

# Santa Clara County

# Qualified Hospital Net Operator

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## Hospital Net Operator Requirements

A “qualified hospital net operator” meets the following requirements. We are working with the Hospital Emergency Managers to insure they are encouraging all those who normally staff their hospitals to meet these standards.

### Administrative

- Santa Clara County DSW registration
- Sign up for Alert SCC in the county ARES/RACES activities database.
- Complete Live Scan background check with Santa Clara County Sheriff’s office

### Training

#### Minimum required courses

- FEMA ICS training courses
  - ICS/IS-100, ICS/IS-200, IS-700, or one of the combo classes
- SCCo ARES/RACES training courses
  - Fundamentals of Emergency Communications
  - Field Operations - Type III
  - Message Passing

#### Recommended courses

- SCCo ARES/RACES training courses:
  - Packet Operations - Type III, Part A and Part B
    - Recommended for all. May be required in the future.
  - Net Control Type – Type III, Part A and Part B
    - Recommended for all. Anyone staffing the MHDOC should have recent net control training.

### Equipment

All qualified hospital net operators must maintain at least the following minimum equipment:

- Santa County County standard 2-hour carry kit and 12-hour go kit

### Knowledge

All qualified hospital net operators must be able to demonstrate their knowledge of the following:

- How to manually (via the keypad) set up personal HT to:
  - Configure a simplex frequency with and without a tone and to add a tone to a preprogrammed frequency
  - Configure a repeater frequency with offset and tone.
  - Save a configured simplex or duplex setting to memory
  - Lock and unlock the key pad (if equipped)
- How to handle the loss of a repeater
- How to transmit a form you are not familiar with
- How and when to use the various types of nets used in Santa Clara County (resource, message, hospital, command, packet, tactical, ...)
- How to properly fill out the hospital forms and the most common county ICS forms (211, 205, 214, 309, 213, ...)
- How to check in and use the County resource net for travel to an assignment

## Performance

- Must agree to follow Santa Clara County ARES/RACES Performance standards and Best practices as found on the [www.scc-ares-races.org](http://www.scc-ares-races.org) website, under Operations

## Participation

- Participate in at least 8 Hospital Nets every 2 years
- Participate in at least one hospital drill or activation every 2 years OR participate in a County Drill (at either the County or City level) where the individual is passing formal messages by voice and or packet every two years.
- The participation requirement is on-going as well. The individual must continue to meet these participation requirements over the previous two-year period to remain qualified to operate at the hospitals.

## Badge/Photo ID

Upon completion of the above requirements, Santa Clara County ARES/RACES will issue a Photo ID/Badge. (The badge remains County Property and must be returned when the holder is no longer a Hospital responder.)

## Relationship to MAC Program

The qualified hospital net operator is NOT part of the SCCo Mutual Aid Communicator (MAC) program and there is no requirement to participate in the MAC program. There is no formal evaluation process like there is for the MAC program.

Any MAC is also, by definition, a qualified hospital net operator if he/she has the following MAC qualifications:

- MAC F3 and P3: for assignment at a hospital

- MAC F3, P3, N3: for assignment at the MHDOC

## Updates

These requirements are subject to change and revision as necessary.