

# Quick Reference Guide: Sarvodaya Emergency Communication

Kasun Perera, 20110-November-30, LIRNEasia

Guide is intended for Sarvodaya Community Emergency Response Team members. It gives instructions: how to receive Alerts, how to submit Field Observation Reports (FORs), and how to receive Response Resource Reports (3Rs) through the Samana-Thetha Hazard Information Hub Interactive Voice system.

## Dialing and Main Menu Instructions

Step 1: Dial any telephone number: **0770593117** [Dialog], **0756677152** [Airtel],  
**0710415594** [Mobitel], **0729405039**[Etisalat]

Step 2: Select the language: **Press 1** for English,  
**Press 2** for Sinhala,  
**Press 3** for Tamil

Step 3: Follow the voice instructions: **Press 1** for Alerts,  
**Press 2** for Reports,  
**Press 3** for Surveys

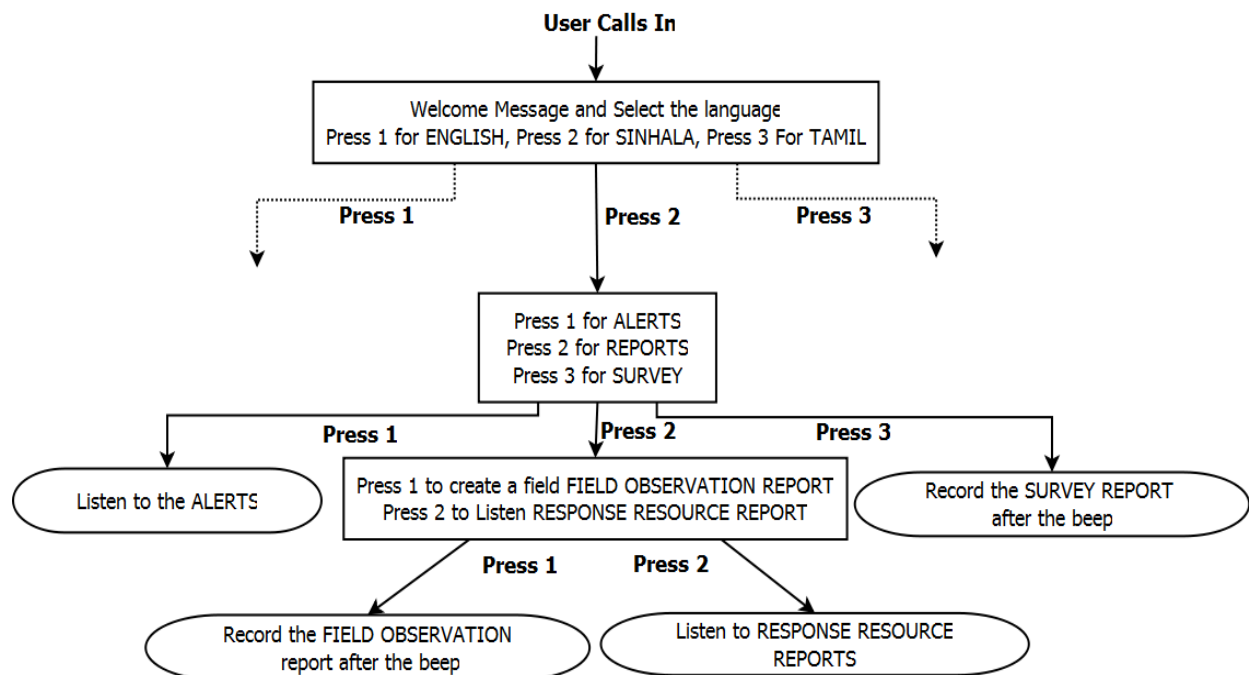


Figure 1-Freedom Fone Voice Menu Structure

## Menu Options

### 1) Listen to Alerts

First select the language, second **Press 1** for alerts (see Figure 1)

Listen to the list of alerts, then press the report number to listen

**Acknowledge** alert by sending a SMS to the same phone (see step 1 for phone list) with text: **ack yes**

### 2) Submit a Field Observations Report (FOR)

First select the language, second **Press 2** for reports, third **Press 1** to create a FOR (see Figure 1)

Record the answers to the questions in the order listed in the table below. Start recording after the beep.

Remember to indicate the number to the answer; such as - “One ... Mr. Kasun Perera, office staff, ...”

| No | Element  | Example Recording   |
|----|--|---|
| 1  | <b>Prepared By</b><br>(you Name, Title, Organization?)   | <i>Mr. Kasun Perera, office staff, Sarvodaya Kandy district office</i>  |
| 2  | <b>Authorized by</b><br>(Name, Title, Organization?)   | <i>Mr Manoj Silva, District coordinator, Sarvodaya Kandy district office</i>  |
| 3  | <b>Report Purpose</b><br>(why are you reporting?)  | <i>thirty students trapped in a building by the flood waters</i>  |
| 4  | <b>Reporting Location</b><br>(where are you reporting from?)   | <i>District Coordinator's Office, Kandy District</i>  |
| 5  | <b>Observation Location</b><br>(where did the incident happen?)  | <i>St. Anthony's College, Katugasthota, Nuwara District</i>   |
| 6. | <b>Incident Onset</b><br>(when did the incident happen?)   | <i>2011 October 11th at 9:30 AM</i>   |
| 7  | <b>Observation text</b><br>(give full description of the incident: what is the cause? who are affected? what is the impact?) | <i>twenty two students are trapped on the second floor of the science building and need to be rescued. They are between the ages of 10 to 15. There is ~ 45M distance between the school building and the safe-zone. The depth of the water is ~2M. The water is flowing rapidly.</i> |
| 8  | <b>Action Plan</b><br>(what should be done?)   | <i>need to rescue the student before the water level gets severe</i>  |
| 9  | <b>Immediate Needs</b><br>(what do you need?)  | <i>send five CERT members to the location to help with rescue operations with a rubber dingy, rope, and life-jackets; inform the fire, police, and medical rescue services</i>  |

### 3) Listen to a Response Resource Report (3R)

First select the language, second **Press 2** for reports, third **Press 2** to listen to 3Rs (see Figure 1)

Listen to the list of 3Rs, then press the number of the report