

# **VIRGINIA APCO TELECOMMUNICATOR EMERGENCY RESPONSE TEAM (TERT)**



## **VIRGINIA APCO TERT COMMITTEE**

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Jeannette Beall (Albemarle County)  
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Jeff Shaney (Fairfax County)  
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Emily Totten (Roanoke County)

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**VIRGINIA APCO  
TELECOMMUNICATOR EMERGENCY RESPONSE  
TEAM (VA-TERT)**

Dear Applicant:

Welcome and thank you for your interest in Virginia's TERT Team (Telecommunicator Emergency Response Team).

A Telecommunicator Emergency Response Team (TERT) is composed of professional public safety emergency communications personnel supported by a cadre of logistical and administrative staff designed to provide support to emergency communications and/or public safety answering points during or after a disaster or other events.

VA-TERT is currently accepting applications for voluntary participation for Call Takers, Dispatchers, Supervisors, Team Commanders, Logistics Coordinator, Regional Coordinator and Assistant Statewide Coordinator. Recruiting is occurring statewide. Include in your package the application form (as attached) signed by your employer/supervisor, a cover letter detailing your reason and interest for applying and a current resume'.

Please be advised that the submission of an application and resume' package does not guarantee you a position. Members will be selected based on several criteria that will include, but not be limited to work experience and skill level, level of commitment, ability to work in a team setting, etc. All applications are to be returned to:

James City County ECC - Julie McKercher  
3131 Forge Rd.  
Toano, VA. 23168

Requirements for continued team participation will include a commitment to complete core-training recommendations and attend team meetings (scheduled bi-annually at a pre-determined location within each TEAM territory) and drills, some of which may involve a portion of your own time.

Deployment of team members is the sole authority of the team leadership. Deployments will require a commitment to serve on a temporary federal duty assignment for as much as two weeks anywhere within the United States and its holdings. Supervisor and employer (Chief or City Manager/County Administrator) sponsorship is mandatory. VA-TERT Policies and Procedures will govern individual VA-TERT activities, job performance and discipline.

If you are unfamiliar with the VA-TERT Teams or are interested in learning more about them, I encourage you to research the subject at [www.virginia-apco.org](http://www.virginia-apco.org). Other questions can be directed to me at 757-564-2144 or via my email at [jmckercher@james-city.va.us](mailto:jmckercher@james-city.va.us). I look forward to hearing from you and hope that you will consider lending your talents to the team we are assembling to help protect our community and nation.

Sincerely,

Julie McKercher, VA-TERT Committee Chairman

# **BASIC JOB/POSITION DESCRIPTIONS FOR PERSONNEL APPLYING FOR APPOINTMENT TO VIRGINIA TERT (TELECOMMUNICATOR EMERGENCY RESPONSE TEAM)**

The selection of members to serve on VA-TERT will be based on a competitive application and selection process for all positions. The Executive Board of the Virginia Chapter of APCO will review and select the team's executive leadership. Members will be selected based on criteria that will include, but not be limited to: qualifications, work experience and skill level, federal or regional team experience, level of commitment, ability to work in a team setting, etc. It is anticipated that VA-TERT will ultimately have a membership roster of approximately 150 active members. For example, certain communication and support positions may require a 4 to 5 person depth to insure response readiness.

## **Basic Requirements for all position descriptions:**

Applicants must:

- 1) Be at least 18 years of age.
- 2) Be a U.S. citizen.
- 3) Employed by a public safety agency within the Commonwealth of Virginia.
- 4) Perform the duties and responsibilities of the position in an austere (field) environment.
- 5) Have primary employer sponsorship on the team.
- 6) Meet all physical and mental functional standards as published in the current VA-TERT Policies and Procedures Manual.
- 7) Maintain a current and unrestricted license, certification or registration in the appropriate specialty, and/or line position for which he or she is applying.
- 8) Abide by all criteria of the VA-TERT Response Team Codes of Conduct and Policies and Procedures Manual.
- 9) Agree to complete basic recommended VA-TERT Team Member Training.
- 10) Agree to annually attend at least 50% of scheduled team business/training meetings and functional exercises.
- 11) Provide VA-TERT with any special needs that require accommodation such as mobility issues or electrical needs for the refrigeration of medication.
- 12) Accept team deployment decisions as a matter of executive discretion of the team commander or senior staff leadership of VA-TERT.

## **Anticipated Time Commitment Discussion for VA-TERT Applicants**

Bi-Annual meetings will be held to eight hours and will include time for team business as well as team education.

There will be annual functional exercises that will encompass a full day of activity and potentially an over night exercise which may be in an austere environment.

The manner of VA-TERT activation occurs in 3 steps, currently:

- 1) The team is placed on an advisory status by VEOC and notified that a disaster has occurred or is imminent. Team members are requested to monitor the disaster situation via the local/national news and through their local team.
- 2) The team is placed on an alert status by VEOC in a 6-24 hour standby window. Team members are polled internally to see who can deploy within 12-24 hours. Polling occurs through regional VA-TERT Coordinators.
- 3) The team is activated for a mission deployment – current time to departure for a mission is a maximum of 6 hours. This includes response by team members to a designated mobilization point with their personal gear, mission briefings, travel assignments, equipment loading and departure.

# VIRGINIA TERT STATEWIDE TEAM APPLICATION

Mark the position within the TERT team for which you are applying (mark all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> Team Commander | <input type="checkbox"/> Law Enforcement Dispatcher |
| <input type="checkbox"/> Supervisor     | <input type="checkbox"/> Fire/Rescue/EMS Dispatcher |
| <input type="checkbox"/> Call Taker     | <input type="checkbox"/> Cross-Trained Dispatcher   |

NAME:

ADDRESS:

CITY:  ZIP:

Do you have any special needs that would require accommodation such as mobility issues or electricity needs for medications? If so, please identify:

## **WORK HISTORY / EXPERIENCE:**

(Limit to work within and/or related to public safety emergency communications. Use a 2<sup>nd</sup> page to continue, as necessary.)

YEARS AS A PUBLIC SAFETY DISPATCHER:

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> 0 - 3 years   | <input type="checkbox"/> 5 years      |
| <input type="checkbox"/> 4 years       | <input type="checkbox"/> 6 - 10 years |
| <input type="checkbox"/> 10 - 15 years | <input type="checkbox"/> 16+ years    |

1. FROM:  TO:

POSITION HELD:

AGENCY:

ADDRESS:

CITY:  ZIP:

PHONE #:

SUPERVISOR:  CONTACT #:

2. FROM:  TO:

POSITION HELD:

AGENCY:

ADDRESS:

CITY:  ZIP:

PHONE #:

SUPERVISOR:  CONTACT #:

3. FROM:  TO:

POSITION HELD:

AGENCY:

ADDRESS:

CITY:  ZIP:

PHONE #:

SUPERVISOR:  CONTACT #:

**TRAINING** (Copies and/or verification of all certifications required.)

DCJS Certification                       VCIN/NCIC Certification, exp.: \_\_\_\_\_

NIMS, IS 200                                 NIMS, IS 700

NIMS, IS 125 (formerly 100/200)    NIMS, IS 800

First Aid: \_\_\_\_\_, expiration \_\_\_\_\_

CPR, exp: \_\_\_\_\_

EMD, Program: \_\_\_\_\_

CISM

Other: \_\_\_\_\_

Other: \_\_\_\_\_

Other: \_\_\_\_\_

**VIRGINIA APCO  
TELECOMMUNICATOR EMERGENCY RESPONSE TEAM  
(TERT)  
ADMINISTRATIVE POLICY/PROCEDURE**

**VIRGINIA APCO  
TELECOMMUNICATOR EMERGENCY RESPONSE TEAM  
(VA-TERT)  
ADMINISTRATIVE POLICY/PROCEDURE**

**I. Purpose:**

- a. The purpose of this policy is to establish responsibilities and determine actions required to manage the Telecommunications Emergency Response Team (hereinafter, “VA-TERT”) program in the Commonwealth of Virginia through the Virginia Chapter of the Association of Public Safety Communications Officials International, Inc.

**II. Mission Statement:**

- a. To provide a network of skilled Public Safety Telecommunicators and associated personnel in support of Emergency Communications Centers and/or Public Safety Answering Points before, during and after manmade or natural disasters or in support of operations when deemed appropriate by the VA-TERT Leadership Board or VA Chapter of APCO Executive Board utilizing rapid deployment.

**III. Program Objectives:**

- a. A mutual aid program designed to train 911 operators to handle the huge volume of emergency calls that come in during natural disasters, terrorism events or during other VA-TERT designated assistance that may overwhelm local agencies, and then deploy those operators to the area(s) in Virginia where they are needed.
- b. Establish VA-TERT as a viable resource complementing SMA<sup>1</sup> agreements.
- c. At all times within public safety, communication is critical – not just for the people trying to respond to the emergency, but also for the people caught in the event and/or devastation. This program will aid in assuring that everything can be done to make sure that if the need arises or a disaster hits in the Commonwealth of Virginia, people who need help can get through to someone when they call 9-1-1. Through the VA-TERT program and its teams of emergency operators, we will be able to dispatch backup support quickly wherever it is needed.

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<sup>1</sup> SMA (Statewide Mutual Aid Agreement) – Agreement sets guidelines for the employees of the entity responding, identifies those personnel and basically protects them and the entity while they are deployed. This Agreement must be signed by someone encumbered to commit (spend) the funds of the entity. This allows the entity to understand how much it is committing to the response for budget purpose. Once approved by the entity and returned to the State EOC, it is then approved by the Commonwealth Attorney General and the Emergency Management State Coordinator. SMA is setup to provide assistance between localities without assistance from the State.

- d. When an emergency<sup>2</sup> occurs, a community can request assistance through VDEM and specially trained VA-TERT teams will be dispatched to answer 911 calls, dispatch emergency personnel, and provide any other communications service that local personnel need to handle the emergency strengthening communications during emergencies.
- e. In the Commonwealth, four (4) VA-TERT teams will be organized and are designed to respond by region to reduce response time and provide a coordinated and planned response.
- f. Provide established guidelines to administer the VA-TERT team in the following areas:
  - i. Administrative Guidelines and Procedures
  - ii. Selection Criteria
  - iii. Applicant/Member Requirements
  - iv. Training Recommendations
  - v. Training Resources
- g. Virginia, through VDEM, may also provide VA-TERT assistance to other states in times of crisis.

**IV. Selection Process:**

- a. When an opening or openings for a VA-TERT Telecommunicator exist, the Statewide VA-TERT Coordinator will announce through the VCIN network, and va-apco.org the opening and recruitment. The selection process will consist of the following components:
  - i. The applicant must
    - 1. Complete an application, providing all supporting documentation requested. A complete application includes:
      - a. Application
      - b. Narrative
      - c. Agency Support documentation
  - ii. Selection
    - 1. Logistics will review the applications and determine the eligibility of the applicant. The Logistics Coordinator or designee will present a list of recommended applicants to the VA-TERT Statewide Coordinator and its committee who will ultimately select the candidate(s) based upon available positions.
    - 2. The committee shall consist of:
      - a. VA-TERT Statewide Coordinator appointed by the Virginia Chapter of APCO's Executive Board; and
      - b. Four (4) APCO members in good standing appointed to the Committee

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<sup>2</sup> An emergency for VA-TERT deployment purposes is defined as any event wherein the staffing of a 911 Center or Public Safety Answering Point in the Commonwealth of Virginia is effected. This could include a manmade or natural disaster, terrorist event, a special event requiring additional staffing, an event within the agency where the mental health and well-being of fellow communication officers requires assistance.

3. The committee will consider the following when making a recommendation:
  - a. Supervisor questionnaire to include:
    - i. Pro-active work habits and performance
    - ii. Standard to superior customer service skills
  - b. Demonstrated ability to:
    - i. Remain calm in stressful situations
    - ii. Effectively manage extended high profile and/or critical incidents
    - iii. Accept immediate or delayed feedback
  - c. Agency support recommendation
  - d. Training and Certifications to include preparation for the position

**V. Staffing Requirements:**

- a. VA-TERT will have no more than four (4) teams of trained and certified Incident Dispatchers at any time.
- b. A team consists of the follow or combination thereof
  - i. Team Commander
  - ii. Supervisor
  - iii. Call Takers – 3
  - iv. Dispatchers – 4
    1. Fire/EMS – 1
    2. Law – 1
    3. Cross-trained - 2
- c. Team Regions
  - i. A = EM Region 1 & 3 (Richmond & Central Virginia)
  - ii. B = EM Region 2 & 7 (Culpeper & Northern Virginia)
  - iii. C = EM Region 4 & 6 (Southwest & Roanoke)
  - iv. D = EM Region 5 (Tidewater)

**VI. Program Parameters:**

- a. Compensation
  - i. VA-TERT members will assume the responsibility of the position on a voluntary basis. As deployed members of a VA-TERT agency support will include compensation, if appropriate, through a public safety agency employer sponsorship.

**VII. Deployment Procedures:**

- a. The Virginia Department of Emergency Management shall be the source and/or primary point of contact for any request made for the VA-TERT team to be activated.
  - i. If deployed within the Commonwealth of Virginia, the VA-TERT Statewide Coordinator will

1. Contact the appropriate Regional Coordinator in the following order (Regions follow same outline as those associated with VDEM Regional Field Offices:
  - a. Region 1<sup>3</sup>
    - i. Suggested Response Order
      1. D Team
      2. B Team
      3. C Team
  - b. Region 2<sup>4</sup>
    - i. Suggested Response Order
      1. A Team
      2. C Team
      3. D Team
  - c. Region 3<sup>5</sup>
    - i. Suggested Response Order
      1. C Team
      2. B Team
      3. D Team
  - d. Region 4<sup>6</sup>
    - i. Suggested Response Order
      1. A Team
      2. B Team
      3. D Team
  - e. Region 5<sup>7</sup>
    - i. Suggested Response Order
      1. A Team

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<sup>3</sup> Region 1 (Richmond) – Amelia County, Brunswick County, Charles City County, Chesterfield County, City of Colonial Heights, Dinwiddie County, City of Emporia, Essex County, Goochland County, Greenville County, Hanover County, Henrico County, City of Hopewell, King & Queen County, King William County, New Kent County, Nottoway County, City of Petersburg, Powhatan County, Prince George County, City of Richmond, Sussex County.

<sup>4</sup> Region 2 (Culpeper) – Caroline County, Clarke County, Culpeper County, Fauquier County, Frederick County, City of Fredericksburg, Greene County, King George County, Louisa County, Town of Luray, Madison County, Orange County, Page County, Rappahannock County, Shenandoah County, Spotsylvania County, Warren County, City of Winchester.

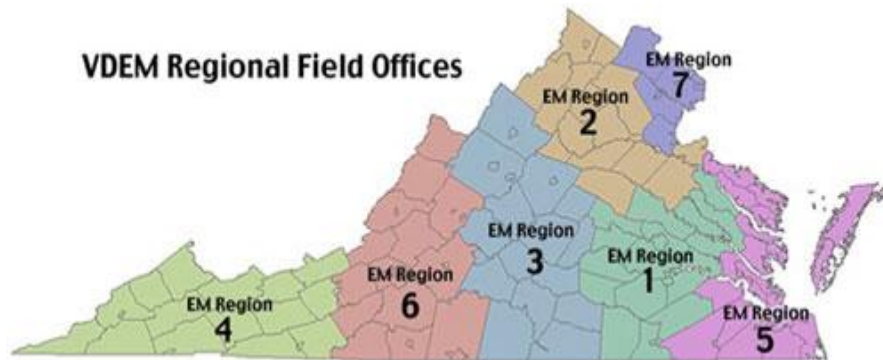
<sup>5</sup> Region 3 (Central Virginia) – Albemarle County, Amherst County, Appomattox County, Augusta County, Buckingham County, Campbell County, Charlotte County, City of Charlottesville, Cumberland County, Town of Farmville, Fluvanna County, Halifax County, City of Harrisonburg, Lunenburg County, City of Lynchburg, Mecklenburg County, Nelson County, Prince Edward County, Rockingham County, Town of South Boston, City of Staunton, City of Waynesboro.

<sup>6</sup> Region 4 (Southwest) – Bland County, City of Bristol, Buchanan County, Carroll County, Dickenson County, City of Galax, Giles County, Grayson County, Lee County, City of Norton, Pulaski County, City of Radford, Russell County, Scott County, Smyth County, Tazewell County, Washington County, Wise County, Wythe County.

<sup>7</sup> Region 5 (Tidewater) – Accomack County, City of Chesapeake, Town of Chincoteague, City of Franklin, Gloucester County, City of Hampton, Isle of Wight County, James City County, Lancaster County, Mathews County, Middlesex County, City of Newport News, City of Norfolk, Northampton County, Northumberland County, City of Poquoson, City of Portsmouth, Richmond County, Southampton County, City of Suffolk, Surry County, City of Virginia Beach, Westmoreland County, City of Williamsburg, York County.

- 2. B Team
- 3. C Team
- f. Region 6<sup>8</sup>
  - i. Suggested Response Order
    - 1. B Team
    - 2. A Team
    - 3. D Team
- g. g. Region 7<sup>9</sup>
  - i. Suggested Response Order
    - 1. D Team
    - 2. A Team
    - 3. C Team
  - ii. Interstate deployment activities shall be coordinated through EMAC<sup>10</sup>.

***MAP OF REGIONS:***




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<sup>8</sup> Region 6 (Roanoke Area) – Alleghany County, Bath County, City of Bedford, Bedford County, Botetourt County, City of Buena Vista, Town of Christiansburg, Town of Clifton Forge, City of Covington, Craig County, City of Danville, Floyd County, Franklin County, Henry County, Highland County, City of Lexington, City of Martinsville, Montgomery County, Patrick County, Pittsylvania County, City of Roanoke, Roanoke County, Rockbridge County, City of Salem, Town of Vinton.

<sup>9</sup> Region 7 (Northern Virginia) – City of Alexandria, Arlington County, City of Fairfax, Fairfax County, City of Falls Church, Loudoun County, City of Manassas, City of Manassas Park, Prince William County, Stafford County.

<sup>10</sup> EMAC is the STATE to STATE Mutual Aid program designed to facilitate the flow of personnel, equipment and other resources in an efficient manner during a declared emergency.

**VIRGINIA TELECOMMUNICATOR  
EMERGENCY RESPONSE TEAM  
(VA-TERT)  
CODE OF CONDUCT**

# **VIRGINIA TELECOMMUNICATOR EMERGENCY RESPONSE TEAM (VA-TERT) CODE OF CONDUCT**

- Insubordination will not be tolerated
- Complaints, concerns and criticisms will be channeled up the chain of command
- Articles or documents written for media or publishing must be submitted to and approved to APCO prior to printing for public dissemination
- All interviews with the media will be conducted by the Team Commander who will be responsible for clearing it with APCO
- Any unauthorized photos, video or audio recordings of the disaster site will be cause for immediate removal from the site and potentially discharged from the team
- Engaging into unauthorized contracts for goods/services in the name of the Team is prohibited
- Disrespectful comments or disposition with regard to the injured, dead, found personal effects or families will not be tolerated and is considered “Gross Misconduct”
- Gambling of any kind while deployed is prohibited
- Use/consumption of alcoholic beverages while deployed is prohibited
- Use of illegal drugs or misuse of prescription medications is prohibited at all times and is considered “Gross Misconduct”
- Sexual harassment will not be tolerated
- Use of foul, inappropriate or profane language will not be tolerated
- All local laws and ordinances will be observed and respected
- Hazing, initiation, public or private ceremonies directed against team members will not be tolerated
- During activation, the “Buddy System” will be followed in all cases
- Tardiness is unacceptable and will be considered misconduct
- Weapons will not be carried by any team member while in a deployment mode

**VIRGINIA TELECOMMUNICATOR EMERGENCY  
RESPONSE TEAM  
(VA-TERT)**

**VA APCO ADVISORY BOARD  
&  
POSITION DESCRIPTIONS / ROLES & RESPONSIBILITIES**

**VIRGINIA TELECOMMUNICATOR EMERGENCY  
RESPONSE TEAM (VA-TERT)  
APCO ADVISORY BOARD**

STATEWIDE COORDINATOR – Julie McKercher, James City County, VA.

ASST. STATEWIDE COORDINATOR – APCO Executive Board selected

LOGISTICS COORDINATOR – APCO Executive Board selected

TRAINING – APCO Executive Board selected

REGIONAL COORDINATORS – APCO Executive Board selected

Team A – Regions 1 & 3:

Alternate:

Team B – Regions 2 & 7:

Alternate:

Team C – Regions 4 & 6:

Alternate:

Team D – Region 5:

Alternate:

**POSITION DESCRIPTIONS, REQUIREMENTS  
AND  
ROLES AND RESPONSIBILITIES**

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM**

**CALL TAKER**

Applicants are required to have a minimum of 3 years experience in basic call taking and communications skills in a Public Safety environment. The candidate will be required to participate in scheduled drills and additional required APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and physical requirement as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia.

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to work in a disaster environment, including but not limited to, an all terrain, primitive and/or archaic environment
- Ability to meet physical and mental expectations – long hours and higher stress
- Ability to mobilize within a six (6) hour period of time for deployment
- Ability to be deployed for an initial 14 day period of time
- Ability to maintain immunization requirements for deployment
- Ability to attend drills and other scheduled training to maintain skills

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle multiple tasks simultaneously
- Certification in CPR and AED
- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200.
- Ability to work in a team and independent environment
- Ability to be flexible in scheduling changes
- Ability to read maps and provide directions
- Ability to legibly transcribe information
- Ability to type, keyboard or utilize computer functions at a reasonable rate

**Post-Training**

- Certification in the Principles of Emergency Management
- CISM Training
- Completion of all recommended TERT training

## **CALL TAKER CONTINUED**

### **PREFERRED KNOWLEDGE, SKILLS & ABILITIES**

- Knowledgeable of various CAD systems
- Cross training in Fire Department dispatch and/or Law Enforcement dispatching
- Training in supervisory and leadership courses

### **ROLES AND RESPONSIBILITIES**

Your role as a call taker will vary depending on the nature of the event in which you are responding to. Your main role, however, encompasses the nature of answering, generating, documenting, processing and following up on calls from the citizens and other agencies needing assistance. Depending on the situation you are responding for, you may be assigned other duties as appropriate. Listed are some of the responsibilities you will have to manage.

- Set up of the area (i.e., maps, resources, etc.)
- Familiarize self with equipment that will be used
- Establish a liaison with area communicators
- Documenting the received calls
- Development and implementation of for tracking received calls. This would be appropriate in an emergency environment such as Hurricanes, etc.
- Documenting, relaying and maintaining critical records for historical purposes
- Support to the Team, its members, and other agencies as needed and any other delegated duty

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM**

**DISPATCHER**

Applicants are required to have a minimum of 3 years experience in basic dispatching for Fire and Rescue and/or Law Enforcement in a Public Safety environment. The candidate will be required to participate in scheduled drills and additional required APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and physical requirement as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia.

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to work in a disaster environment, including but not limited to, an all terrain, primitive and/or archaic environment
- Ability to meet physical and mental expectations – long hours and higher stress
- Ability to mobilize within a six (6) hour period of time for deployment
- Ability to be deployed for an initial 14 day period of time
- Ability to maintain immunization requirements for deployment
- Ability to attend drills and other scheduled training to maintain skills

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle sensitive information
- VCIN/NCIC certification (Law Enforcement applicable only)
- Ability to handle multiple tasks simultaneously
- DCJS certification for dispatcher required (Law Enforcement)
- Certification in CPR and AED
- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200
- Ability to work in a team and independent environment
- Ability to be flexible in scheduling changes
- Ability to read maps and provide directions
- Ability to understand and dispatch using plain language on various radios and technology
- Ability to legibly transcribe information
- Ability to type, keyboard or utilize computer functions at a reasonable rate

## **DISPATCHER CONTINUED**

### **Post-Training**

- Certification in the Principles of Emergency Management
- CISM Training
- Completion of all recommended TERT training

### **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledgeable of various CAD systems
- Cross training in Fire Department dispatch and/or Law Enforcement dispatching
- Training in supervisory and leadership courses

### **ROLES AND RESPONSIBILITIES**

Your role as a dispatcher will vary depending on the nature of the event for which you have been activated. Your main role, however, will be to deploy, track, document and maintain control of units. Depending on the situation you are responding to, you may be assigned other duties as appropriate. Listed are some of the responsibilities you will have to manage.

- Set up of the effected area utilizing maps and all other available resources
- Familiarize self with equipment that will be used
- Establish a liaison with the call takers
- Document and track dispatched calls for service
- Perform as radio operator
- Document, relay and maintain critical records
- Support call takers, supervisors and other agencies as needed
- If needed, acts as a primary or backup call taker
- May acts as the senior VA-TERT team member in the absence of the Supervisor and/or Team Commander

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM**

**SUPERVISOR**

Applicants are required to have a minimum of 5 years experience in basic First-Line Supervision in a Public Safety environment. The candidate will be required to participate in scheduled drills and additional required APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and physical requirement as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia.

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to work in a disaster environment, including but not limited to, an all terrain, primitive and/or archaic environment
- Ability to meet physical and mental expectations – long hours and higher stress
- Ability to mobilize within a six (6) hour period of time for deployment
- Ability to be deployed for an initial 14 day period of time
- Ability to maintain immunization requirements for deployment, if required
- Ability to attend drills and other scheduled training to maintain skills
- Ability to act as the Team Commander as necessary
- Ability to make sound judgments and decisions as necessary
- Ability to delegate as appropriate to subordinates and peers
- Ability to operate as a logistics coordinated for designated deployment team
- Ability to function as a Dispatcher and/or Call Taker

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle multiple tasks simultaneously
- DCJS certification for dispatcher required (Law Enforcement)
- Certification in CPR and AED
- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200
- Ability to work in a team and independent environment
- Ability to be flexible in scheduling changes
- Ability to read maps and provide directions
- Ability to legibly transcribe information
- Ability to type, keyboard or utilize computer functions at a reasonable rate
- Ability to maintain historical data and record keeping information

## **SUPERVISOR CONTINUED**

### **Post-Training**

- Certification in the Principles of Emergency Management
- Completion of all recommended TERT training
- Completion of a Basic Supervisory training course
- Advanced CISM Training

### **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledgeable of various CAD systems
- Knowledgeable of various telephone systems
- Cross training in Fire Department dispatch and/or Law Enforcement dispatching
- Training in supervision and leadership courses

### **ROLES AND RESPONSIBILITIES**

Your role as a Supervisor holds a lot of responsibilities. You are in charge of the day-to-day requirements for call taking, dispatching, team deployment and the overall needs of your team. This position requires someone who is a take charge individual who can see the bigger picture. Some of the responsibilities will be:

- Oversight of the teams needs (medical, psychological, etc.)
- Logistics
- Resource Management
- Knowledge of the state of the disaster and the progress being made
- Maintenance of critical information
- Ability to assign tasks and change responsibilities of the employees as needed
- Ability to relieve employees and act in the roles of the call takers, dispatcher, etc, as needed.

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM**

**TEAM COMMANDER**

Applicants are required to have a minimum of 5 years experience in the field of Telecommunications with a minimum of 2 years experience in an upper management level position in a Public Safety environment. The candidate will be required to participate in and schedule drills and additional required APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and physical requirement as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia.

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to work in a disaster environment, including but not limited to, an all terrain, primitive and/or archaic environment
- Ability to meet physical and mental expectations – long hours and higher stress
- Ability to mobilize within a six (6) hour period of time for deployment
- Ability to be deployed for an initial 14 day period of time
- Ability to maintain immunization requirements for deployment
- Ability to attend drills and other scheduled training to maintain skills
- Ability to make sound judgments and decisions as necessary
- Ability to delegate as appropriate to subordinates and peers
- Ability to identify the needs of the team and provide leadership and direction
- Ability to work functionally within an ICS structure
- Ability to function as a Supervisor, Dispatcher and/or Call Taker

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle multiple tasks simultaneously
- DCJS certification for dispatcher required (Law Enforcement)
- Certification in CPR and AED
- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200.
- Ability to work in a team and independent environment
- Ability to be flexible in scheduling changes
- Ability to read maps and provide directions
- Ability to legibly transcribe information

## **TEAM COMMANDER CONTINUED**

- Overall knowledge of public safety needs as they apply during a disaster situation
- Resource Management skills
- Knowledgeable of Mutual Aid operations

### **Post-Training**

- Completion of all recommended TERT training
- Not required, however strongly encouraged certification from the Emergency Management Institute, Emmitsburg, MD
- Advanced CISM Training

## **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledgeable of various CAD systems
- Knowledgeable of various telephony systems
- Knowledge of various radio systems
- Knowledge of large scale operations/events
- Familiar with FEMA and EMAC operations and processes
- Familiar with the operations in a combined Public Safety environment
- Familiar with unified command operations
- Familiar with GIS systems

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM**

**ASSISTANT STATEWIDE COORDINATOR**

The selection of members to serve as the Assistant Statewide Coordinator will be based on a competitive application and selection process. The Executive Board of the Virginia Chapter of APCO will appoint this position. Members will be selected based on criteria that will include, but not be limited to: qualifications, work experience and skill level, federal or regional team experience, level of commitment, ability to work in a team setting, etc. Applicants are required to have a minimum of 5 years experience in the field of Public Safety Communications in an upper management level position. The candidate will be required to participate in scheduled drills and additional recommended APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and abilities as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia. **This position is considered administrative and therefore candidates are not required to deploy on events to apply for this position.**

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to mobilize a specific region within a six (6) hour period of time for deployment upon receipt of request.
- Ability to attend drills and other scheduled training to maintain skills
- Ability to make sound judgments and decisions as necessary
- Ability to delegate as appropriate to subordinates and peers
- Ability to act in the role of the Statewide Coordinator during their absence
- Ability to authorize regional deployments as outlined in the EMAC and SMA.
- Ability to identify and coordinator training drills
- Ability to process appropriate paperwork associated with deployment
- Responsible for maintenance of overall program records
- Familiar with FEMA and EMAC operations and processes

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle multiple tasks simultaneously
- DCJS certification for dispatcher required (Law Enforcement)
- Certification in CPR and AED
- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200.

## **ASSISTANT STATEWIDE COORDINATOR CONTINUED**

- Ability to be flexible in scheduling changes
- Ability to legibly transcribe information
- Overall knowledge of public safety needs as they apply during a disaster situation
- Resource Management skills
- Knowledgeable of Mutual Aid operations

### **Post-Training**

- Completion of all recommended TERT training
- Not required, however strongly encouraged certification from the Emergency Management Institute, Emmitsburg, MD
- Advanced CISM Training

## **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledgeable of various CAD systems
- Knowledgeable of various telephony systems
- Knowledge of various radio systems
- Knowledge of large scale operations/events
- Familiar with the operations in a combined Public Safety environment
- Familiar with unified command operations
- Familiar with GIS systems

## **ROLES AND RESPONSIBILITIES**

Your role as an Assistant Statewide Coordinator is the assistant to the program manager. This position requires someone who is a take charge individual who has the ability to make quick, sound decisions as needed. Some of the responsibilities will be:

- Oversight of the teams needs (medical, psychological, etc.)
- Logistics
- Resource Management
- Knowledge of the state of the disaster and the progress being made
- Maintenance of critical information
- Liaison with the Regional Coordinator to ensure family updates are maintained
- Maintain within the ICS structure
- Ability to assign tasks and change responsibilities of the employees as needed
- Liaison between various agency heads
- Attendance at the updates to ensure accurate information is being relayed to your team
- Able to make quick, accurate decisions in a timely and efficient manner

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM**

**REGIONAL COORDINATOR**

The selection of members to serve as the Regional Coordinator will be based on a competitive application and selection process. The Executive Board of the Virginia Chapter of APCO and Statewide Regional Coordinator will appoint this position. Members will be selected based on criteria that will include, but not be limited to: qualifications, work experience and skill level, federal or regional team experience, level of commitment, ability to work in a team setting, etc. Applicants are required to have a minimum of 5 years experience in the field of Public Safety Communications in an upper management level position. The candidate will be required to participate in scheduled drills and additional recommended APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and abilities as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia. **This position is considered administrative and therefore candidates are not required to deploy on events to apply for this position.**

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to mobilize your region within a six (6) hour period of time for deployment upon receipt of request.
- Ability to attend drills and other scheduled training to maintain skills
- Ability to make sound judgments and decisions as necessary
- Ability to delegate as appropriate to subordinates and peers
- Ability to develop and coordinator training drills specific for your region
- Ability to hold various training exercises throughout the year to afford effective and timely training to team members
- Ability to process appropriate paperwork associated with deployment
- Responsible for maintenance of overall program records
- Familiar with FEMA and EMAC operations and processes

## **REGIONAL COORDINATOR CONTINUED**

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

#### **Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle multiple tasks simultaneously
- DCJS certification for dispatcher required (Law Enforcement)
- Certification in CPR and AED
- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200.
- Ability to be flexible in scheduling changes
- Ability to legibly transcribe information
- Overall knowledge of public safety needs as they apply during a disaster situation
- Resource Management skills
- Knowledgeable of Mutual Aid operations

#### **Post-Training**

- Completion of all recommended TERT training
- Not required, however strongly encouraged certification from the Emergency Management Institute, Emmitsburg, MD
- Advanced CISM Training

### **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledgeable of various CAD systems
- Knowledgeable of various telephony systems
- Knowledge of various radio systems
- Knowledge of large scale operations/events
- Familiar with the operations in a combined Public Safety environment
- Familiar with unified command operations
- Familiar with GIS systems

## **REGIONAL COORDINATOR CONTINUED**

### **ROLES AND RESPONSIBILITIES**

As a Regional Coordinator the responsibilities is to coordinator and identify deployment teams within your regions and to work with the Statewide and Assistant Statewide Coordinator on TERT deployments in an efficient and expeditious manner. This position requires someone who is a take charge individual who has the ability to make quick, sound decisions as needed. Some of the responsibilities will be:

- Oversight of the teams needs (medical, psychological, etc.)
- Logistics
- Resource Management
- Knowledge of the state of the disaster and the progress being made
- Maintenance of critical information
- Maintain within the ICS structure
- Ability to assign tasks and change responsibilities of the employees as needed
- Attendance at the updates to ensure accurate information is being relayed to your team
- Able to make quick, accurate decisions in a timely and efficient manner
- Liaison between various agency heads
- Liaison between team members and family members for periodic updates

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM  
STATEWIDE COORDINATOR**

The selection of members to serve as the Statewide Coordinator will be based on a competitive application and selection process. The Executive Board of the Virginia Chapter of APCO will appoint this position. Members will be selected based on criteria that will include, but not be limited to: qualifications, work experience and skill level, federal or regional team experience, level of commitment, ability to work in a team setting, etc. Applicants are required to have a minimum of 5 years experience in the field of Public Safety Communications in an upper management level position. The candidate will be required to participate in scheduled drills and additional recommended APCO TERT training designed to test and improve their knowledge of emergency deployment. Candidates will also be required to demonstrate proficiency for all areas of knowledge, skills and abilities as outlined. All candidates must be currently employed by a Public Safety agency within the Commonwealth of Virginia. **This position is considered administrative and therefore candidates are not required to deploy on events to apply for this position.**

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to mobilize a specific region within a six (6) hour period of time for deployment upon receipt of request.
- Ability to attend drills and other scheduled training to maintain skills
- Ability to make sound judgments and decisions as necessary
- Ability to delegate as appropriate to subordinates and peers
- Ability to authorize regional deployments as outlined in the EMAC and SMA.
- Ability to identify needs for training drills
- Ability to process appropriate paperwork associated with deployment
- Responsible for maintenance of overall program records
- Familiar with FEMA and EMAC operations and processes

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Ability to accurately record, obtain and disseminate critical information
- Ability to handle multiple tasks simultaneously
- DCJS certification for dispatcher required (Law Enforcement)
- Certification in CPR and AED

## **STATEWIDE COORDINATOR CONTINUED**

- Certification in the National Incident Management System; courses IS100, IS200, IS700 and IS800. Certifications in IS195 will be accepted in place of IS200.
- Ability to be flexible in scheduling changes
- Ability to legibly transcribe information
- Overall knowledge of public safety needs as they apply during a disaster situation
- Resource Management skills
- Knowledgeable of Mutual Aid operations

### **Post-Training**

- Completion of all recommended TERT training
- Not required, however strongly encouraged certification from the Emergency Management Institute, Emmitsburg, MD
- Advanced CISM Training

## **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledgeable of various CAD systems
- Knowledgeable of various telephony systems
- Knowledge of various radio systems
- Knowledge of large scale operations/events
- Familiar with the operations in a combined Public Safety environment
- Familiar with unified command operations
- Familiar with GIS systems

## **ROLES AND RESPONSIBILITIES**

Your role as a Statewide Coordinator is to manage the program and report to the APCO Executive Board before, during and after deployments. This position requires someone who is a take charge individual who has the ability to make quick, sound decisions as needed.

Some of the responsibilities will be:

- Oversight of the teams needs (medical, psychological, etc.)
- Logistics
- Resource Management
- Knowledge of the state of the disaster and the progress being made
- Maintenance of critical information
- Maintain within the ICS structure
- Ability to assign tasks and change responsibilities of the employees as needed
- Able to make quick, accurate decisions in a timely and efficient manner

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM  
LOGISTICS COORDINATOR**

Applicants are required to have a minimum of 5 years experience in the field of Public Safety Communications with a minimum of 3 years as a first line supervisor or senior level manager. Applicants will be required to participate in scheduled drills designed to test and improve their knowledge of emergency deployment. Additionally they will be required to demonstrate proficiency for all areas of knowledge, skills and abilities as outlined. **This position is considered administrative and therefore candidates are not required to deploy on events to apply for this position.**

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to assist with mobilization within (2) two hours of deployment
- Ability to anticipate and improvise so as to fulfill unexpected users' needs
- Must maintain a landline or wireless phone
- Must maintain a pager

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Must have a comprehensive knowledge of the equipment inventory and tracking procedures
- Must have practical knowledge of the terminology and capabilities of all items in the equipment cache
- Ability to effectively organize and plan during crisis situations
- Must be able to communicate effectively verbally and in writing
- Must have a understanding of the procurement process

**Post-Training**

- Must have completed the FEMA Logistics Specialist Course
- Must be familiar with the weights and volumes of the cache components, military and civilian air cargo regulations, equipment fuel requirements, and the environmental limitations of sensitive equipment and supplies
- Must have a clear understanding of record keeping and the storage of all documents related to all deployments as they pertain to the retention of records/documents

## **LOGISTICS COORDINATOR CONTINUED**

### **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Familiarization with Unified Command Operations
- Familiarization with Media Relations – PIO training
- Knowledge of large scale operations/events

### **ROLES AND RESPONSIBILITIES**

As a Logistics Coordinator the responsibilities is to coordinate and identify what needs will be required of members of the deployed team. Additionally, the safe keeping and maintenance of the TERT Team Equipment Cache is a large part played by the role of the Logistic Coordinator. Some of the responsibilities will be:

- Ensure the packaging and transporting of the TERT Team equipment cache during mission assignments is accomplished. This may require coordination with military or civilian transport officials
- Maintaining the equipment cache in an appropriate state of readiness for immediate deployment
- Reporting directly to the regional coordinator and the team commander to facilitate needs and coordinate efforts
- Procuring equipment during the mobilization phase as appropriate and items on site through coordination with Team Commander
- Processing pre-positioned purchase orders on file for execution upon assigned activation
- Must arrange necessary conference calls
- Upon approval from Virginia APCO and at the direction of the Team Commander, the incumbent may be required to converse with the media with regard to TERT missions or deliver a media release as to the status of a deployed TERT team
- May be required to give status updates to families and businesses on deployed family members or employees

**Virginia APCO  
TERT Program  
POSITION DESCRIPTION FORM  
TRAINING COORDINATOR**

Applicants are required to have a minimum of 5 years experience in the field of Public Safety Communications with a minimum of 3 years as a training coordinator or training specialist. Applicants will be required to develop training drills designed to test and improve the knowledge of all TERT participants. Additionally they will be required to demonstrate proficiency for all areas of knowledge, skills and abilities as outlined. **This position is considered administrative and therefore candidates are not required but may be asked to deploy on events.**

**REQUIREMENTS NEEDED TO PERFORM ESSENTIAL DUTIES**

- Ability to assist with mobilization within (2) two hours of deployment
- Ability to anticipate and improvise so as to fulfill unexpected users' needs
- Must possess a DCJS certification as a dispatcher
- Must maintain a landline or wireless phone
- Must maintain a pager

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Pre-Training**

- Must possess technical competency for creating training drills that will prepare participants for deployment
- Must develop evaluation and assessment packages
- Must have practical knowledge of the terminology and capabilities of all positions
- Ability to effectively organize and plan for crisis situations
- Must be able to communicate effectively verbally and in writing
- The ability to effectively target instruction to specific learning needs of adults, tailoring the material to individual requirements, experiences and learning styles.

**Post-Training**

- Must have completed all FEMA Courses that positions require for familiarization
- Must maintain accurate record keeping and the storage of all documents
- Researches and stays abreast of all legislative and industry standards for development and improvements of training.
- Must conduct after action training requirements when employees return from deployment

## **TRAINING COORDINATOR CONTINUED**

### **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES**

- Familiarization with Unified Command Operations
- Familiarization with Media Relations – PIO training
- Knowledge of large scale operations/events
- Certification as a DCJS Instructor

### **ROLES AND RESPONSIBILITIES**

As a Training Coordinator the responsibilities are to coordinate and identify what training needs are required of members of the deployed team. Additionally, the safe keeping and maintenance of the TERT Team training documents and participant eligibility is a large part played by the role of the Training Coordinator. Some of the responsibilities will be:

- Conducting annual and bi-annual drills
- Coordinating with the APCO Board to schedule necessary training for the various conferences that will be held.
- Identifying areas of training needs for the team and individual within certain roles.
- Establishing a tracking mechanism to ensure that certifications are up to date.
- Reporting directly to the regional coordinator and the team commander to facilitate training needs and coordinate efforts
- Liaison with the team commanders and regional coordinator

# **VA-TERT PROGRAM TRAINING RECOMMENDATIONS**

The commitment recommended of VA-TERT members is critical. In times of crisis or need team members should be fully qualified, trained and up-to-date on current techniques and technologies. The only way to insure deployed team members are prepared for field assignments is to recommend that each of you take the time and dedication necessary to have ready and available individuals when the call is made. As such, there are strong recommendations of all VA-TERT team members.

1. Team members must complete basic core VA-TERT Team Member Training Recommendations. Training will be offered on-line via the VA APCO website, APCO conferences and pre-conferences or at your local agency level.
2. Team members must participate in at least 50% of monthly team business/training meetings and functional exercises. Anyone not meeting this recommendation will not be eligible for deployment (in state or out of state).
3. Participate in one of the functional exercises scheduled annually.

## Basic Training Requirements:

- a. DCJS Certification (if deployed as a Law Enforcement Dispatcher)
- b. VCIN/NCIC Certification (if deployed as a Law Enforcement Dispatcher)
- c. NIMS, IS 200 or IS 195
- d. NIMS, IS 125
- e. NIMS, IS 700
- f. NIMS, IS 800

## Pre-Deployment Training

- a. CPR
- b. EMD
- c. Principles of Emergency Management
- d. Cultural Diversity in the 911 Center
- e. Stress Management/CISM – basic level
- f. Advanced CISM for Supervisors and Above
- g. Documentation and Record Keeping
- h. Common Language Protocols and Interoperability in the Commonwealth
- i. Blood borne Pathogens/Infectious Disease
- j. Survival and Fitness
- k. Individual and Team Preparedness
- l. Other training as required based upon Team Member Position,

### Examples:

- a. Supervisory and Leadership
- b. Logistical Coordination for Team Deployments
- c. FEMA and EMAC operations and logistics

# VA-TERT RESOURCES

VA-TERT Program	<a href="http://www.virginia-apco.org">www.virginia-apco.org</a>
Preparedness	<a href="http://ready.gov/America">ready.gov/America</a>
First Aid / CPR	<a href="http://www.redcross.org">www.redcross.org</a>
Emergency Management	<a href="http://www.fema.gov">www.fema.gov</a>
NIMS	<a href="http://www.training.fema.gov/EMIWeb/IS/crslist.asp">http://www.training.fema.gov/EMIWeb/IS/crslist.asp</a>
Emergency Management Mutual Aid Assistance Compact	<a href="http://www.emacweb.org">www.emacweb.org</a>
Virginia Mutual Aid Agreement	<a href="http://www.VAEmergency.com">www.VAEmergency.com</a>
Stress Management	<a href="http://www.mindtools.com">www.mindtools.com</a>

# **VA-TERT APPLICATION SUPERVISOR QUESTIONNAIRE**

Dear Supervisor,

A member of your staff has applied to participate in the VA-TERT program. This program is designed to provide well-qualified, trained and disciplined dispatchers for deployment to assist other 911 Centers and/or Public Safety Answering Points when the need arises in cases of emergency when staffing levels are insufficient to handle the load. This may occur during a natural or man-made disaster, terrorist activity, or in day-to-day operations when an event has affected staffing levels at critical levels (i.e. Virginia Tech shooting, the death of a comrade, etc.).

As indicated, we are looking for the best throughout the Commonwealth to fill this critical role. In doing so, we are looking for your comments concerning this applicant's work habits, performance, ability to work under stress, etc. Below you will find the input we are requesting from you to insure this applicant will fit the needs and bring the skills and abilities to VA-TERT that are required.

Work Habits:

Work Performance:

Customer Service Skills:

Demonstrated Ability to:

- Remain Calm in Stressful Situations

Example (provide information demonstrated without providing specifics):

- Effectively Manage High Profile or Critical Incident

Example (provide information demonstrated without providing specifics):

Ability to Accept Feedback

Example:

**Virginia APCO  
Telecommunicator Emergency Response Team  
Memorandum of Understanding**

This memorandum of Understanding will address the sponsorship, response, staffing, and training requirements for civilian agencies supporting Telecommunicator Emergency Response Team (TERT) members and for localities supporting TERT members under the provisions of the Telecommunicator Emergency Response Team Mutual Aid Agreement.

1. A TERT member requested to respond to a Telecommunicator Emergency Response Team (TERT) activation, or participate in training and regional exercise, will be provided coverage under the individual member's sponsoring jurisdiction, agency or entity/organization representing any county, city or town liability and compensation policies and plans, including, but not limited to, health, liability, and worker's compensation benefits. To the extent authorized by law, each participating jurisdiction and agency will provide for the payment of compensation and death benefits to its injured members of the responding TERT if such member(s) sustain injuries or are killed while rendering aid pursuant to this Memorandum of Understanding, in the same manner and on the same terms as if the injury or death were sustained within the member's own jurisdiction or agency.

2. TERT members responding to an incident will report to the areas designated when notification of an incident is received. Use of sponsoring jurisdiction or agency official vehicles is preferred.

3. TERT members will respond to the incident with personal protective equipment and clothing and/or other equipment issued to them by the TERT and/or the sponsoring jurisdiction or agency.

4. TERT members will be made available to meet the initial and annual continuing education and training requirements of the TERT. Members will be made available both on and off duty to assure compliance with the training requirements, unless to do so would cause an undue hardship to the affected locality.

5. TERT members will be made available to respond to a TERT activation inside or outside of their jurisdiction/work location, both on and off duty times, unless to do so would cause an undue hardship on the affected locality. TERT members will respond at no cost to the affected/requesting locality provided they are responding to a properly executed TERT incident and are part of the TERT Team on call. If the incident is declared a "Disaster" by the Governor of Virginia and/or President of the United States, each jurisdiction and agency may be able to seek reimbursement as outlined by FEMA federally declared disaster requirements.

6. This Memorandum of Understanding may be modified with the approval of the agency directors and the managers of the various localities.

7. This Memorandum of Understanding may be terminated by providing written notice thirty (30) days prior to termination to the Virginia APCO Executive Board

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Jurisdiction, Agency or Entity/Organization Representing a County, City or Town

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Authorized Signature

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Title

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Date Signed

**Virginia APCO  
Telecommunicator Emergency Response Team  
Mutual Aid Agreement**

This AGREEMENT entered into on the \_\_\_\_ day of \_\_\_\_\_, 2008, by and between the Virginia APCO Telecommunicator Emergency Response Team ("TERT") and any Police, Fire, EMS or a combination of all answering points for public emergency request for response, each duly and lawfully represented by the contracting officer executing the instrument:

**RECITAL**

Whereas, each of the parties hereto support the Virginia APCO Telecommunicator Emergency Response Team: and

Whereas, each of the parties hereto maintains equipment and personnel for emergency response within its own jurisdiction; and

Whereas, it is deemed mutually beneficial to the parties hereto to enter into an agreement concerning mutual aid and cooperation with regard to emergency telecommunications responses to suspected terrorism events, and natural and man-made catastrophes, that are conceivably beyond the abilities and/or resources of the affected party; and

Whereas, the parties hereto desire to augment their emergency telecommunications response resources in times of mass casualty, disaster or terrorism events; and

Whereas, the parties hereto desire that the terms and conditions of the TERT Mutual Aid Agreement be established:

Therefore, the parties hereto mutually agree as follows:

**AGREEMENT**

1. In the event of a natural or man-made catastrophe in a party's jurisdiction that may necessitate the need of a mutual aid response, it shall be the duty of the requesting jurisdiction's incident commander to assure that the request for the mutual aid response is communicated per the requesting jurisdiction's policy.

2. In the event a request for a mutual aid response is properly made by the requesting jurisdiction, the responding equipment and personnel will be under the control of their own supervisor(s), the senior supervisor reporting to and taking directions from the requesting party's incident commander.

3. The incident commander of the requesting jurisdiction shall assume full command of the operations, but if that incident commander specifically requests the senior officer of the mutual aid response to assume command, that requesting party's incident commander shall not, by relinquishing command, be relieved of his/her responsibility for the operation.

4. The requesting party shall be responsible for designating a radio communications system for use by all emergency personnel. Should radio systems be incompatible, the incident commander and the senior officer of the mutual aid response shall coordinate communications.

5. The services performed and expenditures made under this Agreement shall be deemed to be for public and governmental purposes and all immunities from liability enjoyed by the local government within its boundaries shall extend to its participation in rendering assistance outside its boundaries. It is understood that for the purpose of this

Agreement, the mutual aid response is rendering aid once it departs its own jurisdictional boundaries.

6. All pension, disability, worker's compensation, life and health insurance and other benefits enjoyed by personnel participating in the mutual aid response shall extend to the services they perform under this Agreement whether inside or outside of their respective jurisdictions of the participating personnel's jurisdiction.

7. Each party hereto agrees to waive any and all claims against all other parties hereto which may arise out of their participation in TERT activities inside or outside of their respective jurisdiction.

8. The parties participating in this Agreement shall not be liable to each other for reimbursement for injuries to personnel or damage to equipment incurred when going to or returning from another jurisdiction. No party shall be liable to any other party for any other costs associated with, or arising out of, the rendering of assistance by a mutual aid response pursuant to this Agreement; except, however, the responding jurisdiction may request reimbursement to replenish equipment and supplies. However, should the incident be declared a disaster by the President of the United States and/or Governor of Virginia, it shall be incumbent upon the requesting jurisdiction to coordinate with the mutual aid team(s) the calculation of actual costs incurred for use of personnel and equipment. The requesting party shall also, upon receipt of reimbursement funds, coordinate with the mutual aid team(s) the disbursement of those funds related to personnel and equipment provided by the mutual aid team(s).

9. Nothing contained in this Agreement should in any manner be construed to require any of the parties to respond to a request for services when the service personnel of the jurisdiction to whom the request is made are, in the opinion of the requested jurisdiction, needed or are being used with the boundaries of that jurisdiction, nor shall any such request require the requested jurisdiction to continue to provide services to another jurisdiction when its service personnel, vehicles or equipment are, in the requested jurisdiction's opinion, needed for other duties within its own boundaries.

10. Nothing in this Agreement is intended to, nor shall it be interpreted to override, supersede, nullify or in any way change any mutual aid agreement or understanding currently enjoyed by any party, jointly or severally.

11. Any of the parties hereto may withdraw from this agreement by giving thirty (30) days written notice to the effect to each of the other parties hereto.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their respective duly authorized officers, with their respective official seals affixed hereto and attested by their respective city, county or town clerk, and indicated thereafter the ordinance or resolution authorizing the execution.

ATTEST: City/County of \_\_\_\_\_

By \_\_\_\_\_  
City/County Clerk

By \_\_\_\_\_  
City Manager/County or Town Administrator  
Entity/Organization representing a County, City or  
Town

Resolution/Ordinance No. \_\_\_\_\_

Adopted on \_\_\_\_\_