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# MONITOR 1 COURSE GUIDE

# NEAR

# OR

Training program for  
CB Radio Emergency Monitors



67487



National Highway  
Traffic Safety  
Administration

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## **preface**

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The goal of the National Highway Traffic Safety Administration (NHTSA), Department of Transportation (DOT), pursuant to the Highway Safety Act of 1966 and the Emergency Medical Service Standard 11, has been to develop, upgrade and professionalize operation of the emergency response system and to achieve total system development.

This task can be divided into four major sections: *Administration, Personnel, Equipment* and *Communications*. The focus of this training course is *communications*, and specifically those emergency communications that enter the established emergency response system via Citizens Band (CB) radio Emergency Channel 9.

In the absence of a dedicated highway communications system, ever greater use is being made of CB radio because of the vast number of CB equipped vehicles on the road. And perhaps even more significant is the fact that CB radio is the only conveniently available means of providing citizens at large with direct access to the emergency response system from virtually every mile of roadway in the U.S.

The vitally important link between citizens at large and the emergency response system is the CB Emergency Channel 9 Monitor who will *listen* for emergency calls, *obtain the important facts*, and then *channel them into the established* emergency response network correctly and concisely to insure that the appropriate agency or agencies respond.

The focal point of this emergency communications system is the National Emergency Aid Radio (NEAR) program, sponsored by the NHTSA within DOT. The NEAR program has been developed to provide training and coordinate the activities of volunteer and public safety agency Emergency Channel 9 Monitors with the activities of the established emergency response system.

This course has been prepared under contract from the DOT by REACT International, Inc., an independent non-profit public service organization.

## **acknowledgements**

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## foreword

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This manual has been developed as a guide to help course administrators, coordinators and instructors in setting up and administering a NEAR/CB Channel 9 monitor training program. Recognizing that Channel 9 Emergency Monitor trainees will possess varying degrees of skill and training in emergency response procedure—from untrained volunteer monitors to highly trained public safety agency monitors—the course has been structured to provide maximum benefit for all students. Ideal class make-up would include trained public safety agency personnel plus volunteer monitors with no specific training in emergency response. This mix will best serve the

needs of all and help motivate monitors to perform up to professional standards in this vital communications task.

Much of the content of this training course is presented in a 30-minute training film, "Help is NEAR," which dramatizes several common highway related emergency situations and demonstrates how the Channel 9 monitor can cut response time. Most of the classroom time will be spent in structured discussion of the film and will draw on the knowledge of experienced volunteers and public safety personnel in the class for additional input.

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# I. purpose of the course

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The training program described in this *Course Guide* is aimed at preparing both volunteer and public safety agency NEAR/CB Emergency Channel 9 monitors to efficiently perform the required communications functions. Effective CB highway communications aids in the accomplishment of the overall NHTSA goal of developing, upgrading and professionalizing the operation of the emergency response system.

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## A. EMERGENCY CHANNEL 9 MONITOR FUNCTIONS

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1. To listen for emergency calls on CB Channel 9.
  2. To obtain all relevant information needed by a public safety agency to provide an appropriate response.
  3. To report that information quickly, accurately and concisely in order to shorten response time of appropriate emergency response services.
  4. To accurately record data concerning each call to allow continuing evaluation of NEAR monitor programs.
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## B. PURPOSE OF THE COURSE GUIDE

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The purpose of this *Course Guide* is to aid administrators, coordinators and instructors in setting up and administering the NEAR monitor course. It contains a description of the overall objectives and scope of the course. Since the NEAR/CB Channel 9 monitor is the vital link in the communications chain... the link between citizens everywhere and the established emergency response system... care is needed to strengthen that link and make it work more places for the benefit of more citizens.

The *Course Guide* also provides suggestions for organizing the content of the course. Included in these planning considerations is a statement of instructor qualifications; student qualifications; class size considerations; and training resources (i.e. facilities, equipment and supplies).

Because levels of skill and training in emergency response activities will vary greatly among students, the *Course Guide* allows adequate flexibility to the instructor while insuring proper coverage of the required information.

This *Course Guide* outlines the content and structure for an effective job-relevant monitor training program and assists the course administrator in organizing and evaluating the course. However, actual conduct of the course requires additional support material. A complete listing of required materials is included in section VI—B (Equipment and materials).

## II. objectives and scope of this course

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### A. SCOPE

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This course has been developed to prepare individual volunteer and public safety agency monitors of the CB Emergency Channel 9 to quickly and efficiently obtain relevant information concerning all emergencies and channel it immediately and accurately to the appropriate emergency service resource. The course is keyed specifically to monitoring, information gathering, reporting and recording functions.

The two-hour course is structured around a 30-minute training film, "Help is NEAR," covering the three major sections of the subject matter: *Tools* (CB radio Emergency, Channel 9, telephone, etc.), *Rules* (FCC regulations concerning the use of CB and the Emergency Channel 9), and *Techniques* (basic how-to information, do's and don't's, etc.).

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### B. OBJECTIVES

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By the end of this course the trainee will have sufficient knowledge of the duties and functions of the NEAR/CB Channel 9 monitor to be able to perform that role.

### III. instructor qualifications

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This course has been designed to be delivered by a single instructor. The instructor should be experienced as a CB radio operator and preferably with experience in Emergency Channel 9 monitoring activities and/or professional emergency response service. Past experience and competence as an instructor would be a desirable characteristic. The course instructor should be thoroughly familiar with the emergency response services within the area that the trainees are about to enter (agencies, equipment, geographical considerations, etc.).

### IV. student qualifications

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The NEAR volunteer or public safety agency monitor is a person who will often be responsible for the lives of individuals. Therefore trainees should have a strong commitment to helping serve in the emergency response system, a valid CB license, an ability to remain calm under stress and should have a high degree of responsibility and initiative. Because the NEAR/CB Channel 9 monitor job is a *communications job*, trainees should have:

1. Proficiency in speaking English clearly and distinctly.
2. Ability to accurately take down information for verification of data and record-keeping functions.
3. Desire to perform up to high professional standards.

### V. class size

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The NEAR Monitor Course has been designed to expose trainees to all of the essential monitoring information during a two-hour classroom experience. Since class participation through questions and answers is an essential part of the teaching process, it is recommended that class size be limited to 25 to 30 trainees per session. If more trainees are enrolled, it would be advisable to divide the group into two or more sections to insure maximum instructor-trainee interaction.

## VI. training resources

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### A. FACILITIES

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The recommended facility for this training would be a large, well ventilated, well lighted room with comfortable seating and adequate visibility. Ideally, seating would include writing space either at a table or desk or provide a writing surface as an integral part of the chair unit.

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### B. EQUIPMENT AND MATERIALS

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The equipment and materials listed below are essential to the presentation of the course material. The administrator must arrange to procure these items and have them available in the classroom. The list includes:

- Chalkboard with chalk or a flipchart with grease pencils or felt-tip markers.
- 16mm sound movie projector and screen.
- Adequate electrical power and convenient outlets.
- Student Study Guide—one for each student.
- NEAR Monitoring Guide—one for each student.
- Current FCC rules—one set for each student.
- All reference type material that graduates of the course will need as monitors such as locator maps, street directories, telephone listings and names as appropriate of emergency service agencies, etc. A complete set for each student is required.
- Copies of all forms that the monitor will need for all record-keeping. Each student should have 25 copies of each form.
- Names, telephone numbers and locations of other monitors in the area—one list for each student.
- Emergency Action Guide for Selected Hazardous Materials—published by DOT may be used as an optional handout to provide the student with a guide to the types of materials and symbols on transportation vehicles.

## VII. scheduling considerations

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The nature of the course, being a two-hour, single session course allows maximum flexibility in scheduling. The material can be presented adequately in a two-hour session but it may be advisable to schedule the course so that extra time could be allocated in the event it is needed or wanted.



**CALL  
ON  
CHANNEL  
9**

Emergency monitor establishes  
 • Type of situation  
 • Exact location

Non-emergency  
 (no clear or immediate danger to life or property.)

Traveler information assistance

Monitor gives information quickly on channel 9 or moves to other channel for detailed answer.

Emergency situation involving damage to property, personal injuries and/or immediate danger.

**DETERMINE SITUATION**

**GET ADDITIONAL INFORMATION**

**CALL:  
911  
or**

**TRAFFIC ACCIDENT**

No., type of vehicles.  
 No. people. Injuries?  
 Bleeding? Unconscious?

**DISABLED VEHICLE**

On roadway? Off roadway?  
 People in it? Other hazard?

**ROAD HAZARD (or any other hazard to persons or property)**

Description: object on highway? Power line down? Other? Get details.

**CRIME**

In progress? Against person? Against property?

**FIRE**

Type (car, building, open field, forest, chemicals or other inflammable material present?)

**MEDICAL**

Patients bleeding?  
 Unconscious? Breathing?

**OTHER—OR IF IN DOUBT**

Get relevant information from caller re: location, situation, no. of persons, danger.

**CALL  
USCG  
or**

**MARINE**

Name, type of craft. Position, time of incident, nature of emergency, complete description of craft/persons aboard (no., age, sex).



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**January 1979**

**END**

**END**