

Digitizer Role – “I Am Safe” Messages

Your job is to transfer handwritten information into digital forms so they can be passed by the Winlink Radio Operator.

Use template forms on computer to input information from paper forms, exactly as written

If not already done, create a folder on both laptop and provided thumbdrive to save message in both places.

Save each digitized form to laptop and thumbdrive, mark paper form box as “entered”.

At appropriate points, save files to the thumbdrive and hand it off to the Winlink Radio Operator.

When thumbdrives handed off, create a new folder on laptop and next thumbdrive.

Keep all paper forms, they may be collected and returned to originating Hub periodically.

Your job is needed when there are so many requests for messages to be sent or if there are so few Radio Operator resources that it makes sense to type in and pre-stage the message for rapid sending. You will use templates to standardize the information to be sent and ensure the address information is complete so the message can be accurately sent.

Full details of this process are in “I Am Safe Messages Standard Operating Procedures” in the next section of this book.

ESSENTIALS

1. Setting up computer prior to starting.

- Thumbdrives with the needed templates are in the Hub box.
- Install the two templates onto the computer (Quick Welfare Message and Welfare Radiogram).
- Create working folders named “To Be Sent” to save the files into. On the laptop make that folder the default “save” location. Create identical folder on thumbdrive for transferring.

2. Determine the appropriate template to use

- **This is a very important step.** Base your selection of either the Quick Welfare template or the Radiogram template on this criteria

Use the Quick Welfare Template if you have one of these:

- Email address
- Cell phone number and carrier is known

Use the Radiogram Template if you have one of these:

- Cell phone number and carrier is not known
- Landline phone number
- Physical or mailing address

If the form includes address information for both a Quick Welfare message and a Radiogram message, create 2 messages. It will ensure delivery.

3. Input information

- Step by step information is provided in the “I Am Safe Messages Standard Operating Procedures” in the Hub box.
- Fill out all information provided. Do not change anything, delete or add anything, even if it doesn’t make sense. If you are co-located with the volunteers filling out the forms, you can ask for clarification, especially if you cannot read the handwriting.
- As you step through the fields, make sure the information “took”. There are some drop down choices and some “push this button” to insert information. It will get easier after the first few messages.
- Do a quality check before you save! Make sure you did not miss any fields, especially any additional

handwritten information at the bottom of the form.

4. Save the message

- At the bottom of each template, you will see a button to “Save”. Push the button, the file will automatically name itself and be ready to save to the folder you set up on the computer.
- Mark box at bottom of form to show it was entered.
- Continue saving all files into this folder.
- Keep all paper forms, they may be collected and returned to originating Hub periodically.

5. Passing information to the Winlink Radio Operator

- At intervals, the thumbdrive will need to be passed to the Winlink Radio Operator to transmit. Work as a team to determine best intervals. If you are not co-located with the Radio Operator, work with the Hub Manager to decide.
- Copy all the saved messages in the “To Be Sent” folder on the computer into the “To Be Sent” folder on the thumbdrive.
- Pull thumbdrive and pass to Radio Operator or runner for delivery.
- Move all the messages in the computer “To Be Sent” folder to a new folder named “Passed to Radio Op *Date/time*” (insert date and time the thumbdrive was passed off)

6. Keep yourself safe and effective

- Your safety is paramount. If for any reason you feel unsafe (due to people with erratic behaviors or overwhelming needs, for example) reach out to fellow Hub volunteers for support.
- Your stress level deserves attention. If you are feeling hurried, rushed, or irritable, that is a sign that you are stressed. Ask for a break. Step away. Regain your sense of calm before returning.
- This work could be done away from the Hub, so if you are working alone, make sure you check in with the Hub or your contacts to make sure you are in synch with what is going on. If you have questions, find someone and ask, do not struggle on your own.

7. Before you start your shift

- Get a safety briefing.
- Learn the overall Hub layout and get an overall picture of how the Hub operates.
- Talk to your predecessor to get any information unique to this position.
- If you are bringing your own laptop and the predecessor is taking theirs away, transfer all their “Passed to Radio Operator” files/folders onto your computer. This is not essential, but might be helpful should questions arise about prior messages.
- If for some reason there is still an active “To Be Sent” folder that the prior person is working on, make sure that gets either handed off to the Radio Operator or you pick it up as well.

8. Before you leave for the day

- Train your replacement for the next day or next shift.
- Let the Volunteer Coordinator know that you are leaving.
- Don’t take the job home with you. Relax, knowing that you’ve helped.

TOOLS in this Book

Quick Start Guide for “I Am Safe” Messages
Standard Operating Procedure for “I Am Safe Messages.

TOOLS that also might be available at the Hub

Hat or vest, or role sign for your jacket

MORE ABOUT PACING, STRESS, and SELF CARE (for all volunteers)

Recovery efforts often start off as a sprint but should readily turn into a marathon. **Pace yourself.**

- Recovery efforts are stressful. Oftentimes people feel unprepared, worried about loved ones, etc.
- Signs of stress include trouble sleeping, irritability, indecisiveness...
- Ways to reduce stress: take frequent rest breaks, take time to do something you enjoy, take a day off.
- See the Psychological First Aid for Volunteers guide for information to help yourself.
- Talk to the Hub Manager or Volunteer Coordinator if you are feeling overwhelmed. We all want to keep each other safe.