

# The Salvation Army Team Emergency Radio Network Certification Program Guidelines Application Packet



*Central Territory*  
12/16/2019

## INTEREST IN SATERN

Thank you for your interest in becoming a volunteer Salvation Army Team Emergency Radio Network. Volunteer amateur radio operators have a unique skill and a long history of serving the public in times when normal communications systems are weakened or non-existent all over the world. SATERN is an international effort to provide operational communications for The Salvation Army's Emergency Disaster Service ministry (EDS). SATERN nets can deliver Health and Welfare messages for disaster victims. SATERN members have varying degrees of participation depending on their physical and technical ability. Please read the following criteria to ensure that you are able to fulfill the volunteer SATERN position requirements without risk to yourself.

### What is a SATERN member?

SATERN members are Federally Licensed Amateur Radio Operators (HAMS). They have studied the federal rules and regulations regarding the operation of a radio station and have completed a technical exam to earn their Federal Amateur Radio Operators License. They have a history of volunteering their personal radio equipment and skills when needed; many are trained in emergency management skills and have special skills useful in disaster operations. SATERN members are disaster volunteers and never self-deploy.

## SATERN's 30 Plus Year History

It's amazing to think that ham radio operators have had such a remarkable impact on the world thanks to SATERN (Salvation Army Team Emergency Radio Network). The lives saved, families' reunited and vital information relayed by this international fellowship of amateurs are beyond measure. Time and again, these volunteers are often the only link to the outside world during a disaster.

But before there was SATERN, there was SAROF – the Salvationist Amateur Operators Fellowship. Lt. Colonel Carl J. Lindstrom, W9JSF, was the Founder and Coordinator of SAROF.

[Editor Note: Lt.Col. Lindstrom was an avid ham radio operator. He also spoke fluent German. He often extended an invitation to other German hams in the U.S. and Germany where, at the time, the publication known as “Die Zeitschrift Der Heilsharmee”, (roughly translated as: The Salvation Army Magazine) appealed to amateurs in German – (very roughly translated):



*Amateur radio wanted!*  
*Lt. Col. Carl J. Lindstrom*  
*(W9JSF) would like to contact you*  
*to call on medical soldiers.*  
*the interested amateur radio are:*  
*110 Woodland Heights Manor*  
*Rhineland, WI 54501 USA*  
*- from the German War Cry October 1985 ]*

The original name of the net was “Salvationist Amateur Radio Operator’s Fellowship”. Years later that was changed to “Salvation Army Radio Operator’s Fellowship”, which seemed an easier acronym for the uninitiated in The Salvation Army fraternity. Colonel Lindstrom was the Community Relations and Development Director for the Central Territory and part of his responsibility was disaster services. He was an avid amateur radio aficionado.

The program began with the common purpose of “Strengthening those bonds of Faith and Common Interest which link us together as Salvationists and Amateur Radio Operators”. While the term “Salvationist” in strict interpretation in The Salvation Army refers to those who are members or soldiers in the organization, in SAROF, it meant all those in The Salvation Army fraternity, including Soldiers, adherents, volunteers, advisory board members, disaster workers, supporters, etc. In short, all those who were interested in The Salvation Army could be part of the world-wide SAROF Net.

As early as December 1959, ham radio operators were joining together to aid others in service with SAROF. This article appeared in "The War Cry":

*It was two days before Christmas, several years ago, when Major Carl Lindstrom, Territorial Public Relations Secretary for the Central Territory, U.S.A., received an urgent telephone message. The caller was the father of a missionary stationed in Peru.*

*His daughter had been on the mission field for six years, and she had not seen her parents during that period. She had written to say that on Christmas Eve she would be in the home of an amateur radio operator in Lima, and she was hopeful that her parents could contact her through a “ham” operator in Chicago.*

*The parents had heard that Major Lindstrom was a licensed operator. Could he help?*

*Although he knew neither the call letters of the South American “ham” nor the frequency upon which he would be operating, the Major invited the missionary’s parents to come to his home the following evening.*

*On Christmas Eve, Major Lindstrom sat in his “ham shack” (the room which houses his amateur radio equipment) and placed a blind call for Lima, Peru. “I put in a CQ, Lima, Peru, on ten meters”, said Major Lindstrom, “then stood by to tune the band.”*

*Within a matter of moments we heard a Lima, Peru, station calling W9JSF in Chicago. The operator said, “I have Miss Malmstrom here. Do you have her parents there?”*

*Parents and daughter spoke to each other for more than half an hour. All three parties were enthusiastic in declaring it was the finest Christmas present they had ever had.*

*This is but one of the warm hearted services which Salvation Army “hams” are able to render as a result of their hobby.*

## **Aided in Disaster**

In addition, Salvation "hams" have been active participants in amateur radio networks in time of disaster. Last spring when a devastating tornado hit the Colfax area of Northern Wisconsin, Major Lindstrom was instrumental in helping to organize communications for Salvation Army personnel operating in that area. In this effort more than 150 Wisconsin radio amateurs took part, handling Health and Welfare messages and relaying reports and instructions from the Divisional office in Milwaukee.

**Note:** The 1958 Colfax, Wisconsin tornado outbreak was a deadly tornado outbreak that struck portions of northwestern Wisconsin on June 4, 1958. The tornado started in central Minnesota killed at least 28 people, all in Wisconsin, one of the worst tornado outbreaks ever to have struck the state.

*Major. Pat wrote of SAROF in a special edition of an early version of “The SATERN Ring” which was published initially by Major. Pat:*

*“The early SATERN nets began as an adjunct to SAROF. Harold Gibson, VE3NKU, and Ernie Reid, VE3BIX (now deceased) hung around after the SAROF Net along with Art Evans, KA9KLZ, (now N9KQ, was the first National Net Director of SATERN), and me [WW9E], for the first SATERN net.”*

*SAROF was active until late in 2016 when it was discontinued and the SATERN International SSB Net extended its’ schedule to include a less formal Saturday session.*



# OUR MISSION

## THE SALVATION ARMY EMERGENCY RADIO NETWORK



The Salvation Army has by inclination and tradition strived to provide service at the point of greatest need in time of disaster. Numerous services are available to alleviate suffering, meet physical needs and provide spiritual counseling and support.

The purpose of the Salvation Army Team Emergency Radio Network (SATERN) is to acquire and train personnel skilled in emergency communications and message handling, who will support Salvation Army operations in local, regional and international disaster situations.

Our fervent hope and prayer is that our congregate service may indeed help mitigate the trauma and impede the potential of widespread tragedy that is implicit in disaster.

SATERN is in service to aid The Salvation Army Emergency Disaster Services (EDS) ministry and provide communications and other technical assistance to EDS to enhance the response and effectiveness of what EDS does.

SATERN may assist in handling Health and Welfare requests in times of emergency where normal communication media fails.

SATERN will also partner with cooperating emergency responders and/or disaster relief agencies, where needed, to provide communications media where infrastructure service has been interrupted or where the infrastructure has been destroyed.

## Essential Functions

**When deploying to emergencies and disasters, SATERN volunteers may experience difficult physical, emotional and spiritual challenges. Please review the following functions to help you decide whether this volunteer role is a good fit for you.**

### **Physical Considerations:**

- Be in good physical health
- Be able to walk on uneven terrain
- Be willing to work outside in extreme weather conditions
- Depending on assignment be qualified to drive a Salvation Army vehicle (must have a valid driver's license and be Salvation Army approved driver)

### **Disaster Deployment Conditions:**

- Be willing to sleep on an air mattress or cot in a room with others in close proximity
- Be willing to share bathroom facilities with many others or use a porta-potty
- Understand showers may be in a shower trailer with time limitations
- Depending on your assignment be willing to endure a deployment day lasting 12 hours
- Understand electricity may be limited or not available
- Be willing to do daily tasks, including cleaning bathrooms, kitchens, and/or showers, mopping floors, sweeping, and carrying bags of trash
- Be able to lift at least 50 pounds
- Understand cellphone service may be limited or not available

### **Essential Emotional, Spiritual and Mental Considerations:**

- Be self-sufficient and able to figure things out
- Demonstrate patience
- Have a calm spirit in the face of chaos
- Be flexible and adaptable
- Be a person of emotional and spiritual maturity
- Have a positive attitude and be a team player
- Always demonstrate a servant's heart
- Be a good listener for extended periods of time
- Be free of any medication that would impair your thinking or activity

# **SATERN Certification Process Quick Glance**

- I. Create a Disaster Profile on the National Disaster Database**  
<https://disaster.salvationarmyusa.org/volunteer/new>  
Be sure to select the SATERN check box
  
- II. Complete the Process and Training to Become a Disaster Volunteer**
  - Introduction to Salvation Army Disaster Services
  - Safe From Harm
  
- III. Complete the Online SATERN Application**  
<https://usc.salvationarmy.wufoo.com/forms/satern-application/>
  
- IV. Meet with your Divisional SATERN Coordinator to discuss your typing level, common goals and capacities**
  
- V. Participate in SATERN Nets**
  
- VI. Take additional and optional training**

# SATERN TYPING

There are several levels of radio station and operators in use during disaster operations. We follow the National Incident Management System and have typed resources. This aids Divisional or Territorial Headquarters when asking for volunteers needed to fill requests for communications assistance.

SATERN Communicators when deployed to an incident need to be equipped and able to operate within their license and station capabilities. Not all radio operators have the same skills and equipment. There is a place for every volunteer. Some may be at their home station out of the incident area delivering Health and Welfare messages and some may be on site, involved with emergency operations or incident support. A Type One incident is the most complex and requires a specific team of radio operators. A Type One team may be supplemented by other type communicators depending on needs of the incident.

## Team Typing

### **Non-Credentialed SATERN Communicator**

Any licensed Ham Radio operator is welcome to participate in open SATERN nets. They are encouraged to check in, pass radio traffic, and become trained in message handling and net operations. Volunteers must be credentialed and have an ID to deploy to an incident.

### **Type Five Shadow Communicator**

A Type Five resource is a SATERN ham radio operator equipped with a handheld radio capable of short range local communications. This type resource would normally be requested to shadow an essential person in support of an incident.

### **Type Four Canteen Communicator**

A Type Four resource is a SATERN ham radio operator equipped with a mobile radio station capable of intermediate range local communications. This type resource would normally be deployed in a vehicle such as a canteen.

### **Type Three VHF / UHF Communicator**

A Type Three resource is a one or two person SATERN ham radio team equipped with one radio capable of operating as a base station, mobile station, or portable station, in addition to two handheld radios. The resource would have antennas necessary for each situation and a power source for all radio equipment. This station would have intermediate range and provide local communications. A Type Three resource could be deployed at a shelter, point of distribution, field kitchen, and command post or as a liaison to another organization.

## **Type Two HF Communicator**

A Type Two resource is a one or two person SATERN radio operators equipped with a minimum of one radio capable of long range voice and digital communications. Additionally antennas and a power source are deployed with this type of resource. This type of resource is usually not mobile and intended for fixed base or portable operations. This would be deployed as a long range communication asset and used as a way to contact Divisional Headquarters, Territorial Headquarters or international stations. It has the capacity to send digital messages and can send Health and Welfare messages out of a disaster area.

## **Type One SATERN Disaster Team**

A Type One resource is a SATERN radio team equipped with:

One Type Two HF Communicator team and  
Four Type Three VHF / UHF Communicator teams  
One Communications Unit Leader and  
One Communications Technician.

This team would be ordered for a large scale incident and supplemented with addition resources such as additional type Three, Four or Five communications teams as required.

## **SATERN MEMBERS NEVER SELF DEPLOY**

**ALL DEPLOYED SATERN MEMBERS MUST HAVE AN EDS ID BADGE AND HAVE AN UP TO DATE PROFILE**



## SATERN Members Skills and Specific Training

Communicators have several job skills, all SATERN communicators need to have the following skills and training in order that we can have a common operating ground. Communicators have several unique skills and capabilities for radio operators and their stations. The most common is the VHF/UHF communicator, the other is the HF communicator. There is a COMT who is a technical expert and can keep us on the air and finally an administrative person who organizes our assignments and submits the team documents to documentation unit.

### ALL SATERN Members

- Must be a FCC licensed amateur radio operator
- Must have an up to date completed EDS volunteer profile
- Must be credentialed and have a current ID badge
- Must follow the amateur radio operators code of conduct
- Complete Safe from Harm training
- Complete Introduction to Emergency Disaster Services training
- Complete FEMA ICS-100 and ICS-700
- Complete Salvation Army SA-200 Incident Command System Training
- Be proficient with net operations
- Be proficient with the ICS-214 form
- Be proficient with the ICS-309 form
- Understand the ICS-217 and ICS-205 forms
- Be proficient with the FEMA IC-213 message and ARRL radiogram
- Must have an understanding of how to report any safety concerns and/or halt any unsafe operations

### Type Five Shadow Communicator and Type Four Canteen Communicator and Type Three VHF / UHF Communicator

#### **In addition to the general training and proficiencies above**

- Must have a Technician License or higher
- Recommended Completion of FEMA AUXCOMM training
- Be able to program their radio equipment in the field without the aid of a computer
- Know their radios capabilities and limitations
- Arrive equipped to meet the needs of the team typing
- Be able to function in high stress environments and in adverse conditions
- Be able to serve as a net control operator
- Be physically fit and able to walk for 10 minutes or more and serve as a shadow
- Be able to lift 50 lbs as part of a canteen crew

- Type three must be qualified to drive a Salvation Army vehicle (must have a valid driver's license and be a Salvation Army approved driver)

### **Type Two HF Communicator**

#### **In addition to the general training and proficiencies above**

- Must be a General or Extra class licensed amateur radio operator
- Complete FEMA ICS-100, ICS-200, ICS 700 and ICS-800
- Complete Salvation Army SA-200 Incident Command System Training
- Recommended Completion of FEMA AUXCOMM training
- Recommended Serve Safe and Canteen Operations training
- Be able to program their radio equipment in the field without the aid of a computer
- Know radio equipment capabilities and limitations
- Be able to set up a complete HF radio station
- Be proficient with Winlink 2000 and Olivia digital modes
- Be familiar with the National Traffic System
- Arrive equipped for deployment and meet the resource typing needs of the team
- Be able to function in high stress environments and in adverse conditions
- Be able to work long hours

### **Type One COMT Communications Technician**

#### **In addition to the general training and proficiencies above**

- General Class or Extra Class Radio license
- Complete FEMA ICS-100, ICS-200, ICS-700 and ICS-800
- Complete Salvation Army SA-200 Incident Command System Training
- Recommended Completion of FEMA AUXCOMM training
- Recommended Completion of FEMA COMT training
- Completed the Salvation Army Safety Officer Training Course
- Serve as the back up to the COML
- Be able to fill any SATERN roll
- Have a good technical aptitude
- Be able to field program radio equipment
- Assist with radio and pc network troubleshooting
- Be able to set up field antennas
- Be able to repair coax connections
- Be able to maintain generators
- Be qualified to drive a Salvation Army vehicle (must have a valid driver's license and be a Salvation Army approved driver)

## Type One COML Communications Leader

### In addition to the general training and proficiencies above

- This person should be skilled in all areas of SATERN operations and is the team leader.
- Compete FEMA ICS-100, ICS-200, ICS-700 and ICS-800
- Complete Salvation Army SA-200 Incident Command System Training
- Complete the Salvation Army Safety Officer Training Course
- Recommended Completion of FEMA ICS-300 and ICS 400 or Command and General Staff Training
- Recommended Completion of FEMA AUXCOMM training
- Recommended Completion of FEMA COML Training
- Be organized
- Be a good listener
- Have a good positive attitude
- Be able to complete all required paper work and ICS forms
- Serve as the SATERN TEAM manager
- Create work assignments
- Account for all SATERN team members
- Be qualified to drive a Salvation Army vehicle (must have a valid driver's license and be a Salvation Army approved driver)

Visit [SATERN.ORG](http://SATERN.ORG) for information about SATERN and points of contact



# GETTING STARTED

## **STEP 1: Create a profile and complete required training to become a disaster volunteer.**

- Go to the EDS website at <https://disaster.salvationarmyusa.org/volunteer/new/> to complete a volunteer profile.
- Complete *Introduction to The Salvation Army Disaster Services* in a class locally or online (through your disaster profile page).
- Complete *Safe From Harm* in a class locally or online at <https://armatus2.praesidiuminc.com/Armatus/security/anonymous/selfRegistration>  
Be sure to use registration code SACTTHQ, select THQ as the Organization/Affiliated Location, and list the Position as Volunteer at Partner Organization.
- Once you have completed these requirements, notify the SATERN coordination team by sending an email to [USCDisaster\\_Services@usc.salvationarmy.org](mailto:USCDisaster_Services@usc.salvationarmy.org)

## **STEP 2: Complete application and required training to become a credentialed SATERN Member.**

- **Complete the online SATERN Application at:**  
<https://usc.salvationarmy.wufoo.com/forms/satern-application>
- **Complete the required SATERN courses.**

**The Salvation Army Disaster Services  
5550 Prairie Stone Parkway  
Hoffman Estates, IL 60192  
Phone: 847-795-3082**

**Email: [USCDisaster\\_Services@usc.salvationarmy.org](mailto:USCDisaster_Services@usc.salvationarmy.org)**

**Updated 012/16/2019**