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INSARAG
Preparedness Response

USAR COORDINATION CELL (UCC) COURSE

RECEPTION DEPARTURE CENTER



Learning outcomes

This session will provide:

- An understanding of the operating procedure, roles and responsibilities of an RDC
- A demonstration of how to:
 - Liaise with key local officials
 - Select a suitable RDC site
 - Establish an RDC
 - Facilitate the arrival/departure of incoming teams



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Contents

1. Concept
2. Location & Set up
3. Registration
4. Briefing
5. Information Management
6. External Relations
7. Departure Coordination
8. Hand over
9. Challenges



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1.CONCEPT



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Reference document:



On-Site Operations Coordination Centre (OSOCC) Guidelines 2018

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THE AIM OF THE RDC

- The aim of an RDC is to be the initial international coordination entity established in the affected country.
- The RDC is set up at major entry points for international assistance.
- The RDC is there to assist entry-point operations by facilitating the arrival of incoming response teams and relief items and therefore take the pressure off local authorities. Furthermore, the RDC assists in coordinating arriving teams' deployment to the field.



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RDC

It is the **responsibility** of the First Arriving INSARAG Classified USAR Team or an in country INSARAG Classified Team to establish the RDC.



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The RDC....

What does the RDC do?



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The RDC....

- Is an extension of the OSOCC
- Registers arriving teams
- Directs teams to the OSOCC, BoO or search sites
- Provides interface between local authorities/airport and arriving teams
- Provides briefings of latest information, security, etc.
- Supports logistical arrangements of arriving teams
- Updates Virtual OSOCC if possible



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Group Discussion

What are the primary responsibilities of the RDC?



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Primary responsibilities of the RDC

When facilitating USAR teams can be broken down into the 10 following actions:

1. Contact airport authorities, ask permission to set up an RDC, and decide how and who is needed for collaboration
2. Facilitate immigration and customs procedures for incoming teams
3. Post location information and updates to the VOSOCC and ICMS
4. Register arriving/departing teams
5. Deliver briefings on the disaster situation and USAR operations



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Primary responsibilities of the RDC

When facilitating USAR teams can be broken down into the 10 following actions:

6. Share basic logistical information with incoming and outgoing USAR teams
7. Update the UCC about incoming team information
8. Obtain information from UCC on where to direct incoming teams
9. Direct teams to the UCC, and/or a BoO, and if requested by the UCC or LEMA, to rescue sites
10. If possible, direct non-USAR sources based on information given.



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When establishing an RDC, links with those operating the point of entry are vital. There are several airport entities involved in the handling of incoming USAR teams. They need to be informed of the purpose of an RDC, its roles and responsibilities, and the support an RDC can offer to the airport authorities. This will increase the likelihood of effective cooperation. At a minimum, the RDC Manager should request permission to set up an RDC on their premises.



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At an airport, these entities may include:

- Airport management (facility and operations)
- Security
- Immigration
- Customs
- Air traffic control
- Ground traffic control
- Ground handling facilitators
- Military representatives.



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RDC

Initial Meeting with Airport Manager /
Airport Operations Manager

Utilise the RDC actual Forms / checklists

Source: www.insarag.org (Guidance Notes /
Guidelines Annex/ Volume III / Annex B5, B6



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Issues to consider during the first meeting include:

- Express your condolences and solidarity with their circumstances.
- Brief them on who you are, who you represent and the purpose of the RDC and how it supports the arrival of international actors and relief items.
- Ask whether they give you permission to set up an RDC in their facilities.



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- Explain that you are there as a result of their country requesting your deployment to, and support of the event response.
- Arrange for airport official passes for the RDC team (if required) and agree on acceptable RDC staff movement on the airport facility.
- Identify the following key contacts: Air and ground traffic control, Immigration, Customs, Quarantine, Logistics, Security, Military liaison, Fire, Police, and Ambulance emergency telephone numbers.



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Determine operational status of airport amenities

- Runway/s – specifications and restrictions
- Landing and take-off restrictions due to aircraft size
- Ability to manage commercial and military aircraft
- Number of aircraft stands
- Hours of operation and/or curfews
- Aviation fuel levels and refuelling services
- Storage capacity and cold-chain
- Cargo handling equipment
- Ground staff
- Toilets and showers
- Food service(s), ATM's and shops (SIM card sales etc.)
- Power
- Translators



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Request venues for:

- RDC workspace
- RDC staff off duty and sleeping area
- Waiting areas for teams
- Permission to take photographs
- Airport map



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RDC

- Determine:
 - Datum to be used
 - Radio channels forbidden/allowed to use
 - State of mobile network
 - Internet access satellite communication
- Agree on:
 - Schedule for future meetings
 - Airport safety/evacuation arrangements
 - Communication channels to address unexpected issues.



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BEST PRACTICE DEMONSTRATION

Meeting with airport authorities



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Initial meeting with Immigration and Customs

- The RDC staff should aim to expedite customs, immigration, and border control processes for the arriving teams.
- This may include briefing Immigration and Customs officials about the types of personnel and equipment USAR teams will bring into the affected country.
- During meetings with the officials, the RDC should explain that the teams would supply the following entry documentation:



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Initial meeting with Immigration and Customs

1. Permission to enter the country (letter or request from affected Government)
2. Completed USAR Team Fact Sheet & Demobilisation Form
3. Team manifest with all passport numbers and expiry dates listed
4. Equipment manifest
5. Radio frequency channel plan
6. Shippers declaration for Dangerous Goods (IATA Compliant)
7. Declaration of controlled drugs (medical)



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Select RDC site based on visibility

- When discussing venues for the RDC with the airport authorities, various options may be given. The location of the RDC should be carefully selected to be visible and accessible to all who would benefit from its services and should have sufficient space to meet both the immediate needs and the projected expansion of the operation.
- The RDC is in most cases established immediately after the customs and immigration facilities to allow teams to register without affecting normal airport procedures. The RDC may be established in an existing facility or may be a separate temporary shelter (such as a tent) close by.



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RDC Location

ADVANTAGES:

After Customs

- Access easy from outside
- Easy set up of ICT including satellite connection
- Normally more space available
- Easy access to general information

Before Customs

- Restricted area
- Less interruption
- Security tighter
- Assist CIQ clearance
- Private facilities



DISADVANTAGES:

After Customs

- Interruption from outsiders
- Safety not secured

Before Customs

- Satellite connection setup may be difficult
- Access ID necessary
- Difficult to get outside information
- ICT use may be difficult
- Airport does not want teams to stay
- RDC registration and briefing may cause traffic jam



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Tips for RDC establishment

- **Ensure visibility and access**
 - RDC flag or A4 UN logo print out Easy to find and access
 - Establish a traffic flow - Way-in and Way-out
- **Information Collection and Dissemination**
 - Information displays
 - Separate the RDC into distinct work areas
Information such as LEMA contact should be kept private



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Establishing RDC

- RDC staff should set up communication equipment to be able to communicate internally, externally and internationally by utilizing mobile phones, satellite phones, and Internet connectivity.
- While the RDC might be operational before the UCC, the RDC prepares a communication link to be connected to the UCC as soon as the UCC becomes operational.



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Work of RDC

The RDC staff should update the VOSOCC with the following information as soon as possible:

RDC status as 'operational'; Location; RDC contact information:

- Names of RDC Manager and other key personnel
- Email address (a new Gmail account opened by RDC Manager e.g., RDCHaiti@gmail.com)
- Contact phone numbers
- Number of incoming USAR team members requested to attend the RDC upon arrival
- Country entry requirements:
 - Customs and Immigration
 - Quarantine
 - Passport and visa.



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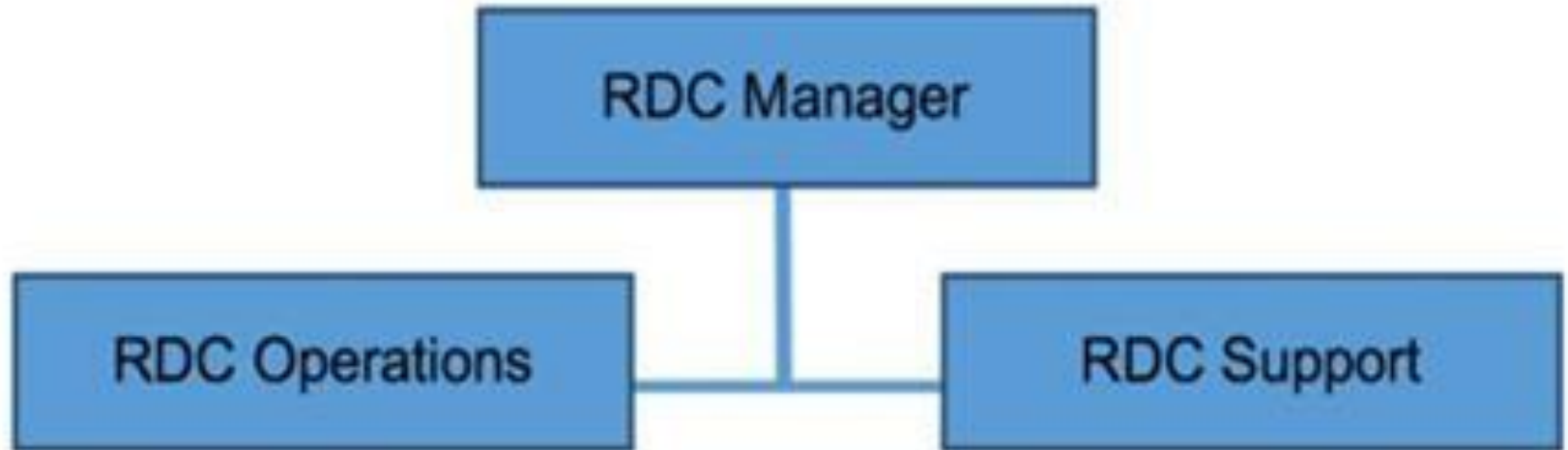
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RDC Functions, Forms, and Functional work areas

The RDC has three main management functions: Manager, Operations and Support.



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RDC Forms

- RDC Establishment Checklist (*internal use*) (Annex B5)
- RDC Entry point Authority Meeting Form
- USAR Team Fact Sheet & Demobilisation (Annex B5)
- RDC Briefing Handout (Annex B6)
- Airfield Assessment. (Annex B8)



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RDC Functional work areas and information displays

RDC „Staff Only” area

„Teams” area

“Public” area



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RDC „Staff only” area

- This area should be a restricted space and accessible to RDC staff only. This area includes a table and wall displays that are used by the RDC Manager for the administrative functions of the RDC.
- The area should be as private as possible, and available for storing any high value items or equipment not required in other spaces.



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RDC „Teams” area

This is a private area providing access for incoming team management personnel and workspace for RDC personnel containing:

- A reception desk for registering incoming teams
- Basic equipment to present information
- A briefing area to provide incident specific information not shared with the wider public



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RDC „Public” area

Typically, the RDC will be located in an area utilized by the usual airport population. The target audience will be attracted to the location by signs and the UN RDC flag.

To assist with information sharing, RDC staff can display information relevant to “the public” responding to the disaster by displaying information on a notice board outside of the RDC.



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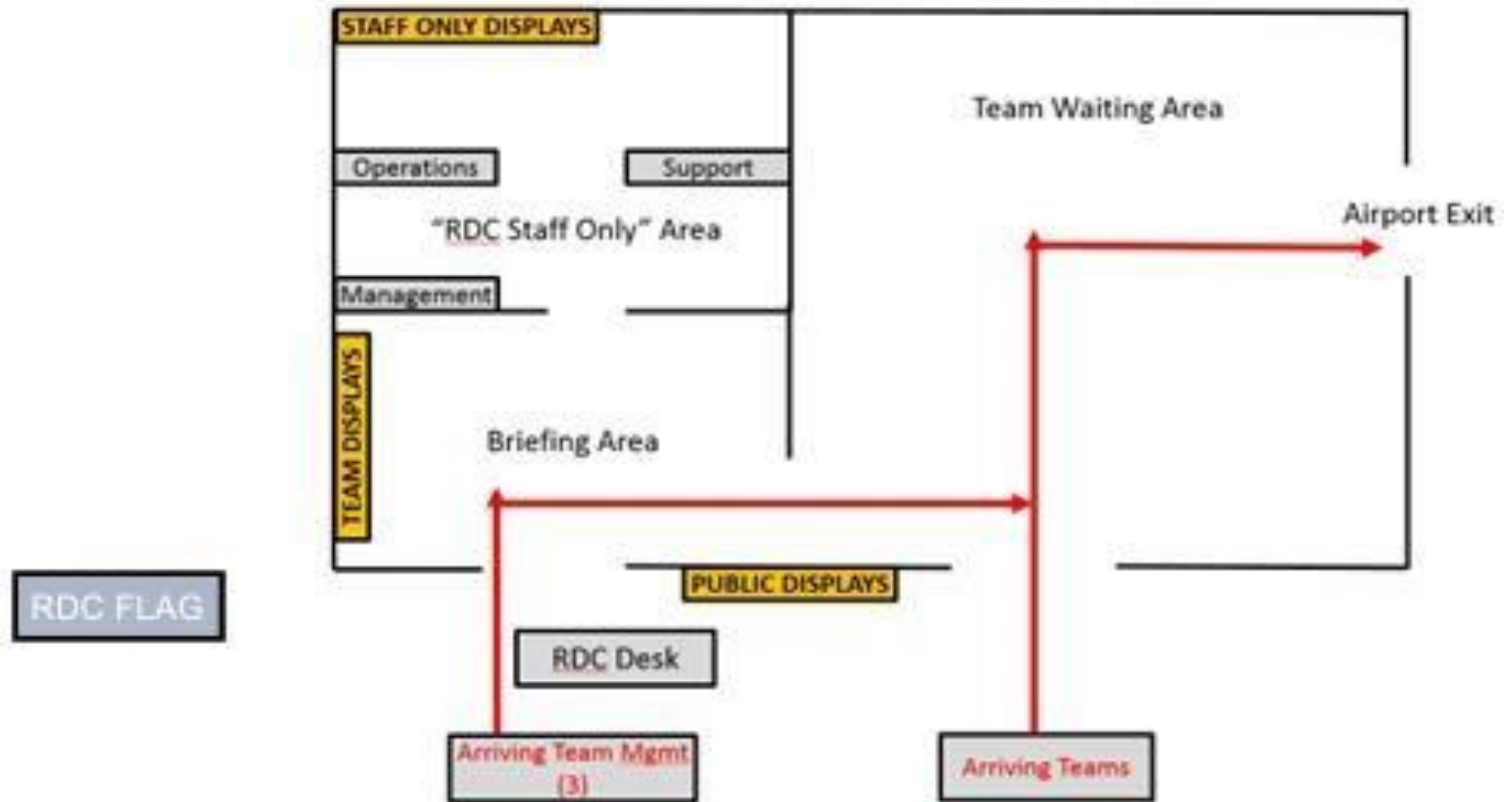
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RDC Areas



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RDC Information Displays „Wall Charts”

Information received by RDC can be used when delivering briefings, producing team handouts, and prepare personnel for the disaster location

Display forms should be pre-printed and packed in the RDC kit. USAR teams should train how to be proficient in collecting the information needed to fill these forms.



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RDC TO BE CONTINUED

BREAKTIME!



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RDC (continued)



RDC at Kathmandu Airport: After Customs, near arrival gate



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What could an RDC look like?



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Reality



Reality



How could an RDC area look like?



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Sustainability

- Personnel assigned a role in the RDC or any other coordination function must be equipped and ready to manage their own welfare. This specifically relates to:
 - The team should support its own members
 - Self-sustainability including:
 - Shelter, communication equipment, food, water, hygiene
 - Physical and mental wellbeing (personal security, work/rest cycles)
 - Ability to maintain communications back to their own team.



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RDC equipment

If needed, the RDC Manager will ask incoming INSARAG classified teams for suitably trained **personnel** and **equipment** to support the RDC operations.

 <p>People and equipment</p>	 <p>People only</p>	 <p>Equipment only</p>	 <p>No support needed</p>
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RDC equipment:

ICT:

Computer

Printer and paper

Phone – satellite

Satellite comms

Stationery:

Writing paper

Pens

Clock

Wall displays

Blank forms:

- Team Fact Sheet
- Fact Sheet summary
- RDC Briefing



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RDC equipment:

Other:

RDC Flag

Local Map

PPE

Personal Travel Document (filled/valid)

Cash

RDC Establishment Checklist Annex D



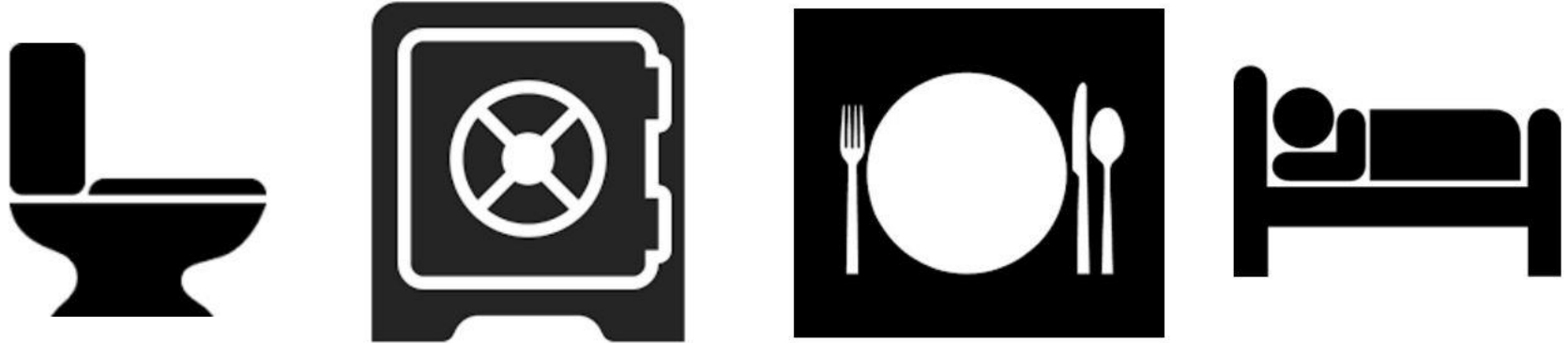
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RDC self-sufficiency:



Staff Rotations

- How many hours do staff to work?
- Sufficient number of staff to fill the rotation?
- How much / what items do you need to request from others?



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Reception process

RDC personnel monitor the VOSOCC and ICMS for updates on the status, arrival plans and logistical needs of incoming teams. Likewise, teams will be monitoring the VOSOCC and ICMS for information about the RDC reception process.

This includes:

- Cargo-holding areas, safe areas for canines, waiting areas for personnel, transport holding areas, Immigration and Customs arrangements, canine document/health check
- The current safety and security situation in the country.



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WHO should be registered?

- **USAR teams**
- EMTs
- Other relief teams
- Other UN agencies
- Red Cross/Crescent

Who could be registered?

- Researchers (not engaging in relief)
- Private companies
- Other Government donors
- Individuals (“disaster tourist”)
- Media



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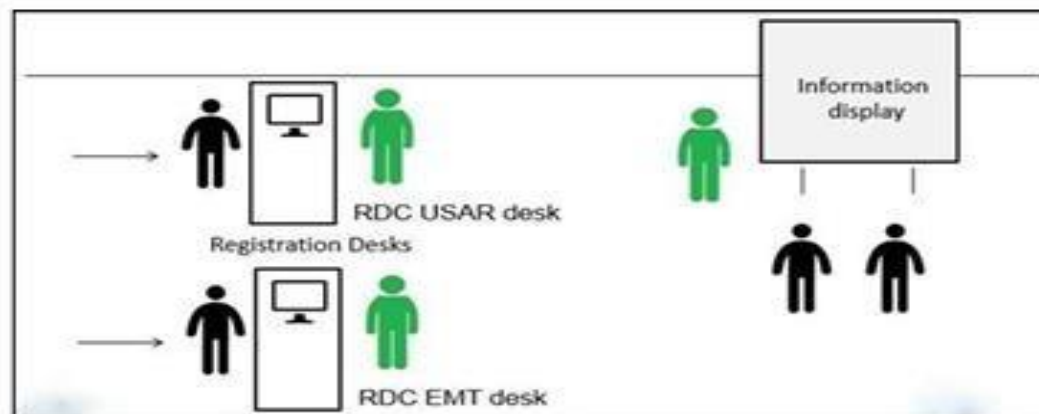
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Collaboration with Emergency Medical Teams

When both USAR teams and EMTs are deploying, rather than running two separate RDCs, USAR team members running an RDC should suggest to the EMT RDC staff to set up a joint RDC.



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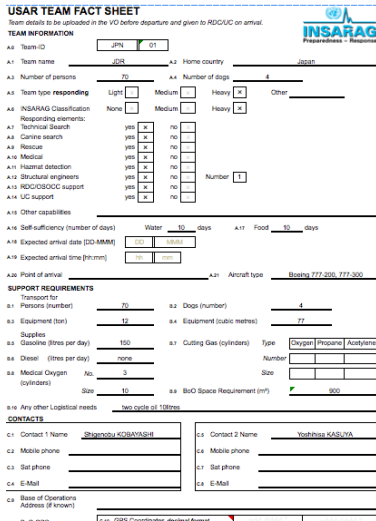
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Registration:



The image shows a 'USAR TEAM FACT SHEET' form. It is a detailed registration form for disaster response teams. The form is divided into several sections: 'TEAM INFORMATION', 'INSARAG Classification', 'Other capabilities', 'SUPPORT REQUIREMENTS', and 'CONTACTS'. The 'TEAM INFORMATION' section includes fields for Team ID, Team name, Home country, Number of persons, and Number of dogs. The 'INSARAG Classification' section includes checkboxes for various skills like Technical Search, Canine search, Rescue, Medical, Hazard detection, Structural engineers, RDC/SC/OC support, and LC support. The 'SUPPORT REQUIREMENTS' section includes fields for Transport for persons and dogs, Equipment, Supplies (Gasoline, Diesel, Medical Oxygen), and BiO Space Requirement. The 'CONTACTS' section includes fields for Contact 1 and Contact 2 names, mobile phones, and email addresses.

Teams responsibility.
If ICMS user,
paper+VO+ICMS

RDC responsibility to
supervise (and fill in if
no ICMS account), all
USAR teams should be
registered

Normally RDC
staff do not have
time to fill in.
Ask the team to do
it! +VO/ICMS

Should be populated in
ICMS and available for
UCC immediately.



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Registration:

- Teams should arrive at the RDC with completed **team factsheets** on ICMS/VO and a hard copy.
- Ensure that incoming USAR teams have updated their **status on the VO and ICMS.**
- Teams who do not have a VO or ICMS account should fill out a **hard copy** team fact sheet. The RDC will complete the information on the VO/ICMS and highlight that the team cannot information shared through them.



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Registration:

These are the forms and systems that should be completed prior to arrival at the RDC.

RDC to check!

Team input form

Situation overview
Status of request for assistance

Operational environment
Country baseline data
Operational priorities
Security situation
Environmental risks
Customs and immigration
Airports
Communications
Comments

Response coordination
Coordination setup
LEMA updates
Comments

OSOCC
Situation
Announcements
Assessments

Type: USAR x

Status: Deployed (Team has registered at RDC, OSOCC, LEMA, or MoH/EMTCC) x

USAR Fact Sheet

Team ID: []

Team name: []

Home country: []

Organisation type: [] x

Country: [] x

Persons and dogs

Number of persons: [] Number of dogs: []

INSARAG classification level

USAR TEAM FACT SHEET

Team details to be uploaded in the IVD before departure and given to RDC/UCC on arrival.



A0. Team ID				
A1. Team name				
A2. Number of persons			A3. Number of dogs	
A4. Type of team responding	Heavy	Medium	Light	Other
A5. INSARAG Classification	Yes	No		
Responding elements:				
A6. Technical Search	Yes	No		
A7. Canine Search	Yes	No		
A8. Rescue	Yes	No		
A9. Medical	Yes	No		
A10. Hazmat Detection	Yes	No		
A11. Structural Engineers	Yes	No	Number	
A12. OSOCC Support	Yes	No		
A13. RDC/UCC Support	Yes	No		
A14. Other capabilities				
Expected arrival information:				
A15. Expected Arrival Date				
A16. Expected Arrival Time				
A17. Point of Arrival	Aircraft Type			
Support Requirements: Do you need assistance finding the following:				
Water	Yes	No	days/amount	
Food	Yes	No	days/amount	
Field Contact			Home Contact	
C1. Name			C5. Name	
C2. Mobile			C6. Mobile	
C3. Satellite			C7. Satellite	
C4. Email			C8. Email	
Base of Operations:				
C9. Address (if known)				
C10. Radio Frequency				
C11. GPS Coordinates (if known)				
Completed by: Name				Title/position

1. Action: Amend status

2. Capability Info

3. Demob Info

4. Team Info

5. Response info

6. ETA/Demob

7. Map info

8. BoQ info

9. Classification

ERE AP 2019 INSARAG Dashboard

INSARAG RDC / Team Dashboard

Team List

Map

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Registration:

- Not all incoming relief teams understand RDC or coordination mechanisms.
- Approach every incoming USAR team and ask them to register. If refused, encourage them by explaining the benefits of registration.
- **All Classified teams should expect to provide additional RDC or other coordination support.**
- Until the setup of an OSOCC/UNDAC the RDC should be prepared to support other incoming teams and resources



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Registration:

Do not need everyone from a team come to RDC
- 3 from 1 team is sufficient



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Registration:

Important!

It is important to have a LEMA official at RDC (if possible)!



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Briefings

RDC Briefing Handout

(Handout to be distributed to arriving USAR Teams with critical information)



A Situation report

A.1	Date [DD-MMM]	
A.2	Time [hh:mm]	
A.3	Overview of situation in affected areas	
A.4	Response	
A.5	Coordination mechanisms	
A.6	Safety issues	
A.7	Security issues	
A.8	GPS Datum to be used (WGS84 normally)	

B BoO location

B.1	Sector														
B.2	City														
B.3	Address														
B.4	Place name														
B.5	GPS - Coordinates [Lat/Lon Hddd.Dddd°]	Lat													
		Lon													



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Prepare for the briefing!

- Keep it simple
- Maximum 5 minutes per briefing
- Use information displays and RDC Briefing Handout
- Encourage incoming teams to take photos of information displays and maps
- **Advise where coordination functions are located**
- Give teams a copy of the RDC Briefing Form and map if possible.



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Prepare for the briefing!

Handouts

Any hard copies of forms or handouts can be handed to the incoming teams for them to use to brief their own team personnel.

Deployment

- The RDC personnel will give arriving teams information of where the UCC is located and how to contact it.
- If the RDC has specific information from the UCC of where to direct the arriving teams, it will do so.
- If the UCC (or OSOCC) has not been established, the RDC will seek to obtain information from its USAR team that has continued on to the affected area, on the location of the crisis centre nearest the disaster location, or possible BoO location.



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Team Logistics and Transport Needs

In consultation with the LEMA, the RDC shall report any arrangements made by LEMA for:

- Transport of personnel and equipment to the BoO, UCC or work sites.
- Logistics supplies (fuel, lumber, water, waste disposal)

If these resources are not supplied by the LEMA, incoming teams will need to organize them prior to or upon arrival.



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Maintain regular Communication with UCC

The following arrangements must be done between RDC and UCC:

- Communications plan including emergency communications
- Information exchange format
- Reporting schedule
- Team Tasking (BoO, Sites, UCC/SCC)
- Updated Plans of Action.



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Team Demobilisation and RDC Staff Departure

The RDC will assist the host country with expediting the departure of international USAR teams. Demobilisation activities undertaken by the RDC include liaising with airport authorities and registering the departure of teams.

USAR teams must start preparing their departure as early as possible. Teams may have their own arrangements for transport to the exit point.



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Team Demobilisation and RDC Staff Departure

Coordinate departure with:

- OSOCC/UCC
- Airport authorities

Update departure procedures on Virtual OSOCC

A separate Departure Centre may need to be set up in Departure terminal. **Every team must have filled in the Demobilisation section of the Team factsheet.**



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RDC Handover – RDC closure

When the USAR operations phase is closed and international USAR teams are about to complete departure activities, LEMA or UNDAC may decide to continue the RDC activities that facilitate arrival and departure of relief resources.

RDC personnel may have information about running the RDC that would be useful to share and should make a plan for the handover.



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The RDC may need to be handed over to someone else.

Prepare for smooth handover to others.

Write a brief handover note that includes:

- LEMA contact details
- Communication lines with external relations
- Expected task for the RDC
- Outstanding issues
- RDC operations procedures.



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The RDC could be handed over or closed, it could be closed in accordance with the UCC when teams are departing

In collaboration with the UCC plan the date of RDC closure.

- Meet with Airport Authority, inform Airport authorities and relevant entities on planned date of RDC closure
- Anticipate and agree on the need for RDC closure support
- Agree on closure procedures of taking over the RDC venue by a relevant entity.



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- Post an announcement on the VOSOCC about RDC closure. RDC staff should inform their USAR team management to arrange their transportation.
- “Clean up” the venue means the space should look as it was before the RDC was established. This includes removing all wall displays, waste, and return of airport items, such as furniture to their ordinary place.



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Questions?



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