

# Florida ARES

## Request Procedures Guide

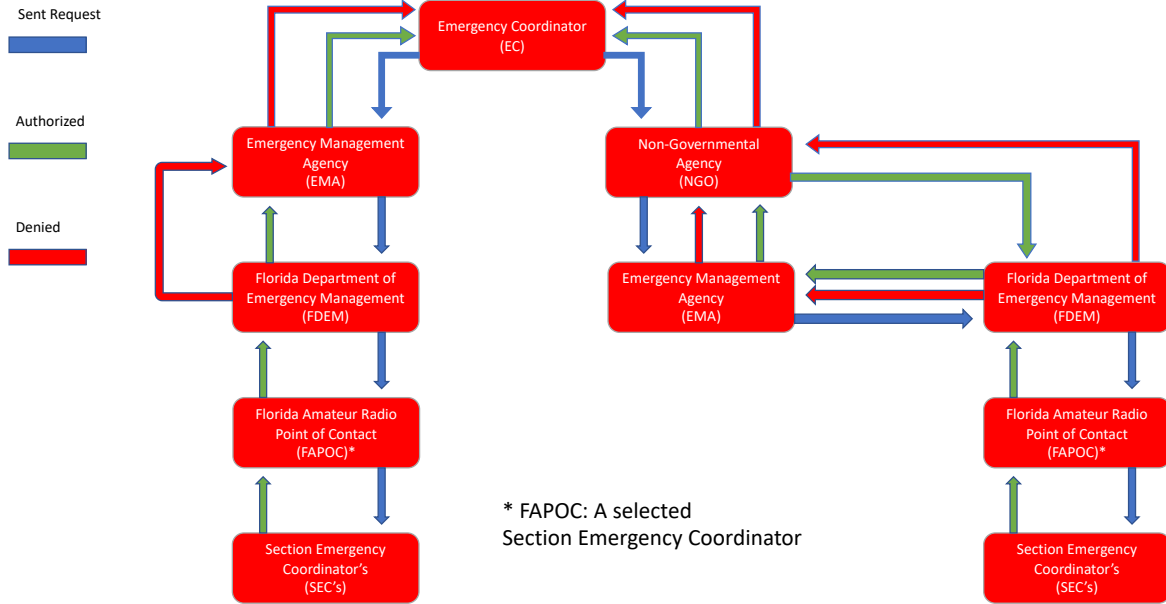


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This document is to help ARES personnel and other organizations understand the request process for Florida ARES set forth by the Florida Department of Emergency Management for all government and non-governmental organizations.

# Request Process Chart



## Making your request

When requesting resources from Florida Department of Emergency Management FDEM, you must be as specific as possible. Please include the following information.

1. The total number of radio operators needed.
2. The staging area name and address.
3. Contact point. The primary contact should be the served agency person in charge name, phone and email. The second should be the Emergency Coordinator name, phone and email. If someone other than one of these contacts will be at the staging area you should add their name, phone and email.

## Request to Emergency Management Agency (EMA)

1. Before an incident, you should know whom you will be sending the request. It might be to an Emergency Support Function (ESF) or another member of your EMA team.
2. The EMA will then send this to the FDEM using WEBEOC or other methods.
3. Once FDEM receives the request, the State Wireless Interoperability Coordinator (SWIC) or designated alternate will contact the Florida Amateur Radio Point of Contact (FARPOC) updating them of the mission.
4. The FARPOC Will contact the remaining Florida Section Emergency Coordinators (SEC) to start coordination.
5. The request will go out to EC's but also might be posted as an online application. All applicants will be vetted to make sure they fit the requirements of the SERT Mission. The EC or agency the person serves will be called to confirm the applicant's information.
6. Once a list of capable operators has been selected, it will be sent to FDEM to update the mission and then forwarded to the requesting EMA.
7. At any point along the path the request could be denied.

## Request to Non-Governmental Organizations (NGO)

A Non-Governmental Agency (NGO) can be the American Red Cross, a Hospital, not-for-profit organization, or corporation. Before an incident, you should know whom to contact to make requests.

### Depending on the NGO they might have several ways to request resources

1.
  - a. They might send the request to an Emergency Support Function ESF or the local EMA.
  - b. They might send it through the NGO to the district, regional or national office.
  - c. Many NGO's have a contact at the local EMA and FDEM ESF they can send the requests for recourses.
  - d. They might also keep the request in the NGO and request the resources from their own organization. If the request is made in this way, FDEM or SEC's will not know of the request. It is the EC's responsibility to notify the SEC of this type of request. Even though it is an internal request, alerting your SEC of the request will stop possible duplication of effort and resources and the SEC has a better idea of the situation in the affected area.
2. If it enters an ESF, EMA or FDEM it will follow the same chain as an EMA request would.
3. Once FDEM receives the request, the State Wireless Interoperability Coordinator (SWIC) or designated alternate will contact the Florida Amateur Radio Point of Contact (FARPOC) updating them of the mission.
4. The FARPOC Will contact the remaining Florida Section Emergency Coordinators (SEC) to start coordination.
5. The request will go out to EC's but also might be posted as an online application. All applicants will be vetted to make sure they fit the requirements of the SERT Mission. The EC or agency the person serves will be called to confirm the applicant's information.
6. Once a list of capable operators has been selected, it will be sent to FDEM to update the mission and then forwarded to the requesting EMA and NGO.
7. At any point along the path the request could be denied.

# Glossary

ARES	Amateur Radio Emergency Service
EC	Emergency Coordinator
EMA	Emergency Management Agency
ESF	Emergency Support Function
Florida ARES	Includes the three sections of Florida NFL, SFL & WCF
FARPOC	Florida Amateur Radio Point of Contact
FDEM	Florida Department of Emergency Management
NFL	Northern Florida Section
NGO	Non-Government Organization
SEC	Section Emergency Coordinator
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SFL	Southern Florida Section
SWIC	State Wireless Interoperability Coordinator
WCF	West Central Florida Section