


# Shadowing

## Level 1

Santa Clara County ARES®/RACES

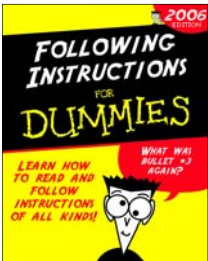
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## Housekeeping

- Pen/pencil & paper
- Cell phones & pagers
- Side conversations
- Questions
- Breaks
- Restrooms
- In case of emergency



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## Learning Objectives

- Explain the role of the Shadow Communicator
- Explain the MAC standard for shadowing
- Explain the importance of the role
- Explain the proper equipment to use
- Deal with various problems faced by shadow communicators
- Function as a fully independent shadow communicator to
  - Handle personal safety
  - Properly and professionally interact with the principal
  - Effectively and efficiently pass message traffic at a low level
  - Handle and pass emergency traffic
  - Properly document and log all activities
- Understand the importance of intimately knowing how to program your radio

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## Agenda

- Roles and responsibilities
- Expectations of your principal
- Capabilities and services a shadow provides
- Types of message traffic handled
- Proper logging, monitoring, and message passing
- Proper shadowing techniques; the DOs and DON'Ts
- Dealing with problems encountered while shadowing
- Personal safety while shadowing

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# Successful Shadowing

**How to succeed ...**  
**... without being noticed.**

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## Two Kinds of Shadowing

- **Public Events**
  - Parades, Sporting events, etc.
- **Incidents & Emergencies**
  - Injuries and loss of life
  - Property damage

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## What forms do I need?

**ICS FORMS USED IN COMMUNICATIONS**

Forms You Should Have in Your GO-KIT

Go-Kit forms {

	All GO-KIT Forms (ZIP file, 314kb)
	ICS 205 SCCo RACES Communications Plan (min. qty. 5)
	ICS 211 SCCo RACES Check In List (Communications) (min. qty. 5)
	ICS 213 SCCo ARES RACES Message Form (9-28-07 version)(min. qty. 10)
	ICS 214 SCCo ARES/RACES Unit Activity Log (min. qty. 5)(Rev. 9-03-09)/Update
	ICS 309 SCCo ARES/RACES Communications Log (min. qty. 5)(Rev. 9-03-09)/Update
	ICS 314 Windshield Assessment Survey (min. qty. 5)

Other Forms Mentioned in Forms Class Presentation

	All Presentation Forms (ZIP file, 953kb)
	IAP Cover A
	IAP Cover B

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## Break Time!

Class resumes in 5 minutes

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## Part II

### Being a Great Shadow

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## Equipment: Go-Kit

- HT dual band (2m/70cm) radio (4 watt minimum) dual VFO, dual receive preferable
- Spare Batteries for minimum of 12 hours of operations
- Headset - single ear phone headset (or ear bud) with boom mic
- Magnetic mount dual band (2m/70cm) antennas
- Chest pack for radio and equipment so your hands are free (suggested)

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## Equipment: Paper Mgmt

- Clip board
- Several pads of paper or spiral bound steno pad notebook (form 1) for informal messages
- Multiple binder clips of various sizes
- Forms
  - ICS 214 SCCo RACES
  - ICS 309 SCCo RACES
  - Formal, ICS 213 SCCo RACES & informal message forms

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## Equipment: Personal

- Several pens or your favorite writing implements
- Sturdy comfortable shoes or boots
- Hat or helmet
- Rugged Clothes (dress in layers)
- Gloves
- Jacket or windbreaker to match anticipated weather conditions.
- MAC or other suitable visible vest with pockets for carrying items while operating portable

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### Equipment: Personal

- Personal Supplies
  - Water or juices
  - Power or energy bars
  - Sunscreen
  - Sun glasses
  - Easy to read watch
  - Small flashlight with at least one set of spare batteries.

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### Shadowing: First 5 minutes

- Set mutual expectations
  - Introduce yourself
  - Ask if they have any questions
    - First time assigned a shadow?
      - Explain the shadows capabilities and services you and Net Control can provide.
      - Explain we are communicators, not assistants. You are limited to and insured for communications.
  - Write down their full name and title
  - Exchange cell #s if appropriate

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### Shadowing: First 5 minutes

- Understand the equipment they expect you to use.
  - Your own
  - A commercial radio provided by them
- Ask what type of traffic they need you to handle.
  - Listen for and keep them informed of significant events and activities they might care about.

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### Effective Shadowing

- Stay within an effective distance of your Principal
  - Typically 5-10 feet away
- Establish procedures to reconnect when separated.
  - Bathroom breaks
  - Sensitive meetings
- Remain with your Principal until relieved by Net Control

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### Effective Shadowing

- Multi-tasking:
  - Monitoring your net
  - ... While communicating with your Principal
  - And logging traffic and events
  - ... While not losing sight of your Principal
- When passing verbal traffic:
  - Do not use Q-codes or 10-codes.
  - ID with your tactical and FCC ID
    - At the end of an exchange or at 10 minutes
    - This is Tina’s shadow ... KG6RLR

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### Effective Shadowing

- If the principal goes to the restroom, you should too.
  - Never pass on bathrooms, meals or rest.
- Do as you are told
  - You may be excluded from meetings, briefings, or private conversations.
- Do as you are told... unless
  - It involves your personal safety and you find it questionable

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### Effective Shadows ...

- Know their Principal’s position and title.
  - You may be called by either one.
- Remain composed and positive
  - You are there to help the Principal be successful
- Monitor **all** traffic for information that might be useful to their Principal.
  - If they ask for a status on something frequently, pay attention to those events.
  - Record significant events and activities to anticipate that they may ask later

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### Effective Shadows ...

- Ask clarifying questions before transmitting or relaying information
  - If it doesn’t make sense to you, it may be incomplete
  - Clarify timeframes on requests before relaying.
  - What priority / how critical is this request?
- Listen for direct traffic, not from Net Control.
- Prioritize traffic to/from Principal, to avoid monopolizing the net.

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### Effective Shadows ...

- Are mindful of Principals’ personal space.
  - If they are uncomfortable, step back.
- Ask NCO to be relieved if they cannot keep up the pace.

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## Break Time!

Class resumes in 5 minutes

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## Part III

### Being a Great Shadow

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### Shadows: What to log?

- ICS 213 (Formal Message)
  - Logistics requests
  - Most message traffic will be informal. Very seldom will you get any formal messages.

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## Shadows: What to log?

- ICS 214 (Unit Log)
  - When assigned, relieved
  - “First 5 minutes” information
  - Notes, questions, significant events
- Examples:
  - *0813 : First runners started.*
  - *0822 : Principal needs to know when first runner crosses each checkpoint.*

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## Shadows: What to log?

- ICS 309 (Communications Log)
  - **Every time** you transmit or receive traffic
  - Creates a timeline of requests and information with your Principal
  - Informal traffic is typically not urgent.
- Examples:
  - *1413 to NC: Ask parking detail to close South parking detail. Confirm when done.*
  - *1433 from NC: South lot now closed.*

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## Shadows and Traffic Mgmt

- You could get **EMERGENCY** traffic for your Principal, pay attention.
- **ALWAYS** keep track of your traffic.
  - You could have 3-4 messages out waiting for responses, and several incoming messages or questions coming in.
  - Mark “open” questions, check them off.
  - Be prepared to go back through logs to answer previous questions.
- Example: *Did the South parking lot ever get closed?*

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## Effective Shadows...

- Leave a **GOOD** impression.
  - It takes a lot more effort to overcome a bad one.
- Blend in and don’t “stand out”.
  - Best crew is never seen - same for shadow.
- Work to solve the Principal’s problems
  - Principal’s concern and problems are yours as well.

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## Effective Shadows...

- **DON’T** lose track of radio traffic.
  - Requires focus and attention to detail.
- **DON’T** interrupt unless it’s an emergency or requested to do so by calling party.
- **DON’T** lose their Principal.
- **DON’T** stand around and chat with other shadows. Focus on their Principal.
- **DON’T** chat with people around them.

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## Shadows: Safety First!

- Dead heroes don’t count.
- Maintain situational awareness
  - Know your surroundings and situation.
- If you believe it’s unsafe, it’s OK to say so
  - “This is as far as I go, I’ll be here IF you come back.”

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## Shadow Level 1 Evaluation Criteria

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## Prerequisites

- Field Communicator Level 1

## Required Training

- This class !

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## Shadowing: Equipment

- Field Communicator 1 equipment
- Small backpack, or radio harness, etc.
  - Carry everything you need
  - Work effectively
  - While staying mobile

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## Knowledge


- Can demonstrate personal radio familiarity by configuring your radio to perform:
  - Simplex without a tone
  - Simplex with a tone
  - Repeater with CTCSS tone and std. offset
  - Repeater with CTCSS tone and non-std. offset
  - Save configurations to and recall from memory
  - Lock and un-lock your keypad

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## Knowledge





- Can effectively deal with loss of:
  - Loss of Principal
  - Repeater
  - NCO
  - Just plain lost



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## Knowledge

- Can effectively deal with difficult physical environments
  - High temperature
    - 
    - Smokey
      - 
  - Cold
    - 
  - Wet
    - 

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## Operator Skills

Operator skill will be evaluated by observing performance in all of the following areas:

- Effectively manage low traffic rates for the assigned principal for at least one hour
- Accurately and effectively passes message traffic
  - Multiple informal messages - fill out, log, pass, and track
- Properly and accurately maintains logs and records:
  - ICS 211A-SCCo Communications check-in form for all operators at the location
  - ICS 214-SCCo Unit Activity Log, including time on scene; messages sent/received; actions taken; events that occur; and time when assignment ends
  - ICS 309-SCCo Communications Log of incoming and outgoing transmissions (if appropriate)
  - Submits logs and records to supervisor at end of shift/event

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# QUESTIONS

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