



Communications Team

Mission Day Instructions

Communication Flow

- Become familiar with the communication system between you and Mission Control and the verbal protocols you will use to talk with Mission Control.
- Establish a communications flow chart that permits all teams to communicate effectively with each other.
 - Steps in flow chart:
 - Mission Control sends message.
 - Communications Team distributes to appropriate team.
 - Teams process data and report findings to Crisis Management Team.
 - Crisis Management Team forwards report slips and recommendations to Communications Team.
 - Communications Team reports plans to Mission Control.
- Create a colored-paper message system that will allow you to identify the information at each stage of the communications flow.
- Meet with team spokespersons and discuss the communications protocols and how the information will be communicated between the teams. Discuss how important it is that all numbers and data be accompanied by clear and consistent labels. Inform teams of color-code system.
- Carry out any assignments created for your team to make sure that e-Mission: Montserrat succeeds.

Communications Protocol

The job of the communication team is critical to the flow of a successful mission. The **Communications Officer** uses the microphone and the video feed for communication. Because communication in this manner is subject to technical difficulties during major weather events, all communication should also be typed into the chat window. This is the job of the **Data Officer**.

Things to keep in mind:

- The team must make sure there is a steady flow of data going from the Crisis Management Team to Mission Control.
- Data (written and oral) should be relayed every 5 minutes. If there has been a period of time where data has not been relayed, it is your responsibility to prompt your teammates for this information to send.
- All communication should be spoken first over the microphone and then typed into the chat window.
- At times it is necessary to be closer to, or further from, the microphone so the communication is clear.

- Depending on the quality of the connection, you may need to speak more slowly, or more clearly so communication is optimized.

Communications Officer Protocol

It is important to relay the information in an appropriate manner. All communication sent to Mission Control should include the proper **protocol**:

- Mission Control should be addressed as “Mission Control” or “Commander (Name)”
- Every message that is sent to Mission Control should end with “Over”

Example: “Mission Control, this is Operation Freedom. I have a message from the Power Team. The message is...battery capacity is at critical levels. Over”

- All messages coming from Mission Control should be acknowledged with “We copy that” or “We read you” and then “Over.” This is important protocol so that we know on both ends that messages have been received.

Data Officer Protocol

It is important to relay the information in an appropriate manner. All communication sent to Mission Control should include the proper **protocol**:

- It is the job of the data officer to send all communication through chat, once it has been relayed through microphone.
- Every message sent through chat to Mission Control, should end with “over”.
- All messages from Mission Control should be acknowledged with “we copy that or “we read you”. This is important protocol so that we know on both ends that messages have been received.

Other commonly used messages:

- We received the last message and understand

“Copy that”

“Roger”

“We read you”

- You are pausing to receive a message (While waiting, there should be no extra communication)
“Ready to receive”
“Standing by”