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EMERGENCY REPORTING PROCEDURE IN A MULTI-NATIONAL ENVIRONMENT

This article is aimed on reporting procedure in emergency situation used in multi-national environment. It is based on real procedures, documents and instructions, which are usually used in all kinds of emergency assets, especially during the activities of multi-national joint forces. The first impulse for creating this procedure started in armed task forces and due to the great effect fluently increased to the civilian sector. The article is a basic instruction how to simply ensure information flowchart among all the elements and secure quick reaction on developing crisis situation.

1. Introduction

Crisis management is a phenomenon of the present time. Nowadays, the increasing numbers of predicaments are solved in a multi-national environment. In the case of emergency quick reaction and efficiency are the fundamental characteristics in order to ensure a proper coordination of the rescue assets immediately. A precise, punctual and timely management of assets that effect through a simple chain of command, can only achieve this. Different operation procedures, capabilities and language barriers of the involved international assets brought about the need to create a common system of reporting procedure. The main purpose of this article is to create an overall summary of the multi-national standard operation procedures (SOP), information flowcharts (IF) and reporting procedures (RP) in order to explain its application in the real situation.

All these mentioned segments are the necessary parts of a decision making process (DMP) and the most important inputs in the process of gathering information in order to get enough relevant information for the general solution of the situation.

We can divide this problem into three parts:

- standard operation procedures (SOP)
- information flowcharts (IF)
- reporting procedures (RP)

2. Standard operation procedures

Aim of the SOPs is to clarify the procedures used by the crisis management. The main intent of each SOP is to support the members and managers of the crisis staff and incident command

der in DMP and help them to make particular decisions aimed to reach the final goal.

The core of each SOP is a clear and simple direction, how to manage the situation in order to ensure a safe and secure environment in accordance with the official protocols and documents. SOP has to be clear and simple, but on the other hand, rich on the value.

The most important SOP for our work is the “Alert of Immediate Rescue Team (IRT) and Communication Procedures in Emergency Situation” used in the multi-national military IRT assets.

3. Information flowchart

The main intent of IF is to ensure the flow of information and reports to all the participants, especially between the IRT on the spot and the operation room (OPS room).

IRT assets have to react immediately and with a sufficient information flow during the incident. OPS room is responsible for the accurate and timely reporting of all information related to the incident to IRT. Each incident must be assessed individually and taken actions must be based on the received accurate information and any situational analysis from the incident site. IRT Asset Status Reports and Situational Picture are sent to the OPS room verbally through the assigned CIS (communication and information systems) systems minimum every 30 minutes.

The most widely used CIS system is the radio communication. There are several rules in the transmission in order to get the fluent flow of the information. The most important are:

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- Send the brief but precise message.
- Break the message into sensible passages with pauses between.
- Make sure no-one else is transmitting at the same time.
- By transmitting maintain the high standard of articulation, normal rhythm and moderate volume. Do not shout.
- Avoid excessive calling and unofficial voice procedures.
- Hold the microphone close to your mouth.

Phonetics

- The *International Phonetic Alphabet* [1] listed below shall be used.
- Numerals shall be transmitted digit by digit except round figures as hundreds and thousands.

International phonetic alphabet [1]

Table 1

Letter	Phonetic Alphabet	Letter	Phonetic Alphabet	Numeral	Spoken as
A	ALFA	N	NOVEMBER	0	ZERO
B	BRAVO	O	OSCAR	1	WUN
C	CHARLIE	P	PAPA	2	TOO
D	DELTA	Q	QUEBEC	3	THREE
E	ECHO	R	ROMEO	4	FO-WER
F	FOXTROT	S	SIERRA	5	FI-YIV
G	GOLF	T	TANGO	6	SIX
H	HOTEL	U	UNIFORM	7	SEVEN
I	INDIA	V	VICTOR	8	ATE
J	JULIET	W	WHISKEY	9	NINER
K	KILO	X	XRAY	Examples: 12 WUN TOO 44 FO-WER FO-WER 90 NINER ZERO 136 WUN THREE SIX	
L	LIMA	Y	YANKEE		
M	MIKE	Z	ZULU		

Procedure Words (PROWORDS) [1]

- A *pro-word* is a word or phrase which has been given a special meaning in order to speed up the handling of messages.
- The only authorised pro-words are listed below:

PROWORDS [1]

Table 2

PROWORD	Explanation
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 _____.
BREAK	I hereby indicate the separation of the text from other portions of the message.
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.
FIGURES	Numerals or numbers follow.
FLASH	Precedence FLASH.
FROM	The address designator immediately following indicates the originator of this message.
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. (This PROWORD is not used on nets primarily employed for conveying messages. It is intended for use when messages are passed on tactical or reporting nets.)
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.
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 PROWORD). The address component is mandatory when this PROWORD is used.
ROGER	I have received your last transmission satisfactorily.
SAY AGAIN	Repeat all of your last transmission. Followed by identification data means "Repeat _____ (portion indicated)".
SILENCE (Repeated three or more times)	Cease transmission on this net immediately. Silence will be maintained until lifted. (When an authentication system is in force, the transmission imposing silence is to be authenticated).
SILENCE LIFTED	Silence is lifted. (When an authentication system is in force, the transmission lifting silence is to be authenticated).
SPEAK SLOWER	Your transmission is at too fast a speed. Reduce speed of transmission.
THIS IS	This transmission is from the station whose designator immediately follows.
TIME	That which immediately follows is the time or date time-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 to establish communication is unknown.
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.

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 precedes _____.
WORDS TWICE	Communication is difficult. Transmit (transmitting) each phrase (or each code group) twice. This PROWORD may be used as an order, request, or as information.
WRONG	Your last transmission was incorrect. The correct version is _____.

4. Emergency reporting procedure

In the multi-national reporting procedures *reporting forms* are usually used. These ones make the information flowchart about the situation easier. Each form must be very strict and comprehensible.

Advantages of the reporting form:

- time saving
- well arranged information
- elimination of the missing information
- easy use for everyone
- low level of the needed language skills

“Request for IRT support” is the most important reporting form in the emergency reporting procedure. Forms and examples (in accordance with SOP: “Alert of Immediate Rescue Team (IRT) and Communication Procedures in Emergency Situation”) of these requests are described below.

When reporting any accident/incident or emergency situation comply with the Medical Emergency Aide Memoire known as METHANE Report [2]:

Fig. 1 METHANE Report [2]

M-E-T-H-A-N-E	
DTG	Date, Time, Group * 29 0935B SEP 2009
M	My call sign (name, team) ECHO 21
E	Exact location (GRID - or describe location) GRID: EN 12300 35400
T	Type of incident (e. g. RTA) RTA (route traffic accident) of bus and vehicle.
H	Hazard at the scene (e. g. Traffic, fire) Possible burning vehicle, unknown liquid and hard traffic

* DTG: 29 0930Z SEP 2009 means 29 SEP 2009, 09:30, Z: local time

* GRID of RV - exact location of rendezvous (meeting) point marked with 6-figure grid reference

* HLS - Helicopter landing site

A	Access (route in, GRID of RV *, HLS *) Main route in vicinity of village XY. South route to main junction. Possible HLS at GRID: EN 009 135 with no hazards, marks with blue smoke.
N	Number and type of casualties Approximately 9 casualties. Number of wounds. Impacts, external bleedings, possible wound of backbone, burns and trauma injuries. (2 - urgent, 7 - priority precedence) (2 - litter, 7 - ambulant)
E	Emergency assets present and needed (e. g. IRT, firemen) Medical teams and FIREMEN. Medical assets and extraction equipment required. Urgently. Police to secure the area and provide bypass. No assets currently present. BPT (be prepared to) HELIVAC.

In Mass Casualty Situation (MASCAL) incident commander requests helicopter medical evacuation (Heli MEDEVAC) if required, for evacuation of injured persons. Make the request usually using *9-Line MEDEVAC REQUEST* [3], in this type of situation.

1. Required Information [5]

a. Header Message

- (1) Date-Time Group (DTG)
- (2) Identifier/Unit Name/Name

b. 9-Lines Test as follows:

(1) Pickup Zone (PZ) Grid Reference

Provide the 6-figure grid reference and any other pertinent landmarks, town location, etc, that will help identify the location of the casualties.

(2) Radio Call Sign (C/S) and Frequency (Freq)/Phone number

Fill in the call sign of IRT (on-site commander, incident commander, reporting person who are still in touch) and primary and alternate frequency or phone number.

(3) Number of Patients and Precedence (Patients by precedence)

Provide the number of casualties awaiting the evacuation by category.

A/P1 Priority 1 / URGENT

Emergency patients who require speedy evacuation that is necessary to save life, to prevent complications or to avoid serious permanent disability.

B/P2 Priority 2 / PRIORITY

Patients who require specialised treatment not available locally and who are liable to deteriorate unless evacuated with the least possible delay.

C/P3 Priority 3 / ROUTINE

Patients who require immediate treatment that is available locally but whose prognosis would benefit from air evacuation on routine scheduled flights.

Fig. 2 9-line MEDEVAC REQUEST [3]

MEDEVAC "9-Line" REQUEST		DTG	UNIT (NAME)
1	LOCATION (GRID OF PICKUP ZONE)	(1)	
2	CALLSIGN & FREQ (PHONE NUMBER)	(2)	
3	NUMBER OF PATIENTS/PRECEDENCE	(3) A B C	
	A - URGENT; to be at hospital facility (R2 or R3) within 90 minutes of first notification (P1)	B - PRIORITY; to be at hospital facility (R2 or R3) within 4 hours of notification by "9-line" (P2)	
	C - ROUTINE; to be at hospital facility R2/R3 within 24 hours of notification by "9-line" (P3)		
4	SPECIAL EQUIPT REQ'D	(4)	
	A - NONE B - HOIST (Winch)	C - EXTRICATION	D - VENTILATOR
5	NUMBER TO BE CARRIED LYING/SITTING	(5) L A E	
	L - LITTER (Stretcher) A - AMBULATORY (WALKING)	E - ESCORTS (e.g. for child patient)	
6	SECURITY AT PICKUP ZONE (PZ)	(6)	
	N - No threat	E - Explosion	
	L - Unknown liquid	X - Nuclear, biological and chemical dangerous	
7	PICKUP ZONE (PZ) MARKING METHOD	(7)	
	A - PANELS B - PYRO	C - SMOKE	D - NONE E - OTHER (explain)
8	NUMBER OF PATIENTS BY STATUS	(8) A B C	
	A - IRT MEMBER	B - CIVILIAN (ADULT)	
	C - CHILD		
9	PICKUP ZONE (PZ) TERRAIN/OBSTACLES (describe terrain, obstacles and weather)	(9)	
DO NOT DELAY LAUNCH OF MEDEVAC - SUPPLY FURTHER INFORMATION ONCE AVAILABLE:			
M	MECHANISM OF INJURY (and at what time if known)	(M)	(Time:)
I	INJURY OR ILLNESS SUSTAINED	(I)	
S	SYMPTOMS AND VITAL SIGNS A - airway B - breathing rate C - pulse rate D - conscious/unconscious E - other signs	(S) A B C D E ..	
T	TREATMENT GIVEN (e.g. Tourniquet and time applied, Morphine)	(T)	

(4) *Special Equipment Required*

The classification defines specialized equipment to be aboard the aircraft.

- A - None
B - Hoist (Winch)
C - Extrication
D - Ventilator

(5) *Number of Casualties Carried Lying or Sitting (Patients by type):*

The classification defines the patient's requirement for space in the aircraft.

- L - Litter (stretcher) Borne Patients
A - Ambulatory (walking) Sitting Patients
E - Escorts Sitting Passengers

(6) *Security at Pickup Zone*

- N - No threat

- E - Possible explosion

- L - Liquid (type or unknown)

- X - NBC dangerous

(7) *Pickup Zone Marking Method*

The classification provides information how the PZ will be identified and marked.

- A - Panels
B - Pyrotechnics
C - Smoke
D - None
E - Other (explain)

(8) *Number of Patients by Status*

- A - IRT member
B - Civilian (Adult)
C - Child

(9) *Pickup Zone Terrain/Obstacles*

The classification provides an assessment of any obstacles and the type of terrain located adjacent or at the PZ.

Terrain: - slope
- elevation
- surface

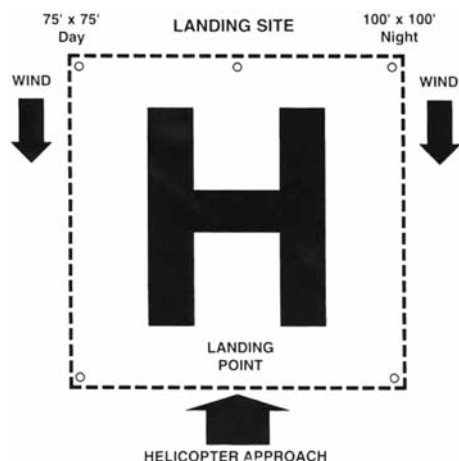


Fig. 3 Landing zone preparation [6]

Obstacle: - pylons, pillars, trees, building etc.
- wiring
- FOD (foreign object damage)

Weather: - visibility
- weather status
- wind (strength and direction)

Conclusion:

The article discuss about information flowchart and reporting procedure in multi-national environment in order to speed up the handling of information. The main effort is put on creation of reports about incidents/accidents in accordance with reporting forms, which are usually used in international emergency management. The article clarify the basic terminology and summarize gathered information gained by information research and own experiences. The main purpose was to create an overall summary of available information about reporting procedure into common document in order to explain its application in the real situation and help to emergency personnel in their daily routine work.

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