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Folks,

Once again thank you for taking the time to meet last week. It was a very successful meeting from our perspective and also reinforced that we are all looking to accomplish the same end result. I wanted to close the loop with everyone involved on the process we agreed upon. My coordinators will be fully briefed once I get confirmation that we are all on the same page.

We agreed that there was a requirement to communicate better to get rid of inconsistencies. In order to achieve that we at JRCC Halifax will ensure the following:

- Upon a call for request from FES we will open a case file and ask reason for inability to use contracted asset and request contact information of Incident Commander.
- JRCC Halifax will evaluate the nature of the request and determine if request is valid and if assistance can be provided
- JRCC Halifax will inform Incident Commander if able to assist or not and will provide reason if unable.
 - If able Resources will be tasked and coordinated with Incident Commander
 - If unable will also close the loop with FES and advise unable to assist
- If unable to assist JRCC Halifax may close the case at that time or advise FES to call back after a determined period of time
- If the call back period of time expires with no news JRCC Halifax will contact FES prior to closing the case.

Expectation Points to elaborate on:

- If JRCC is unable to assist and contracted resources are secured by FES during the call back period Air Coordinator will expect a call from FES with new information so the case can be closed from this end.
- If the case is still open at JRCC Halifax and the situation changes on scene which dictates no more assistance required, JRCC expects a phone call from Incident Commander (if contact was already made) or FES with new information

I hope that this makes sense to everyone and that it captures what we agreed upon. I understand that you may have some internal coordination to deal with as well but wanted to focus on our part of the solution. Once again you are welcome and encouraged to visit us in Halifax.

Sincerely,

Ali

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