT Team Member Responsibilities**

- 4.5.1. To meet all qualifications listed previously
- 4.5.2. To work under the guidance and direction of the TERT Team Leader and TERT Supervisor
- 4.5.3. To represent the member's PARTICIPATING Agency in a professional and exemplary manner at all times
- 4.5.4. To ensure that all appropriate forms, receipts, and documentation is maintained
- 4.5.5. To work with the *Requesting Agency* in a spirit of service using exemplary interpersonal communications skills and with flexibility as required

#### **4.6. WA State TERT Committee Chair and Committee Members Responsibilities**

- 4.6.1. The WA State TERT Committee Chair is appointed by the WA APCO/NENA President or Executive Committee and provides reports as needed to them.
- 4.6.2. The WA State TERT Committee Chair is responsible for leading the WA State TERT Committee which creates the policies, procedures, and practices related to WA State TERT.
- 4.6.3. The Committee Chair convenes periodic meetings, conference calls, or work projects to complete TERT assignments.
- 4.6.4. The Committee Chair acts as Chairperson of the Review Panel.
- 4.6.5. The Committee Chair works closely with the State Coordinator to recommend and provide necessary training or exercises for TERT member/leaders and Regional Coordinators.
- 4.6.6. The Committee Chair works with APCO/NENA, County Coordinators, the State E911 Office, and others to educate and inform public safety communications professionals about TERT.
- 4.6.7. The Committee Chair serves as a backup to the State Coordinator as needed.
- 4.6.8. Committee Members are selected by the Committee Chair.
- 4.6.9. Committee Members must complete all requisite FEMA member training.
- 4.6.10. Committee Members are responsible for assisting the creation of policies, procedures, and practices recommended for WA State TERT.
- 4.6.11. Committee Members are responsible to attend meetings and conference calls.
- 4.6.12. Members are responsible for completing work assignments on time.

#### **4.7. PARTICIPATING Agency/PSAP Responsibilities**

- 4.7.1. PARTICIPATING Agency agrees to provide personnel to serve in certain designated positions on the Washington State TERT as determined by the Sponsoring Agency. A List of the individuals who are designated as "Participants or authorized members", as well as other pertinent information will be maintained in the TERT Regional and State Coordinators as well as the TERT Committee Chair.
  - 4.7.1.1. PARTICIPATING Agency agrees to establish a Point of Contact person and 24-hour notification number in addition to training all employees on the process of notifying the Point of Contact regarding a request for TERT members.

- 4.7.2. Determine a selection process for TERT members.
  - 4.7.2.1. See recommendations and qualifications in Section 3 of this document.
- 4.7.3. PARTICIPATING Agency should allow their Participants to attend the required training identified as a requirement for the specific position that their participants fill on the Taskforce.
- 4.7.4. PARTICIPATING Agency shall at all times continue to be fully responsible for all of its employment obligations to its employee Participants, including their compensation and benefits.
  - 4.7.4.1. *PARTICIPATING Agency agrees to pick up the cost of their deployed personnel's salaries & benefits for up to 24 hours with an intra-state deployment of their TERT members.*
- 4.7.5. PARTICIPATING Agency shall at all times maintain a list of available participants for deployment.
- 4.7.6. Upon receipt of an Activation Order for the Taskforce, the PARTICIPATING Agency shall notify their deploying participants to provide a method by which to communicate with the TERT State Coordinator and/or Team Leader.
- 4.7.7. The PARTICIPATING Agency is responsible for a participant meeting the general training requirements listed below listed in Section 3 of this document.
- 4.7.8. Provides equipment, materials, or supplies to satisfy the nature of the deployment.
- 4.7.9. The PARTICIPATING Agency will sign an **Intergovernmental Agreement (IGA)** with the Washington State Department of Emergency Management. It can be viewed electronically here: [Intergovernmental Agreement Template \(PDF\)](#)
- 4.7.10. Prior to any Interstate (out-of-state) deployment, the PARTICIPATING Agency will use the WA EMD form: **Intergovernmental Agreement Amendment Template** (Appendix A - Attachment A) to prepare a cost estimate (hourly, overtime, salary, benefits, etc.) for the anticipated deployment of each team member for a 5-day deployment. After an activation where a declaration of emergency exists, the PARTICIPATING Agency shall complete a cost reimbursement package to be submitted directly to WA State EMD *with all requisite receipts and paperwork*. It can be viewed electronically here: [Intergovernmental Agreement Amendment Template \(PDF\)](#)
- 4.7.11. If applicable, the PARTICIPATING Agency's cost reimbursement package shall be submitted to the Washington State Emergency Management Division within 30 (thirty) days upon demobilization. PARTICIPATING Agency's cost reimbursement package shall be prepared in conformance with applicable procedures which can be obtained from Washington EMD.

- 4.7.12. Provide the Regional TERT Coordinator with employee compensation information and other pertinent TERT participant data required for its authorized TERT members annually, or as changes occur in compensation rates. Failure to update the data may result in only partial compensation, when applicable.
  - 4.7.12.1. For additional information on interstate deployment, the Interstate Mutual Aid Deployment Guide can be accessed here: [Interstate Mutual Aid Deployment Guide \(PDF\)](#)
- 4.7.13. Determines a Point of contact within the agency who will act to coordinate TERT effort.
  - 4.7.13.1. Shall include 24-hour phone number, email, or other electronic notification methods
  - 4.7.13.2. Determines a back-up Point of contact
  - 4.7.13.3. Trains and notifies all staff of the process for notifying the Point of contact person about all TERT requests or calls.
  - 4.7.13.4. Participates in meetings and training with the Regional Coordinator.
- 4.7.14. On mobilizations the PARTICIPATING Agency will advise it's deployed team members to respond to the designated assembly point (as determined by the Team Leader or Regional Coordinator) within 12 hours of notification with all required personal clothing, equipment, and required documentation.

#### **4.8. Requesting Agency/PSAP Responsibilities**

When a PSAP experiences a manmade and/or natural disaster of such significant magnitude that it creates the need for additional/replacement staffing to maintain an adequate level of service to the public and public safety responders, Telecommunicator Emergency Response Taskforce (TERT) activation may be requested.

If the event results in the Governor or President declaring a state of emergency, reimbursement for the deployment *may* be available provided all Washington State Emergency Management Division (WA EMD) activation procedures are followed. If the event does not rise to the level of a declared emergency, the TERT deployment will be considered a mutual aid situation with no reimbursement made available through the State or Federal Agencies.

##### **4.8.1. General Responsibilities of the Requesting Agency/PSAP**

- 4.8.1.1. It is strongly suggested that PSAPs complete a PSAP Survey Form prior to the need for TERT (See forms appendix)
- 4.8.1.2. To provide specific information outlining your PSAP's needs to the State TERT Coordinator. The TERT Request Information is the minimum information that a



responding State TERT Coordinator will need in order to start the activation process. The State TERT Coordinator may ask for additional information.

- 4.8.1.3. Coordinate travel and lodging with the State Coordinator of the responding state.
- 4.8.1.4. *Requesting Agency* agrees to pick up all costs related to a TERT team deployment after the first 24 hours. The PARTICIPATING Agencies agree to pick up the cost of their TERT team members for the first 24 hours of a team deployment
- 4.8.1.5. Provide guidance and direction to the responding team
- 4.8.1.6. Assign a TERT Liaison responsible for deployed teams**
- 4.8.1.7. Provide TERT packages to arriving teams (See forms appendix)
- 4.8.1.8. Assign and monitor tasks to the TERT personnel while they are working in your PSAP, as necessary
- 4.8.1.9. Notify WA-EMD after team has checked in
- 4.8.1.10. Ensure that responding team members are utilized in an appropriate manner.
- 4.8.1.11. Contact WA-EMD at least once per day
- 4.8.1.12. Inform WA-EMD when situation is stabilized and TERT personnel are no longer needed
- 4.8.1.13. Complete all Deployment Review forms. (See forms appendix)
  - 4.8.1.13.1. Inform the State Coordinator of the responding state of any problems regarding TERT personnel, i.e. skills not matched to needs, not performing to your expectations, etc.

**4.8.2. Additional Responsibilities for *Requesting Agency*/PSAP Request for TERT (Teams) Within the State-Declared Disasters**

- 4.8.2.1. Manmade and/or natural disaster occurs
- 4.8.2.2. Local, state, or federal officials may make declaration of disaster
- 4.8.2.3. *Requesting Agency*/PSAP contacts WA State Emergency Management Division (WA EMD) to request Telecommunicator (TERT) assistance
- 4.8.2.4. WA EMD notifies State TERT Coordinator or Assistant Coordinator of mission request and the assigned mission number

- 4.8.2.5. Statewide TERT Coordinator or designee then calls the *Requesting Agency/PSAP* to get updated operational and mission request information
- 4.8.2.6. Official request for TERT members and leaders who make up the taskforce is made by State TERT Coordinator through Regional Coordinators who will contact PARTICIPATING Agencies in their regions to determine which trained team members are available for deployment

**NOTE: PARTICIPATING Agency/ PSAPs may decline to assist (for example: a response would deplete staffing within their center or otherwise negatively impact the PSAP's ability to perform their normal functions)**

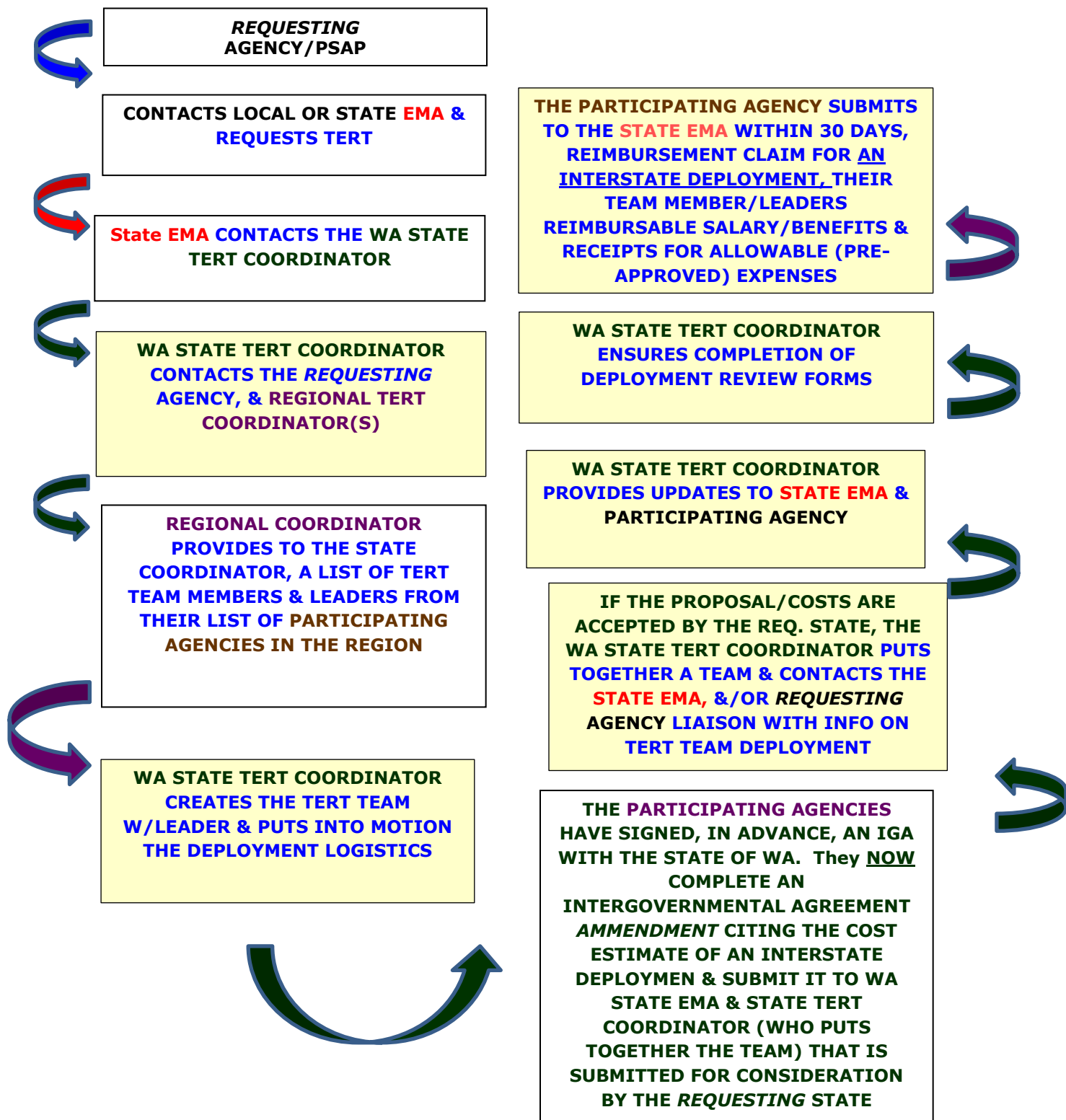
4.8.3. **Information for *Requesting Agency/PSAP* for TERT Teams of Out-of-State for a Declared Disaster**

- 4.8.3.1. Manmade and/or natural disaster occurs in WA state
- 4.8.3.2. Local, state, or federal officials make declaration of disaster
- 4.8.3.3. *Requesting Agency/PSAP* requests TERT through local and WA EMD
- 4.8.3.4. Regular and overtime wages for Telecommunicators, travel and equipment costs are submitted through EMAC to *Requesting Agency* before EMAC mission approval is finalized

4.8.4. **Responsibilities for *Requesting Agency/PSAP* Request for TERT Within the State-*NON-Federally-Declared Events***

- 4.8.4.1. *Requesting Agency/PSAP* contacts the State TERT Coordinator requesting TERT assistance as mutual aid.
- 4.8.4.2. State Coordinator will contact the appropriate Regional Coordinators for a list of deployable team members.
- 4.8.4.3. Mutual aid non-declared response costs are the responsibility of the PARTICIPATING Agency/PSAP and all costs of the deployment of their employees are borne by them.
  - 4.8.4.3.1. In some cases, reimbursement for TERT member costs may be available, but it is not guaranteed.

TERT REQUEST/DEPLOYMENT FLOW CHART



# **APPENDIX A**

## **TERT Member Supply List**

The following has been adapted from the NC-TERT Team Member Deployment Supply List:

Supplies should be tailored to expected environmental and scene conditions, specific member needs, and guidance from the TERT State Coordinator, TERT Team Leader and/or Incident Commander. The deployed TERT Team should assure their members are able to be self-sufficient for at least 72 hours when deploying to major disaster scenes but the Team shall meet the requirements of the EMAC Mission Order.

All TERT members should understand that deployment requires commitment and flexibility. Basic comfort facilities may not be available and only those willing and physically able to work in adverse conditions should become team members. Those requiring special diets and/or refrigerated medication or medical conditions requiring ongoing monitoring should not be selected for response.

### **In a Backpack or Day Pack (to be carried with you at all times):**

- Canteen – 1 quart water / Canteen cover and/or Nalgene (or similar) wide-mouthed bottle. (Good for mixing powdered drinks)
- Canteen Cup
- Swiss Army Knife or Multi-tool
- Leather work gloves
- Eye protection / Ear protection
- Rain Gear
- Flashlight / Induction flashlight preferred. Extra bulb for regular flashlight. Reverse one battery to prevent accidental discharge.
- Camp knife
- Matches in waterproof case
- Notepad / pencil / pen
- ID / Driver's License / Cash / Debit or Credit Card
- Roll of quarters for vending machines
- Cell phone and charger
- Insect repellent
- Hat/ Handkerchief
- Lip balm / Ibuprofen / decongestants / basic first aid supplies
- Prescription medications for a term of deployment plus seven days
- Snacks & bottled water/soda

### **In a Duffel Bag, Camping Backpack or Luggage (Soft duffel bags are preferred over hard luggage):**

- Sleeping bag, pillow, bedding
- Uniforms (2-5 changes of clothes) Long pants, long sleeved shirt, shorts, t-shirts (clothing appropriate to the season)
- Coat or jacket and gloves (as appropriate)
- Work or hiking boots that provide ankle support
- Sneakers/tennis shoes
- Trouser belt
- Underwear
- Socks
- Mess kit / Camp cup / Eating utensils
- Spare batteries for flashlight
- Utility items: rubber bands, safety pins, needle and thread, extra buttons, duct tape, electrical tape, clothes line, etc.

- Note: re-roll a few feet of tape on a pencil or similar and break off ends for a compact supply
- Towel & Washcloth
  - Swimwear (weather dependent)
  - Shower Shoes
  - Soap, shampoo, toothbrush, toothpaste, hairbrush, razor, cosmetics, hand mirror, personal hygiene items, contact lens supplies etc.
  - Zip lock bags (assorted sizes)
  - Garbage bags
  - Dirty laundry bag
  - Half roll of toilet paper – smash flat to conserve space
  - Hand & body towelettes / hand sanitizer
  - Radio / batteries
  - Reading materials / entertainment
  - Small battery powered alarm clock, pager, or watch to be used as an alarm clock.

### **Special Considerations**

- Keep your number of packs of your equipment to a *minimum*. You should be able to carry them all at once for a short distance.
- Military duffel bags are ideal. Vacation type luggage is acceptable, but discouraged.
- Label ALL your equipment with your name and address.
- Absolutely NO Sterno, propane or compressed gas containers should be in your gear. Chemical heaters are acceptable.
- Be careful about lithium batteries – some are permitted on airlines, some are not you will need to check with your airline before packing a lithium battery.
- It is possible there will be no electrical outlets available. Electrically powered items are discouraged.
- Consider packing each of your days' worth of clothes in a separate zip lock bag for easy retrieval of that day's items.
- Pack all equipment in your pack in separate zip lock bags in case your pack is exposed to the weather.

## **APPENDIX B**

### **TERT TEAM MEMBER/LEADER RECOMMENDED SELECTION CRITERIA (APCO/ANSI TERT STANDARD 1.105.1-2009)**

The Washington State APCO/NENA TERT Committee highly recommends a selection process for TERT Team Members/Leaders for PARTICIPATING AGENCIES.

A formal process allows agencies to select personnel for this professional development opportunity who will professionally represent them during TERT deployments.

- Pass a criminal background check performed by the PARTICIPATING AGENCY**
- Completion of all relevant and current NIMS & ICS courses:**
  - IS-100.b Introduction to the Incident Command System (ICS 100)
  - IS-144 Telecommunicators Emergency Response Taskforce (TERT) Basic Course
  - IS-200.b ICS for Single Resource and Initial Action Incidents
  - IS-700.A National Incident Management System (NIMS) An Introduction
  - IS-800.B National Response Framework, An Introduction (Leader / Supervisor)<sup>2</sup>
  - IS-802 Emergency Support Functions (ESF) #2 – Communications (Leader / Supervisor)
- Completion of TERT Training:**
  - Basic Awareness Training for the Telecommunicator Emergency Response Taskforce (TERT Member)
  - Team Leader Training for the Telecommunicator Emergency Response Taskforce (TERT Leader)
- Attend team training annually or as prescribed by the NJTI or State TERT Program/Committee**
- Excellent people and teamwork skills inclusive of cultural diversity**
- Positive interpersonal communications & leadership skills**
- Excellent documentation and organizational skills**
- Ability to deploy for 5-7 days within 12 hours of the request**
  - Willingness & availability to participate in deployments with the possibility of immediate need**
- Have the ability to adapt and be flexible with different policies, equipment, & geographical areas**
- Have no disciplinary activity within the last 12 months**
  - No chronic, unexcused absenteeism or other dependability issues**
- Possess the ability to adapt to poor environmental conditions**

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<sup>2</sup> This course may become obsolete in the near future, if so, it is no longer required  
WA TERT  
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- Is free from a physical or medical condition that requires medication or other interventions which may not be managed working in an emergency zone where amenities such as power, refrigeration, sanitation, medical care or facilities are unavailable**
  - Lift/carry 40 lbs.**
  - Walk long distances over any type of terrain and be able to navigate over and/or around debris as needed**
  - Have the ability to follow the vaccination/immunization guidelines outlined in the Center for Disease Control's document "Immunization Recommendations for Disaster Responders" [www.bt.cdc.gov/disasters/disease/responderimmun.asp](http://www.bt.cdc.gov/disasters/disease/responderimmun.asp)**
- Excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to member classification**
- Capable of improvising and functioning for long hours under adverse work conditions**
- Is knowledgeable about the signs, symptoms, and corrective measures of stress and Critical Incident Stress Management**

# APPENDIX C

## PSAP Survey

This form shall be provided to the WA State TERT Coordinator prior to need for TERT activation. See Appendix C-1 for *Requesting Agency* information needed when a TERT request is needed.

<b>PSAP NAME:</b>				<b>URL:</b>
<b>PHYSICAL ADDRESS:</b>	<b>PRIMARY PHONE NUMBER (24 HR.):</b>	<b>PRIMARY CONTACT:</b>	<b>SECONDARY CONTACT:</b>	<b>PRIMARY EMAIL CONTACT:</b>
<b>CPE (PHONE SYSTEM)</b>	<b>CPE MODEL:</b>	<b>MAPPING SYSTEM:</b>	<b>RADIO SYSTEM:</b>	<b>OTHER:</b>
<b>EMD PROGRAM:</b>	<b>EMD VERSION:</b>	<b>CAD SYSTEM INFO:</b>	<b>MDC MAKER &amp; INFO:</b>	<b>OTHER:</b>
<b>ARE YOU A TERT PARTICIPATING AGENCY? (Do you have TERT staff members?)</b>		<b>YES</b>	<b>NO</b>	
<b>SELECT STAFFING TYPES YOU REQUEST (CIRCLE) AND INDICATE THE NUMBER YOU NEED PER SHIFT</b>				
<b>ANY TELECOMMUNICATOR</b>	<b>CALLTAKER ONLY</b>	<b>LAW DISPATCHER ONLY</b>	<b>FIRE/EMS DISPATCHER ONLY</b>	<b>CALLTAKER, LAW DISPATCHER, FIRE/EMS DISPATCHER (ALL 3 DISCIPLINES)</b>
<b>Number:</b>	<b>Number:</b>	<b>Number:</b>	<b>Number:</b>	<b>Number:</b>
<b>DESIRED SHIFT LENGTH</b>				
<b>8 HOURS</b>	<b>10 HOURS</b>	<b>12 HOURS</b>	<b>24 HOURS</b>	
<b>NUMBER OF POSITIONS WORKING PER SHIFT MINIMUM STAFFING LEVELS</b>				
<b>DAYSHIFT</b>	<b>PHONES</b>	<b>LAW RADIO</b>	<b>FIRE RADIO</b>	<b>OTHER</b>
<b>SWINGSHIFT</b>	<b>PHONES</b>	<b>LAW RADIO</b>	<b>FIRE RADIO</b>	<b>OTHER</b>
<b>GRAVEYARD</b>	<b>PHONES</b>	<b>LAW RADIO</b>	<b>FIRE RADIO</b>	<b>OTHER</b>



## **APPENDIX C- CONTINUED**

### **PUBLIC SAFETY AGENCIES:**

**PLEASE LIST ALL THE LAW ENFORCEMENT AGENCIES YOU SERVE:**

**PLEASE LIST ALL THE FIRE AGENCIES YOU SERVE:**

**PLEASE LIST ALL THE EMS AGENCIES YOU SERVE:**

**PLEASE LIST OTHER AGENCIES/ENTITIES YOU SERVE:**

**BRIEFLY DESCRIBE THE SITUATION IN YOUR REGION AND INSIDE YOUR PSAP:**

**SPECIAL REQUESTS:**

# **APPENDIX C-1**

## **PSAP REQUEST FOR TERT ASSISTANCE - INFORMATION**

1. Agency: \_\_\_\_\_
2. Contact Person: \_\_\_\_\_
3. Telephone No.: \_\_\_\_\_
4. EMA/ TERT Coordinator Notified (date/time): \_\_\_\_\_
5. Type of emergency & PSAP impact: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Staff Work Overload
- PSAP Evacuation
- Adverse environmental conditions
- Localized pandemic
- Other: \_\_\_\_\_

6. Is the emergency isolated to one PSAP or does it affect other area PSAPs?  
\_\_\_\_\_

7. What is the anticipated deployment environment (PSAP, Field, temporary PSAP, etc.?)  
\_\_\_\_\_

8. Number and type of personnel needed:
- Calltaker:
  - Law Dispatcher: \_\_\_\_\_
  - Fire/EMS Dispatcher: \_\_\_\_\_
  - 3-discipline telecommunicator: \_\_\_\_\_
  - Other/Special request: \_\_\_\_\_

9. Anticipated length of time needed: \_\_\_\_\_

10. Does the State TERT Coordinator or appropriate official have a PSAP Survey for each affected PSAP? \_\_\_\_\_ If no, complete survey for each PSAP.

11. Are there impediments to reaching the PSAP (blocked roads, flooded roadway, etc.)? If so what arrangements need to be made to get responding personnel through?

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12. Are there any checkpoints that TERT personnel will have to go through? What arrangements have been made, if so, to get them through the checkpoint?

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13. Staging area and contact information:

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14. Special Instructions:

## **APPENDIX D**

### **Team Leader Checklist**

- Ensure resource number has been assigned, if applicable
- Ensure responding personnel are appropriately equipped (supply list)
- Establish and maintain communication with TERT Liaison
- Ensure safety of team members insofar as possible
- Ensure team members are assigned an appropriate work task
- Establish and maintain communication with TERT Liaison
- Ensure logistical needs are met (food, lodging, transportation)
- Ensure operational needs are met (scheduling, resource management, personnel issues, required reports)
- Request appropriate CISM resources if deemed necessary
- Ensure financial needs are documented (time keeping, associate costs)
- Provide daily update to responding TERT State Coordinator
- Ensure completion of all after action reports
- Ensure demobilization requirements are met
- Participate in WA TERT Review Panel after return

## APPENDIX D

### TERT COORDINATOR DEPLOYMENT CHECKLIST

- Determine TERT makeup and personnel available select Team Leader
- Ensure IGA and IGA Amendments have been completed and sent to WA EMD by the PARTICIPATING Agency (s)
- Ensure resource order number has been assigned by EMA
- Contact TERT Liaison of the *Requesting* Agency to confirm needs
- Coordinate transportation needs of the team
- Ensure TERT Liaison receives verification of a response and team arrival info
- Receive or initiate daily updates from the Team and disseminate as appropriate
- Coordinate communications between deployed Team and home agencies
- Ensure completion of all Deployment Review forms
- Assist agencies, as needed, in application for reimbursement
- Assist WA TERT Committee in determining date/time for the Review Panel
- Assist with the compilation of "lessons learned" information for future training or responses