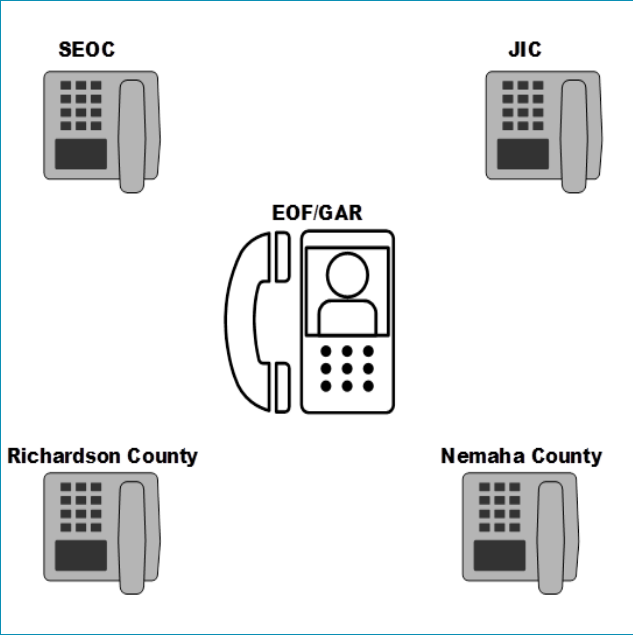


# Field Operations Guide (FOG) for Conference Line Representatives



Nebraska Emergency Management Agency  
Technical Hazards Unit  
Radiological Emergency Preparedness Program (REP)



The diagram shows a central telephone handset labeled 'EOF/GAR' with a person icon on the screen. Surrounding it are four other telephone icons: 'SEOC' at the top left, 'JIC' at the top right, 'Richardson County' at the bottom left, and 'Nemaha County' at the bottom right.

The NEMA Conference Line is expandable to include additional parties as necessary should an incident/accident occur. For a radiological incident/accident at Cooper Nuclear Station (CNS), the standard remote communication points include the EOF as the moderators and the SEOC, Nemaha County EOC, Richardson County EOC, and the Joint Information Center as conference line participants.

**NEBRASKA**  
EMERGENCY MANAGEMENT AGENCY

Good Life. Great Strength.

**Conference Line:**  
888-820-1398

**EOF Moderator  
Code:**  
8340818#

**Participant Code:**  
9133490#

**Notes:**

1. These phone numbers are in effect as of February 13, 2020
2. You may have to dial specific numbers to get an outside line at your location. (i.e. 9+1)

Remember to keep headsets and ear buds & mics on MUTE unless you are speaking on the line!

## PURPOSE OF THE FOG

The purpose of this FOG is to provide basic training and a quick reference guide when filling the role of a Conference Line Representative or Local Liaison Officer at a County EOC. While this FOG is written specifically to the roles during a radiological incident/accident for Cooper Nuclear Station, the concepts and principles apply across the “All Hazards” spectrum and the fundamentals of the position are largely the same regardless of the nature of the disaster.

*You can print this FOG in whole or you can print only the pages you need to carry with you when deployed. Each Go Kit contains a copy of this FOG.*

## SECTION 1: Roles and Responsibilities

### 1.1 NEMA's Role

As the state's emergency management agency, NEMA is charged with leading, coordinating and facilitating strategic response activities for incidents, accidents, natural and man-made disasters and other happenings. In the Radiological Emergency Preparedness (REP) program, NEMA serves as the Governor's authorized agency to lead radiological response efforts on behalf of the state.

The Governor's Authorized Representative (GAR) is the single voice with oversight and authority for a radiological response involving Cooper Nuclear Station (CNS), in Brownville, NE. The GAR directs the overall strategic response via directives and decisions that are then implemented with Federal, state and local support.

NEMA coordinates and facilitates the response activities through various State departments and agencies with specific areas of responsibility at the state level and in support of the locals who implement much of the tactical response. The departments and agencies at the state and local levels are responsible for organizing and implementing the tactical activities required for the response based on the directives of the GAR. Federal capabilities may be requested and incorporated to both the strategic and tactical response activities.

It should be noted that during a Hostile-Action Based (HAB) incident, the GAR work in close coordination with the Lead Law Enforcement Official who directs the tactical response to gain control of the situation.

### 1.2 The GAR Team

The GAR and associated team deploys to the Emergency Operations Facility (EOF) in Auburn, NE. Deployment of all field/deployment teams takes place at the direction of the GAR who will assess the risks and hazards associated with deployment in concert with his advisors and management team.

The GAR serves as the strategic and operational lead for the response and directs a series of preventative protective actions and/or protective actions to help protect the health, safety, and welfare of the citizens of Nebraska, as well as our resources, infrastructure, and economy.

The GAR deploys with the aid of a small command, control, communications and coordination (C4) team to assist him in his job. This includes a GAR Advisor with specific knowledge of REP plans and program requirements, all phases of a radiological release, radiological resources and capabilities available at the local, state, and Federal levels,

and protective actions that can be employed. The GAR's team also includes a Recorder/Computer Operator, a Conference Line Representative, and a HAM Radio Operator. The GAR will also have a DHHS DPH Advisor that will advise the GAR on all matters related to and could impact public health.

## SECTION 2: Your Position

### 2.1 Conference Line Representative

The EOF Conference Line Representative is responsible for communicating information as directed by the GAR across the conference line. They are also responsible for ensuring that any requests for information (RFIs) made by the GAR or by the other locations to the GAR or EOF are sent, received and closed out on the communications log.

The **EOF Conference Line Representative serves as the "Moderator"** for the conference line and will dial into the conference line then enter the Moderator Code (found on the front page of this FOG). Control of the conference line is held largely by the GAR so he/she can communicate directives and decisions with other parties on the line and receive questions and information from those parties in a manageable way in order to maintain the common operating picture (COP).

### 2.2 Nemaha and Nemaha County Local Liaisons

Nemaha and Richardson County Local Liaison Officers (LNOs) serve as NEMAs representative at the county Emergency Operations Centers (EOCs). Due to limited NEMA personnel and space at these facilities, only one (1) person can be deployed to these locations per shift, so the LNOs are "dual-hatted" filling both the roles as Conference Line Representative and Recorder/Computer Operations Specialist.

In that position, they must have a reasonable understanding of the state and local Radiological Emergency Response Plans (RERPs) and how to navigate them, how to communicate information to and from the GAR; be able to work with the County's Emergency Operations Center Director and county EOC personnel. In addition to passing information to/from the GAR to the locals, they must be able to communicate the needs, questions, concerns and interests of the counties; and record all decisions, actions, and activities into the state's emergency management software.

### 2.3 The GAR and GAR Advisor

While the GAR is your team leader, as the Conference Line Operator at the EOF, the GAR Advisor is your immediate reporting supervisor the chain-of-command in the Incident Command System (ICS). See **Figure 1- NEMA C4 Deployment Teams ICS Org Chart below**.

Figure 1-GAR's Standard C4 Deployment Team ICS Org Chart

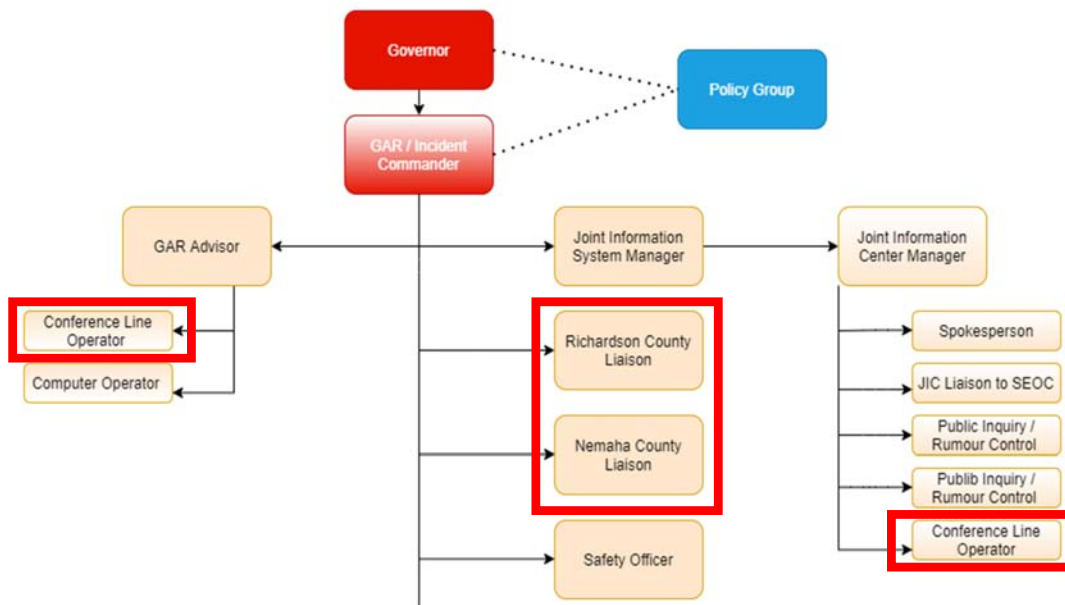
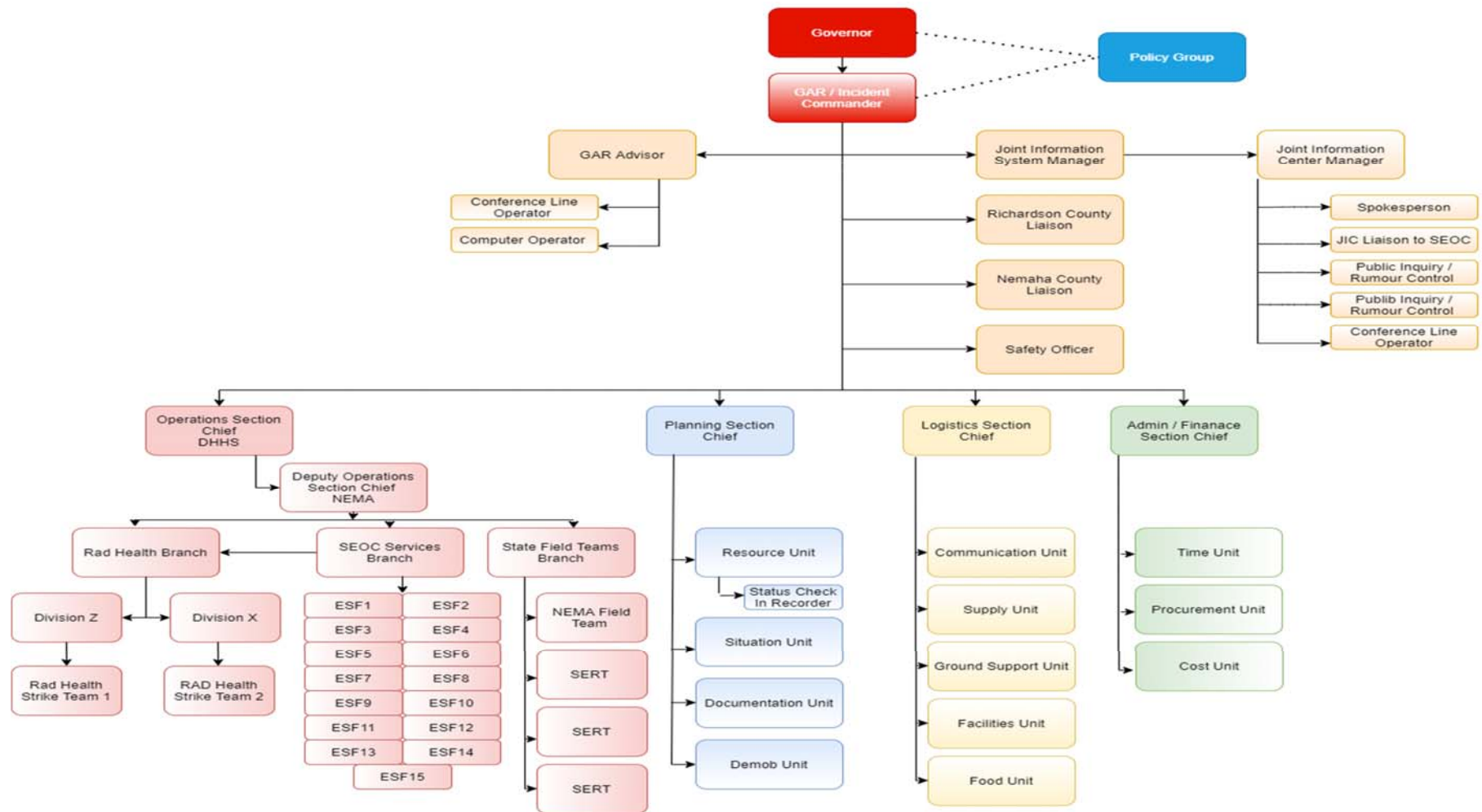


Figure 2-NEMA's Standard REP Organizational Response Structure (next page), illustrates the general organizational response chart for the REP program. These are the team positions we would be working to fill in a real world event. Remember, the ICS structure is designed to be flexible and scalable to meet the needs of the incident, accident, disaster, or event for the organization and their response activities.

If you should run into trouble or need assistance while serving as the Conference Line Representative, it will be important for you to use your chain-of-command that is the i.e., the GAR or GAR Advisor at the EOF and the Field Services Branch Director for the two county liaison officers. They will be able to assist you with most of your immediate needs or instruct you on where and how to get additional assistance.

You may not have an Incident Support Plan (ISP) right away in a real world incident/accident. For that first shift, the Planning Section will have to get one developed and disseminated for the first shift and the second shift. It is possible that it may be delivered to you via email after you have dispatched from NEMA and are heading to your location. You must sign onto your email and pull it down and to receive copies of the GAR form and other communications.

Figure 2-NEMA's Standard REP Org. Response Structure



## SECTION 3: Tools & Resources

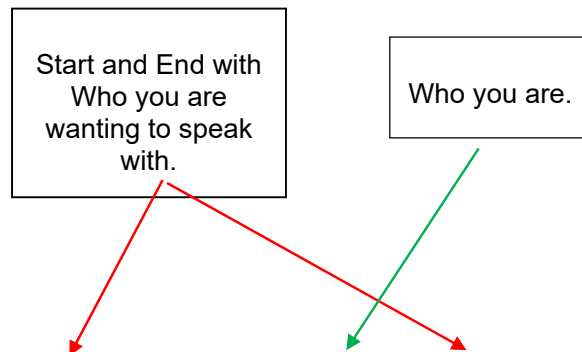
### 3.1 Conference Line Operator Checklist

	Personal Go Kit (Examples: Clothes, Medications, Drinking Cup, Munchies, Cash, Credit Card, Other Personal Items)
	Respond to notification/activation message as directed
	Check in at Watch Center or designated location at NEMA, obtain handheld radio, and GETS Card (if not previously assigned)
	Inventory your location's Go Kit and resupply as needed from REP closet. Extra batteries in Deb's file drawer (Labeled "Batteries")
	Ensure one of the vehicles going to the EOF has repeater capability
	Ensure your vehicle reports to Communications upon departure, every 30 minutes while en route to/from destination, upon arrival at your destination, and upon return to NEMA.
	Sign in at your destination according to their procedures
	Set up and test the Conference Line
	Prepare your Communications Log form with all available event information
	Log (Time Stamp and Initial): <ul style="list-style-type: none"> <li>• When each location reports as operational</li> <li>• All GAR directives</li> <li>• Requests for Information (when initiated and closed out) to/from the GAR, Locals, SEOC, JIC, Etc.</li> <li>• Requests for Concurrence (when initiated and closed out)</li> <li>• Requests for Resources (RFRs) &amp; Requests for Assistance (RFAs) (This should only be done as an emergency, the County EOCs should be making those requests through their EOC Rep to the appropriate ESF at the SEOC via the designated form and logging into NEMA's emergency management software.)</li> <li>• Key Decisions</li> <li>• Key Actions/Activities reported from YOUR LOCATION to another.</li> </ul>
	Ensure your Communications Log is complete and logged into the emergency management software prior to briefing your shift relief.
	Brief your shift relief on all shift information including the information from your Communications Log. If you were not able to close out an item, be sure to brief your relief and note it for opening their new Shift Log. Both you and your relief should initial that entry.

### 3.2 Basic Conference Line Protocols

- A. **MAKE SURE YOUR LINE IS ON MUTE IF YOU ARE NOT SPEAKING ON THE CONFERENCE LINE!** If you are using ear buds, make sure they have the capability to be muted! Only unmute if you are contacting someone else on the conference line, are acknowledging someone or if you are responding back with requested information.
  
- B. **LISTEN** for a break in the conference line, make sure you are not breaking into another conversation or talking over someone.

- C. Start and end your conference line break with who you are calling. The reason is it gives them a chance to recognize their attention is being requested by hearing their location call sign announced twice.



1. "Richardson County, this is the EOF, Richardson County"
  - a. The *response* for this example would be "Go Ahead EOF, this is Richardson County"
    - If you need to speak to a particular person, you should identify them at this time, for example, "Richardson County, I need to speak to the Law Enforcement (LE) representative at the EOC." The EOF will then share or request information to the designated party.
    - EOF and Richardson County Conference Line Representative will log time and nature of the communication on their log forms. Once the communication is closed out, log the time and initial that you closed the loop at your end.
    - If it was a Request for Information (RFI), Request for Concurrence, etc. and you are awaiting the return of the requested information, wait to time stamp and close out the log until you receive the information you requested.
  - b. "Conference Line, this is the EOF, Conference Line, please report in."
    - a. The *response* for this example would be, (Richardson County online, Nemaha County online, SEOC online", etc. The EOF (or whomever initiated the contact) will then proceed with the information exchange or request.

- D. Always note who you have on the line at the time of your communication and who is missing. The GAR Advisor or their designee will need to contact the missing party's location directly to ensure there is no disruption to the communications chain. Once that is completed, time stamp the log to close out that communication.

### 3.3 Conference Line Communications Log

A ready supply of Conference Line Communications Logs should be available in your location's Go Kit and you should confirm it is stocked before leaving. If you are running short, talk with the EOC Director at your location and let them know you need additional copies and the number to make.

A copy of a sample Communications Log can be found in *Attachment A*. You must make the information legible and include enough information that you or anyone who looks at it will be able to discern what the information is, what actions were taken, what information was requested, etc.

3.4 Military Phonetic Alphabet

**A Alpha**

**N November**

**B Bravo**

**O Oscar**

**C Charlie**

**P Papa**

**D Delta**

**Q Quebec**

**E Echo**

**R Romeo**

**F Foxtrot**

**S Sierra**

**G Golf**

**T Tango**

**H Hotel**

**U Uniform**

**I India**

**V Victor**

**J Juliet**

**W Whiskey**

**K Kilo**

**X X-Ray**

**L Lima**

**Y Yankee**

**M Mike**

**Z Zulu**



**Conference Line Communications Log**

<b>Time Communication Initiated</b>	<b>Nature of the Communication</b>	<b>Time Communication Closed Out (All Information Received)</b>	<b>Initials</b>

DRAFT