TENNESSEE TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE: OPERATIONAL STANDARDS HANDBOOK

Introduction

This document was developed in conjunction with the Tennessee Emergency Number Association, the National Joint TERT Initiative, the Association of Public Safety Communications Officials and the Tennessee Emergency Communications Board. The intent of this document is to better prepare for and respond to disaster events affecting Public Safety Answering Points and Dispatch Centers. The following individuals are recognized for their contribution in the development of the Tennessee Telecommunicator Emergency Response Taskforce Operational Standards Handbook:

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1 TERT Components

1.1 TERT Telecommunicator
A public safety Telecommunicator that can function in both the following capacities:

1.) **Calltaker**
A public safety calltaker trained and/or certified in accordance with the AHJ policies in receiving, assessing, prioritizing and classifying calls for service (police and/or fire and/or EMS) and operating public safety and/or PSAP communications equipment.

2.) **Radio Dispatcher**
A public safety dispatcher trained and/or certified in accordance with the AHJ policies in receiving, prioritizing and distributing calls for service (police and/or fire and/or EMS) using a public safety radio system while coordinating, tracking and providing support to field units.

1.2 TERT Supervisor
A public safety telecommunications supervisor capable of functioning as a TERT Telecommunicator, as defined above, and of supervising, directing and assessing the work of other PSAP personnel and TERT team in absence of TERT Leader. This component is based on a need that will be determined by TERT Leader and/or agency coordinator.

1.3 TERT Team Leader
A public safety telecommunications supervisor, as described above, who is also knowledgeable in the administrative aspects of a TERT deployment and is capable of managing human resources, work task distribution, liaison and documentation needs of the TERT. The TERT Team Leader is assigned by the TERT State Coordinator.

1.4 TERT State Coordinator
Individual recognized by the State Emergency Management Agency as the single point of contact responsible for managing the TERT program and coordinating TERT deployments. Some states may choose to use Regional Coordinator(s) to assist the TERT State Coordinator.

1.5 TERT Liaison
A liaison to the TERT from the Requesting PSAP. The TERT Liaison is the single point of contact between the Requesting PSAP and deployed team. Responsible for assuring the TERT has appropriate access and support to fulfill assigned duties. This component will be assigned at time of request.

2 TERT Membership

2.1 Criteria for TERT Members

All members should meet the following qualifications and skills in addition to meeting national minimum training requirements or equivalent:

2.1.1 Pass a criminal background check, available at http://www.tbi.state.tn.us/background_checks/toris.shtm

2.1.2 All TERT member agencies should follow the vaccination / immunization guidelines outlined in the CDC guidance document titled "*Immunization Recommendations For Disaster Responders*" located at www.bt.cdc.gov/disasters/disease/responderimmun.asp. In summary, the CDC recommends that:

2.1.2.1 All First Responders have a Tetanus immunization or booster if the original immunization is more than 10 years old. The preferred variety is Tdap (tetanus/diphtheria/pertussis).

2.1.2.2 The Hepatitis B immunization may be beneficial but is only recommended for First Responders who may have direct patient contact or contact with bodily fluids. Telecommunicators typically should not be exposed to such situations. The decision for Hepatitis B is left to the discretion of the AHJ.

2.1.2.3 The Hepatitis A immunization is not recommended for First Responders working on situations in the United States.

2.1.3 Have a signed letter from agency director acknowledging/approving participation in TERT on file with TERT State Coordinator (Renewed by January 1 of even numbered years). The agency director shall validate that all training requirements are met prior to TERT membership.
> *See Attachment J -- TERT STATE COORDINATOR LETTER*
> *See Attachment L -- TERT REQUIRED/RECOMMENDED TRAINING*

2.1.4 Completion of required training

2.1.5 Possess positive interpersonal communication and leadership skills

2.1.6 Be flexible and energetic

2.1.7 Be an excellent multi-tasker and problem solver

2.1.8 Be assertive in a positive manner

2.1.9 Be an outstanding team player

2.1.10 Maintain above average annual performance reviews with no chronic work problems

2.1.11 Possess an excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the member's role

2.1.12 Possess an ability to adapt and be flexible with different policies, procedures, equipment and geographic areas

2.1.13 Possess an ability to adapt to poor environmental conditions such as no beds, cold meals, no running water, etc.

2.1.14 Possess excellent people and teamwork skills inclusive of cultural diversity

2.1.15 Possess excellent documentation skills

2.2 TERT Telecommunicator

    2.2.1 Minimum Equivalent of Two Years Full Time Experience in this position (As determined by AHJ)

    2.2.2 Properly certified by the AHJ that the individual has the requisite training and skills of a Telecommunicator

2.3 TERT Supervisor

    2.3.1 Successful completion of all relevant and current DHS requirements and NIMS training course identified in Attachment L.

    2.3.2 EMD Certification is strongly recommended for out-of-state deployment

    2.3.3 Minimum Equivalent of Two Years Full Time Experience in this position (As determined by AHJ)

    2.3.4 Properly certified by the AHJ that the individual has the requisite training and skills of a Supervisor

    2.3.5 All Supervisors should have adequate interpersonal conflict resolution training/experience as determined by AHJ.

2.4 TERT Team Leader

    2.4.1 Understand local, state, regional and national mutual aid processes and procedures

    2.4.2 Employer has sent special recommendation to the State Coordinator that the individual be considered for appointment as Team Leader

    2.4.3 Be able to coordinate work tasks and human resources in adverse and changing environments with minimal direction

    2.4.4 Possess knowledge to identify, locate and obtain logistical support for the team

    2.4.5 Strong administrative skills, i.e., scheduling, time keeping, cost tracking, etc.

    2.4.6 Possess the ability to effectively interface with the Incident Command Structure, OEM, TERT coordinator from the deploying entity (entities) and local TERT Liaison

    2.4.7 Successful completion of all relevant and current DHS requirements and NIMS training course identified in Attachment L.

    2.4.8 EMD Certification may be required for out-of-state deployment

    2.4.9 Properly certified by the AHJ that the individual has the requisite training and skills of a Supervisor

    2.4.10 Completion of all required training.

    2.4.11 All Team Leaders should have adequate interpersonal conflict resolution training/experience as determined by AHJ.

3 TERT Request Documentation

The Requesting PSAP must initiate activation by providing the appropriate information so the most appropriate team may be assembled. The Requesting PSAP is also responsible for assuring that responding team members are utilized in an appropriate manner.

3.1 Requesting PSAP Role
The Requesting PSAP shall initiate the request for activation and provide guidance and direction to the responding TERT team members. PSAPs should complete a PSAP Survey +Form prior to the need for TERT.
See Attachment A -- PSAP SURVEY

3.2 Activation Steps
A guide that outlines the steps required to initiate a TERT response. Activation steps may need to be customized to meet the requirements/needs of the Requesting PSAP and other organizations, such as EMAs. Specific activation steps should be individually developed on a state by state basis.
See Attachment K --TERT REQUEST APPROVAL PROCESS

3.3 TERT Request Information
This form contains additional information that may assist the responding TERT State Coordinator and TERT Team Leader to staff and initiate a response. This form should be completed by an appropriate representative of the requesting PSAP.
See Attachment B -- TERT REQUEST INFORMATION

3.4 TERT Package
The TERT package is information and resources provided by the requesting PSAP to the responding TERT. This package should be prepared in advance by requesting PSAP personnel and have the necessary information and supplies for the TERT to function while deployed. *See Attachment C -- TERT PACKAGE*

3.5 TERT Requesting PSAP Deployment Review
The TERT Requesting PSAP deployment review is a tool to be completed post-mission by the requesting PSAP Liaison. This instrument is used to assure that the response was handled in a safe, efficient manner and provide lessons learned to improve future deployment. Completed reviews shall be provided to both the requesting and responding TERT State and Regional Coordinators.
See Attachment D -- TERT REQUESTING AGENCY DEPLOYMENT REVIEW*

4 Requesting PSAP Responsibilities

The Requesting PSAP must initiate activation by providing the appropriate information so the most appropriate team may be assembled. The Requesting PSAP is also responsible for assuring that responding team members are utilized in an appropriate manner.

4.1 The Requesting PSAP Role:
The Requesting PSAP shall initiate the request for activation and provide guidance and direction to the responding TERT team members. PSAPs should complete a PSAP Survey Form prior to the need for TERT.

> **4.1.1 Verify that an emergency has been declared at the appropriate level.**
> **4.1.2 Request TERT activation through appropriate EMA. (use Activation Steps)**
> **4.1.3 Provide specific information outlining your PSAP's needs to the TERT State Coordinator. The TERT Request Information is the minimum information that a responding TERT State Coordinator will need in order to start the activation process. The TERT State Coordinator may ask for additional information.**
> **4.1.4 Assign a TERT Liaison responsible for deployed teams.**
> **4.1.5 Provide TERT packages to arriving teams.**
> > *See Attachment C -- TERT PACKAGE**
> **4.1.6 Assign and monitor tasks to the TERT personnel while they are working in your PSAP, as necessary.**
> **4.1.7 The Requesting PSAP should notify the EMA after TERT resources have checked-in. The notification should include:**
> > - **number and type of resources**
> > - **unmet needs**
> > - **changes/updates**
> **4.1.8 The Requesting PSAP should notify the State EMAC Coordinator after TERT resources have checked-in. The notification should include:**
> > - **number and type of resources**
> > - **unmet needs**
> > - **changes/updates**

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> **4.1.9 Update EMA at least once per day.**
> **4.1.10 Inform EMA when situation is stabilized and TERT personnel are no longer needed.**
> **4.1.11 Ensure completion of all Deployment Review forms.**
> **4.1.12 Coordinate travel and lodging with the State Coordinator of the responding state.**

4.2 Activation Steps (Intrastate: Within One State)
> **When a PSAP experiences an event of significant magnitude that creates the need for additional/replacement staffing in order to maintain an adequate level of service to the public and public safety responders, a TERT activation may be requested. If the event results in the Governor declaring a state of emergency, reimbursement for the deployment may be available from the Requesting State. If the event does not rise to the level of a declared emergency, the**

TERT deployment shall be considered a mutual aid situation with no reimbursement made available.

      4.2.1 The PSAP Manager has three (3) methods of initiating a TERT activation as indicated below. The PSAP Manager should choose the contact method that is most appropriate for the circumstances. The PSAP Manager should contact:
- **Local EMA, OR**
- **State EMA, OR**
- **Other designated official(s)**

      4.2.2 The EMA or TERT State Coordinator should ensure the completion of required documentation.

      4.2.3 The EMA should contact the Requesting PSAP and provide details on the TERT, i.e., number of personnel, estimated time of arrival if available, qualifications, etc. 4.2.4 The Requesting PSAP should notify the EMA after TERT resources have checked-in. The notification should include:
- **number and type of resources**
- **unmet needs**
- **changes/updates**

      4.2.5 The Requesting PSAP should maintain contact with EMAs or other designated official(s), as appropriate.

      4.2.6 The EMA Coordinator has ensured the completion of the EMAC cost estimation form prior to deployment. EMAC has standardized forms to request interstate mutual aid assistance and intrastate reimbursement.

4.3 Activation Steps (Interstate: State-to-State)

      When a PSAP experiences a manmade or natural disaster of such significant magnitude that the governor has declared a state of emergency and creates the need for additional/ replacement staffing to maintain an adequate level of service to the public and public safety responders, a TERT activation may be requested.

      4.3.1 The PSAP Manager has two (2) methods of initiating a TERT activation as indicated below. The PSAP Manager should choose the contact method that is appropriate for their jurisdiction. Once an emergency is declared, the PSAP Manager should contact:
- **Local EMA - the local Emergency Manager shall forward the request to State Emergency Management, or State EMA**

      4.3.2 The State EMA should ensure completion of Memorandum of Agreement (MOA) and all required documentation to begin the EMAC process.

      4.3.3 The Requesting State EMAC Coordinator should contact the appropriate out-of- state EMAC Coordinator(s) requesting a TERT activation.

      4.3.4 The Assisting (Deploying) State EMAC Coordinator(s) should notify the Requesting State EMAC Coordinator when a TERT deployment has been approved.

      4.3.5 The Receiving State EMAC Coordinator should coordinate with the responding TERT State Coordinator and/or the Requesting PSAP to obtain details on the TERT deployment, i.e., number of personnel, estimated time of arrival if available, qualifications, etc.

4.3.6 The Requesting PSAP should notify the State EMAC Coordinator after TERT resources have checked-in. The notification should include:

- **number and type of resources**
- **unmet needs**
- **changes/updates**

4.3.7 The Requesting PSAP should maintain contact with EMAs and State EMAC Coordinators, as appropriate.

5 TERT Deployment Responsibilities

5.1 TERT State Coordinator responsibilities:
      5.1.1 Contact TERT Liaison to confirm needs
      5.1.2 Locate and assign available resources
      5.1.3 Assume responsibility for assembling a deployable team
      5.1.4 Assign TERT Team Leader
      5.1.5 Coordinate transportation
      5.1.6 Ensure TERT Liaison receives verification of response
      5.1.7 Receives daily updates and disseminates to appropriate agencies
      5.1.8 Coordinates communications between deployed TERT and home agencies
      5.1.9 Ensure completion of all Deployment Review forms
      5.1.10 Apply for reimbursement as appropriate

5.2 Team Leader responsibilities:
      5.2.1 Ensure responding personnel are appropriately equipped (Supply list)
      5.2.2 Establish and maintain communication with TERT Liaison
      5.2.3 Ensure safety of team members insofar as possible
      5.2.4 Ensure team members are assigned an appropriate work task
      5.2.5 Ensure logistical needs are met (food, lodging, transportation)
      5.2.6 Ensure operational needs are met (scheduling, resource management, personnel issues, required reports)
      5.2.7 Request appropriate CISM resources if deemed necessary
      5.2.8 Ensure financial needs are documented (time keeping, associated costs)
      5.2.9 Provide daily update to the responding TERT State Coordinator
      5.2.10 Ensure demobilization requirements are met
      5.2.11 Ensure completion of all after action reports

6 TERT Database & Audit

6.1 TERT State Coordinator (or their designee) responsibilities:
    6.1.1 Create & Maintain Database of TERT Members
    6.1.2 Create & Maintain Database of Agency information

6.2 Database Audit:
    6.2.1 TN-TERT Committee will conduct an audit of the member database to confirm TERT Member/Leader status, annually.
    6.2.2 The Audit will take place the week of the annual TENA (TN Emergency Number Association) Conference.
    6.2.3 The TERT State Coordinator (or their designee) will meet with the Regional Coordinators where the database will be divided by region. The Regional Coordinators will contact each agency (within their region) by email or phone requesting confirmation that their TERT Members/Leaders listed in the database are still approved to participate in the program.
    6.2.4 Responses will be recorded and forwarded to the State Coordinator (or their designee). The database will be updated and distributed before the end of the Conference.
    6.2.5 The State Coordinator will assign the Agency information database to one of Regional Coordinators for maintaining.
    6.2.6 Every attempt will be made to update the Agency Information Database at least annually.

Attachment A: PSAP Survey

Organization Name:
Physical Address:

Primary
Contact: Title:
Contact Number:

Secondary Contact:
Title:
Contact Number:

24X7 Contact Number:
Secured Facility:
Access:

NCIC/ORI: Y / N
Phone System:
CAD Manufacturer:
CAD Product Name:
Mapping Manufacturer:
Mapping Product Name:_
Radio System Manufacturer:
Radio System Description:
Total Radio Freq.:

EMD Program:
[ ] Yes [ ] No   [ ] Cards [ ] Software   Vendor:

EFD Program:
[ ] Yes [ ] No   [ ] Cards [ ] Software   Vendor:

EPD Program:
[ ] Yes [ ] No   [ ] Cards [ ] Software   Vendor:

Duties Performed:
[ ] Answer 9-1-1 Calls	**[ ] Non-emergency**	**[ ] General Info Calls**
[ ] Call Taker Police	**[ ] Call Taker Fire**	**[ ] Call Taker EMS**
[ ] Dispatch Police	**[ ] Dispatch Fire**	**[ ] Dispatch EMS**

Typical Call Volume (per day):
Number of Employees:
24hr center:
Shift Hours:
Total Agencies Served:
Fire:
EMS:
EMA:
Sheriff:
Police:

Geographical area served:
Population:

If there is any additional information about your PSAP, please provide it on a separate sheet and attach it to this document.

Attachment B: TERT Request Information

All request for TERT deployments shall go through the State Coordinator or the TN Emergency Management Agency Emergency Operations Center at 615-741-0001. The TEMA Operations Center shall keep an updated TERT Representative contact list, and make such list available to requesting agencies. The list shall also be available on the TN TERT website. This Request Form should be forwarded to the State Coordinator by any means available.

Name of Agency: _____ _____

Contact Person/Numbers : _____

EMA/TERT Coordinator Notified (time/date):

Nature of emergency and impact on PSAP:
_____
_____
_____

What will be the anticipated deployment environment (PSAP, Field response)?
_____

Number and type of personnel needed for each discipline: police, fire, EMS, or any special requests: _____
_____

Anticipated length of time needed:

Are there any checkpoints, roadblocks, flooded roadways, etc., that would prevent a team from reaching the PSAP? If so, what arrangements have been made to get responding personnel through?
_____
_____

Are there any special instructions on where and how to check in? (Staging officer, interoperability channel, face-to-face at center, etc)
_____
_____
_____

Any special instructions? (Lodging, food, etc.)
_____
_____
_____

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Attachment C: Requesting Agency Package for TERT Arrival

List of CAD codes/commands

List of call types

List of radio frequencies and departments that utilize same unit number or radio signature designations

List of radio codes

Local phone books

List of commonly used telephone numbers

List of other required access numbers

Commonly used terms/names (utility company name, common place names)

Local maps/ Cross-reference guides

List of major public buildings such as schools; shelters; hospitals; public safety buildings; other government buildings; jails/prisons; etc.

Jurisdictional boundaries (police, fire, EMS)

List of agencies dispatched or supported

List of key public officials and current organizational structure (chain of command)

Facility overview

Overview of local and state laws

Check-in/Check-out procedures

Method of ID credentialing/electronic entry cards

Attachment D: TERT Requesting Agency Deployment Review

TERT Requesting Agency Deployment Review

	YES	NO
Was the EMA knowledgeable and helpful?		
Did you have all information and resources to initiate TERT?		
Was the process well defined and usable?		
Did the responding TERT State Coordinator contact you back in a timely manner?		
Were you contacted back and advised anticipated response time of team and contact information?		
When the team arrived, did you brief them prior to putting them to work?		
Did you receive the number and type of TERT members you requested?		
On a scale of 1 - 10 with 10 being the BEST). how do you feel the TERT Program worked for you?		
Any suggestions for improving the program?		
Other Comments (narrative for any of the above questions.)		

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Attachment E: Sample Checklists

TERT Request Checklist Interstate
- ~ **Request forwarded to County EMA**
- ~ **Ensure request forwarded to State EMA**
- ~ **Ensure request forwarded to EMAC**
- ~ **Retrieve TERT packages**
- ~ **Assign TERT liaison**
- ~ **Ensure completion of TERT request form**
- ~ **Ensure completion of MOUs**

TERT Request Checklist Intrastate
- ~ **Request forwarded to County EMA**
- ~ **Ensure request forwarded to State EMA**
- ~ **Retrieve TERT packages**
- ~ **Assign TERT liaison**
- ~ **Ensure completion of TERT request form**
- ~ **Ensure completion of MOUs**

TERT Arrival Checklist
- ~ **TERT Liaison initiates contact with responding TERT**
- ~ **TERT arrives and checks in**
- ~ **TERT packages provided to responders**
- ~ **Responders have assigned duties**
- ~ **Responders have current chain-of-command**
- ~ **Responders have comfort facilities**

TERT End of Shift Checklist
- ~ **TERT Liaison checks out with responding TERT command**
- ~ **TERT Liaison assures responders questions/concerns are answered**
- ~ **TERT response form completed for operational period**

TERT Deactivation Checklist
- ~ **Incident Commander officially deactivates TERT response**
- ~ **TERT is relieved of duties**
- ~ **TERT Liaison assures responders question/concerns are answered**
- ~ **Responding TERT completes checks-out**
- ~ **County/State EMA notified of deactivation**
- ~ **TERT response form copied and forwarded to Requesting PSAP after all responders arrive at home base**
- ~ **Operational debriefing/CISM**

ATTACHMENT F: Suggested TERT Member Supply List

In a Backpack or Day Pack (to be carried with you at all times)
- Canteen - 1 quart water (Good for mixing powdered drinks)
- Swiss Army Knife or Multi-tool

Leather work gloves / Eye
- protection / Ear protection
- Rain gear
- Flashlight
- Notepad / pencil / pen
- ID / Drivers License / Cash / Debit or Credit Card
- Roll of quarters for vending machines
- Cell Phone & Charger
- 1 Meal Ready-to-Eat (MRE) & possibly trail mix
- Spare set of prescription glasses & sunglasses
- Skin protection (sunscreen) / Insect repellant
- Hat / Handkerchief / Lip balm
- Ibuprofen / decongestants / basic first aid supplies
- Prescription medications for term of deployment plus seven days
- Snacks & bottled water/soda

In a Duffel Bag, Camping Backpack or Luggage (Soft duffel bags are preferred)
- 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, extra buttons, duct and electrical tape, etc.
- Towel & Washcloth
- Personal hygiene items (Soap, deodorant, toilet paper, etc.)
- Zip lock bags (assorted sizes) / Garbage bags / Dirty laundry bag
- Half roll of toilet paper--smash flat to conserve space

Special Considerations:
1. Keep the number of packs of your equipment to a minimum.
2. Military duffel bags are ideal. Vacation type luggage is acceptable, but discouraged.
3. Label ALL your equipment with your name and address.
4. Absolutely NO Sterno, propane or compressed gas containers should be in your gear. Chemical heaters are acceptable.
5. It is possible there will be no electrical outlets available.

ATTACHMENT G: TERT Responding Team Leader Deployment Review*

ATTACHMENT G: TERT Responding Team Leader Deployment Review*

TERT Responding Taskforce Team Leader Review	YES	NO
Was Emergency Management knowledgeable and helpful?		
Did you have all information and resources to initiate TERT?		
Was the process well defined and usable?		
Did your TERT State Coordinator contact you in a timely manner?		
Were you provided all needed information and contact information?		
When the team arrived, were you briefed prior to assignment?		
Was the number and type of TERT members requested appropriate?		
Would you deploy as TERT Team Leader again? (if no please explain below)		
On a scale of 1 - 10 (with 10 being the BEST), was the TERT process effective in accomplishing its mission?		
Any suggestions for improving the program?		
Other Comments(narrative for any of the above questions.)		

Attachment H: TERT Member Deployment Review*

TERT Member Deployment Review	YES	NO
Did you receive all the required information such as location, directions, contact name and number and team leader's name?		
When you arrived, were you briefed?		
Did you receive a TERT Package when you arrived?		
Did it contain the necessary resources for you to begin work?		
Was the equipment what you are currently trained on?		
Do you feel that the right amount of resources were requested?		
Do you feel you were welcomed by the agency?		
Were assignments clear and appropriate?		
Do you feel that you were of help to the PSAP?		
Please provide suggestions on how to improve the program.		
Other Comments (Feel free to type a narrative for any of the above questions)		

Attachment I: Medical Considerations

Medical considerations are difficult issues for the TERT program, and a certain degree of common sense must be exercised by agency managers in selecting team members and by State Coordinators in making choices as who to include in deployed teams. Some further explanation of such considerations follow:

A. Vaccinations and Immunizations

All TERT member agencies should follow the vaccination / immunization guidelines outlined in the CDC guidance document titled "*Immunization Recommendations For Disaster Responders*" located at **www.bt.cdc.gov/disasters/disease/responderimmun.asp**

- All First Responders have a Tetanus immunization or booster if the original immunization is more than 10 years old. The preferred variety is Tdap (tetanus/diphtheria/pertussis).
- The Hepatitis B immunization may be beneficial but is only recommended for First Responders who may have direct patient contact or contact with bodily fluids. Telecommunicators typically will not be exposed to such situations. The decision for Hepatitis B is left to the discretion of the AHJ.
- The Hepatitis A immunization is not recommended for First Responders working on situations in the United States.

B. Medical Conditions

Similarly, no TERT team member shall posses any medical condition that would present a problem during deployment and compromise the member's ability to perform or to place a burden on the Team Leader or the requesting agency to spend time addressing such issues or that may require the team member to return home prematurely.

Here again, agency managers best know their own employees and common sense must prevail. ADA considerations are considerably different in disaster situations, since the normal work environment may dramatically change. Bonafide occupational requirements change.

Conversely, individuals with certain medical problems or disabilities may be perfectly able to work in a mutual aid situation that does not rise to the level of a disaster environment.

TERT State and Regional Coordinators are responsible for making appropriate team member selections for any given deployment.

Attachment J: TERT State Coordinator Letter

Date

TERT State Coordinator

I, (Name of agency director), approve the following persons as members of the (local, regional, state) TERT Program. These employees are in good standing and meet or exceed all requirements of TERT membership as published in the NJTI Model Recommendations for TERT Deployment.

Sincerely,

(Agency Director)

NAME	Team Leader (x)	Super visor (x)	Radio Dispatcher (x)	Calltaker (x)	EMD (x)	Other Skills (List)

Attachment K: TERT Request Approval Process

The following is intended to provide information on the process for TERT deployments both on an out-of state basis and within your own state. The narrative references the flow chart below.

A. Interstate (State-to-State)

Interstate TERT deployments occur under the Emergency Management Assistance Compact (EMAC) which is an agreement signed by all states on the process to deploy state-to-state resources during an emergency or disaster. The following steps take place for requesting and assisting agencies:

Fundamentally, the formal request flow begins in the lower left hand corner of the attached chart and flows straight up on over to EMAC (red box) and then down the right hand side of the chart.

1. The requesting (impacted) PSAP submits request for TERT to the applicable local Emergency Management Authority (EMA) office per internal state EMAC resource request SOP.

2. The requesting state local EMA forwards request through channels to State EMAC Coordinator.

    a. If an EMAC A-Team has been deployed to the requesting state, the State EMAC Coordinator forwards the request to the A-Team and they issue an EMAC Broadcast to member states requesting TERT assistance (assets).

    b. If an EMAC A-Team has not been deployed to the impacted state, the State EMAC Coordinator issues an EMAC broadcast to member states requesting TERT assets.

3. EMAC resource requests are processed by the various receiving State EMAC Coordinators who, in accordance with the state EMAC SOP, disseminates the resource request to applicable agencies in their state looking to see if the resource can be filled. Some coordination between TERT State Coordinators and State EMAs may take place to make sure that an adequate complement of responders is available (Call-Takers, Dispatcher, Telecommunicators, Supervisors, Team Leaders, EMD certified, etc) is available.

4. Once a state or multiple states steps forward with an available TERT resource, they become the Assisting State(s). If more than one state steps forward to provide resources, the requesting state chooses which TERT resource to accept.

5. The Assisting State(s) provides information on the TERT resource deploying to the impacted area to the Requesting State which is pushed down to the requesting PSAP. The Requesting PSAP exchanges information directly with the Deploying TERT State Coordinator. If any resource request changes (i.e. more or less people) this must be communicated up the EMA chain for both the Requesting and Assisting States.

6. If a TERT resource is needed for more than the agreed upon deployment time frame, the Requesting PSAP needs to contact the EMA EMAC Coordinator for the requesting state for approval.

B. Intrastate (Within the Same State)

The response flow again begins at the lower left corner of the chart, and follows the path of only the blue boxes.

Depending on the nature of the request, it may take a formal route through the state EMA (typically a declared in-state disaster); or may take a somewhat more informal route where the request is more of a localized mutual aid request that does not involve the state EMA.
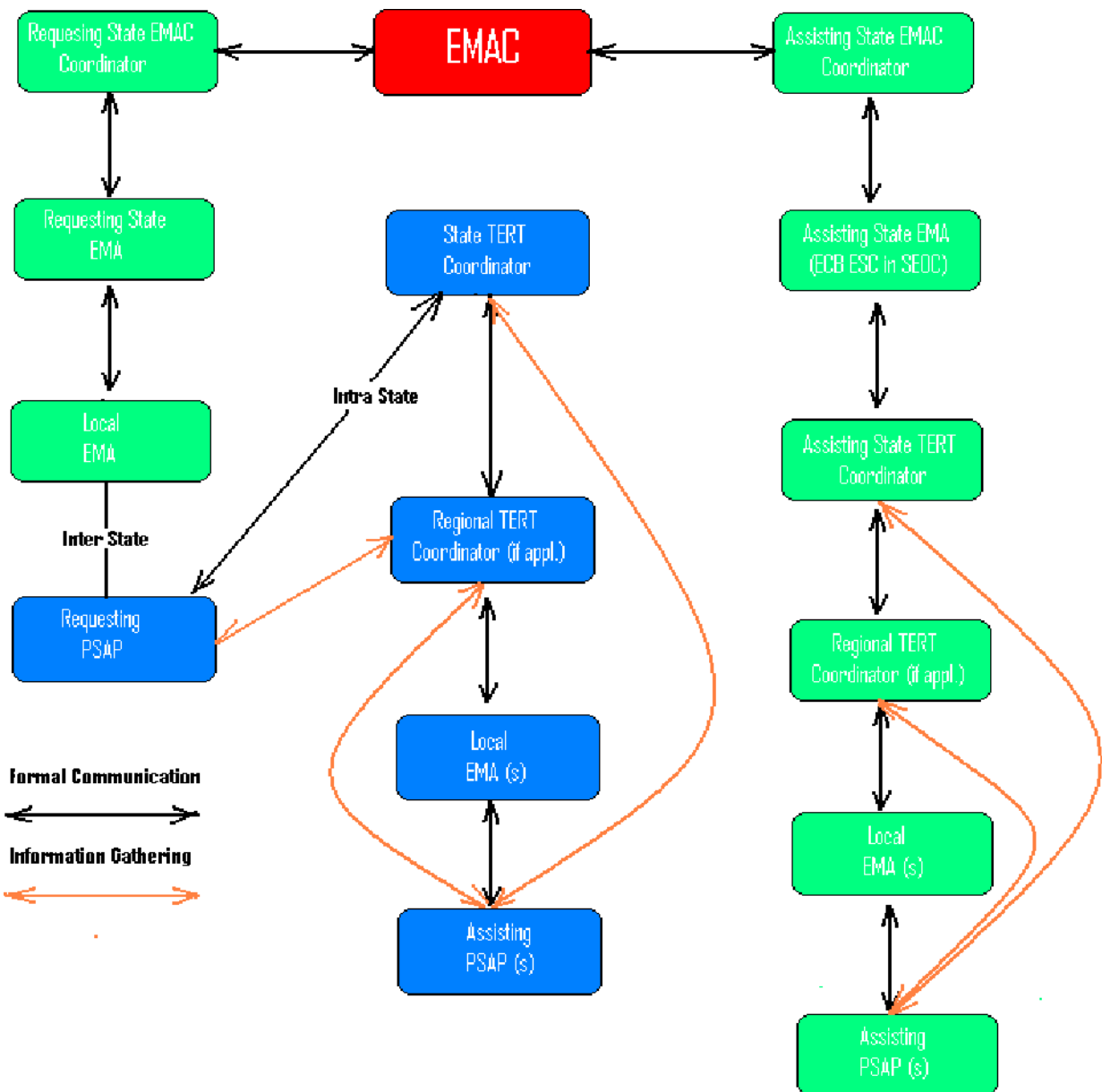
Attachment L: TERT Required and Recommended Training

ALL Members/Participants

Required: **NIMS Certification ICS 100, 200, 700, 800, & 802**
          CPR
          40 Hr. Basic Telecommunicator Course
          2 Years experience (outside of training)
          TERT Basic Awareness Course

Recommended: **Hazardous Materials Awareness**
          ICS/EOC Interface
          PTSC Crisis Communications
          Communications Leader (COML)

Supervisor

Required: **ICS 300**
          Confirmed Supervisor Level from AHJ

Recommended: **Same as Member Recommended**

Team Leader

Required: **Communications Leader (COML)**
          ICS 300
          ICS 400 (at earliest convenience)
          ICS/EOC Interface
          Comm. Center Manager Course (when available)
          TERT Leadership Course (when available)

* Each agency director shall submit a signed document to the TN State Coordinator, on agency letterhead, attesting that all required training has been completed prior to TERT membership. The document shall list all relevant training courses and the date completed.

Attachment M: TERT Request Approval Process

Typing and Default Configurations of TERTs

CATEGORY: Communications Resources		KIND:		Taskforce	
MINIMUM CAPABILITIES:		TYPE I	TYPE II	TYPE III	TYPE IV	OTHER
Personnel	Team Leader	1	1	1	1	1
Personnel	Supervisor	6	6	4	2	0
Personnel	Telecommunicator	42	36	28	14	Up to 7
Personnel	EMD Certified See Note 1	25%	25%	See Note 2	See Note 2	See Note 2
Taskforce	Duration of Operations	Greater than 1 week	Greater than 1 week	Up to 1 week	Up to 1 week	Up to 1 week
Equipment	Laptop with wireless / cellular internet	1 Laptop	1 Laptop	None Specified	None Specified	None Specified
Comments	Note 1: During out-of-state the Type I and Type contingent of EMD responsible for identifying to fill this requirement.	Emergency Management Compact (EMAC) requests at II levels, the request should automatically include a 25% certified telecommunicators. TERT State Coordinators are such members. A multi-state response may be required
	Note 2: EMD However, if a requesting members respond, the request by indentifying	is not a requirement for TERT team membership. agency specifies that they wish to have EMD qualified TERT TERT State Coordinator should make every effort to fulfill the EMD qualified team members.
	Note 3: Requests for Dispatchers, law enforcement familiarity with a specific process, however increasing process and/or may	special certifications or qualifications, such as EMD, Incident dispatchers, fire service/EMS dispatchers, call takers, CAD system, etc, shall be specified during the request the specific requirements may slow the deployment not be able to be accommodated.
	Note 4: The de Requests for public specified when making	configuration calls for public safety telecommunicators. safety call takers and/or public safety radio dispatchers shall be the request.
	Note 5: The span System (NIMS) guideline.	of control of 1:7 follows the National Incident Management

Glossary

AHJ	**Authority Having Jurisdiction**
CISM	**Critical Incident Stress Management**
EMA	**Emergency Management Agency**
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**
OEM	**Office of Emergency Management**
TERT	**Telecommunicator Emergency Response Taskforce**
TENA	**Tennessee Emergency Number Association**

Authority Having Jurisdiction (AHJ): This is the governing body of the communications center which can be at the local, municipal, county or state level. This body has oversight of the communications center and will have knowledge of the skills, knowledge and abilities of employees at the center.

Telecommunicator Emergency Response Taskforce (TERT): A group of trained telecommunications operations and support personnel able to respond to and work with another agency to receive, process, dispatch and monitor calls for assistance.

TERT State Coordinator: Official responsible for managing and coordinating a TERT deployment at the state level.

TERT Liaison : Requesting PSAPs liaison for deployment.

Team Leader : Deployed team's liaison. Responsible for management of deployed team.

PSAP Survey: Data collected regarding type of equipment and training to best match the needs of requesting PSAP with the skills of the responding TERT.

TERT Supervisor: A public safety telecommunications supervisor capable of functioning as a TERT Telecommunicator, and of supervising, directing and assessing the work of other PSAP personnel.

TERT Telecommunicator: A public safety dispatcher capable of functioning as both a TERT Calltaker and a TERT Radio Dispatcher.

TERT Radio Dispatcher: A public safety dispatcher trained and/or certified in accordance with the AHJ policies in receiving, prioritizing and distributing calls for service using a public safety radio system.

TERT Calltaker: A public safety calltaker trained and/or certified in accordance with the AHJ policies in receiving, assessing, prioritizing and classifying calls for service.

Updated: November 2012