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Emergency Management	Emergency Plan Implementing Procedures	For Additional Info: http://EDMS	Effective Date: 02/07/13
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Manual: 16E – Emergency Management – Emergency Plan
Implementing Procedures

USE TYPE 3

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*The current revision can be verified on EDMS.

1. PURPOSE AND SCOPE

This procedure establishes standardized protocol and provides instructions for radio communications during an emergency event to ensure information is accurately transmitted and airway time is used efficiently. This procedure does not apply to oral communications (face-to-face) and the use of telephone, public address (page) announcements, and personal pagers. Examples of making, answering, and clearing (terminating) a radio call and repeating back instructional information are provided in Appendix A.

2. INITIATING CONDITION

Emergency response organization personnel need to use a radio to communicate.

3. RESPONSIBILITIES

3.1 **Any Individual Communicating by Radio during an Emergency:** Any individual communicating by radio during an emergency has responsibility for adhering to the protocol and following the instructions provided in this procedure.

4. INSTRUCTIONS

4.1 Observe Proper Communications Practices as Follows:

- 4.1.1 Ensure you are aware of any peculiarities before using a microphone (e.g., voice-activated throat microphone).
- 4.1.2 Avoid using names of injured or deceased individuals over the radio to protect privacy.
- 4.1.3 Use commonly-agreed-upon terminology.
- 4.1.4 Keep messages clear and concise.
- 4.1.5 Do not order multiple actions in a single transaction that could be confused or misunderstood.
- 4.1.6 Use precise terminology and avoid slang terms.
- 4.1.7 Do not use words that sound alike. For example, use raise and lower instead of increase and decrease.

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- 4.1.8 Use specific information in all verbal communications.
- 4.1.9 Limit the use of abbreviations and acronyms to those found in PLN-2012, “ICP Emergency Plan/RCRA Contingency Plan,” or known and listed in the affected facility’s/organization’s documentation.
- 4.1.10 Do not use “10” codes (e.g., 10-4, 10-1).

NOTE: *The phonetic alphabet listed in Appendix B is not required to be used when using authorized acronyms or abbreviations. However, it is recommended that the phonetic alphabet be used when communicating equipment numbers or other designators that include individual letters to minimize misinterpretation.*

- 4.1.11 When communicating equipment numbers or other designators that include individual letters, use the phonetic alphabet listed in Appendix B, as applicable.

4.2 Making and Answering a Radio Call

- 4.2.1 **Sender:** Before making a radio call, monitor the radio talkgroup(s) to ensure a conversation is not in progress. If a conversation is in progress, wait until it is completed before making a call.

- 4.2.2 **Sender:** Make a radio call as follows:

- 4.2.2.1 Press and hold down the radio push-to-talk (PTT) switch until a beep is heard. If a warbler tone is heard, release the PTT switch and retry.

- 4.2.2.2 Pause 1 to 2 seconds before speaking.

Note: *At times there may be other facilities on the radio, so you may need to use the facility name prior to the position being called.*

- 4.2.2.3 State the party being called (e.g. “On-Scene Communicator”).

- 4.2.2.4 Identify yourself (e.g., “This is the Operations Manager”).

- 4.2.2.5 If the call is unanswered, repeat Steps 4.2.2.1 through 4.2.2.5.

- 4.2.3 **Receiver:** Answer a radio call as follows:

- 4.2.3.1 Press the radio PTT switch.

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4.2.3.2 Identify yourself.

4.2.3.3 Acknowledge the calling party.

4.3 Utilize Repeat backs to ensure information is accurately transmitted between the Sender and Receiver as follows:

4.3.1 **Sender:** Relay message to the Receiver.

4.3.2 **Receiver:** Upon receipt of message, sufficiently paraphrase (repeat back) the information to ensure the intent was understood.

4.3.3 **Sender:** If the receiver correctly paraphrases the message, state “That is correct.”

4.3.4 **Sender:** If the receiver does not correctly paraphrase the message, state “Wrong” and repeat the message.

4.3.5 **Receiver:** After completing a task, or at other important points, report back to the sender the exact action(s) taken and results of that action(s).

4.4 Clearing (Terminating) Radio Communication

4.4.1 **Last Transmitting Station:** Clear a radio communication as follows:

4.4.1.1 Transmit the person’s title.

4.4.1.2 State “clear.”

5. RECORDS

None.

6. APPENDICES

Appendix A, Radio Communication Examples

Appendix B, Phonetic Alphabet

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Appendix A**Radio Communication Examples****1. Call with Correct Repeat Back:**

Sender: “Operations Manager, this is the On-Scene Communicator”

Receiver: “This is On-Scene Communicator, go ahead Operations Manager”

Sender: “The Fire Department has exited the area and reports that the fire is out but there is still smoke coming from the box”

Receiver: “I understand the Fire Department has exited the area and reports that the fire is out but there is still smoke coming from the box”

Sender: “That is correct”

2. Call with Incorrect Repeat Back:

Sender: “Operations Manager, this is the On-Scene Communicator”

Receiver: “This is On-Scene Communicator, go ahead Operations Manager”

Sender: “The Fire Department has exited the area and reports that the fire is out but there is still smoke coming from the box”

Receiver: “I understand the Fire Department has exited the area and reports that the fire is out and there is no smoke coming from the box”

Sender: “Wrong. The Fire Department reports that there is still smoke coming from the box”

Receiver: “I understand the Fire Department reports that there is still smoke coming from the box”

Sender: “That is correct”

3. Call with Question and Correct Repeat Back:

Sender: “On-Scene Communicator, this is the Operations Manager”

Receiver: “This is Operations Manager, go ahead On-Scene Communicator”

Sender: “Has the injured person been transported to CFA medical for evaluation?”

Receiver: “The injured person has been taken to CFA medical for evaluation”

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Appendix B**Phonetic Alphabet**

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu