
 <p>Rainy River District Social Services Administration Board</p>	SECTION: Land Ambulance
	POLICY TITLE: Radio Usage
ORIGINAL DATE: July, 2006	POLICY AREA: Communication
REVISION DATE: August, 2016	POLICY NO: LA – 2.2
NEXT REVIEW DATE: September, 2019	APPROVED BY: 

Policy

In order to ensure that the Central Ambulance Communication Centre (CACC) is aware of all movements of emergency vehicles, the Rainy River District Social Services Administration Board (RRDSSAB) develops effective radio procedures and telecommunications which comply with the:

- a) *Canadian Radio Communications Act, R.S. 1985, c. R-2*, as amended; and
- b) *Radio Communications Regulations SOR/96-484*, as amended.

The main VHF radio and satellite radio must remain on while the Ambulance or Emergency Response Vehicle is in operation;

Both Paramedics or EMA(s) from each Ambulance must carry on their person, at all times when away from the vehicle, a portable radio. In all cases the microphone/speaker will be attached to the radio while in use. The vehicle radio will be switched to "Repeater" mode to ensure communication with CACC.

When in public, Paramedics ensure that the portable radio volume is at a level that will not allow bystanders to overhear communications. All necessary precautions are taken to ensure that the privacy of an individual is not violated.

Misuse or abuse of radio equipment may result in fines or imprisonment, as prescribed under the *Act*, or disciplinary action.

Procedure

1. Radio calls are limited to the following *Priority Codes*, indicative of vehicle movement, as developed by the Emergency Health Services Branch:

<i>Code 1</i>	<i>Deferrable Call;</i>
<i>Code 2</i>	<i>Scheduled Call;</i>
<i>Code 3</i>	<i>Prompt Call;</i>
<i>Code 4</i>	<i>Urgent Call;</i>
<i>Code 5</i>	<i>Obviously Dead;</i>
<i>Code 6</i>	<i>Legally Dead;</i>
<i>Code 7</i>	<i>No Patient Carried;</i>
<i>Code 8</i>	<i>Standby;</i>
<i>Code 9</i>	<i>Maintenance; and</i>
<i>Code 0</i>	<i>Other/Administrative.</i>

2. When called by the CACC, each mobile unit responds immediately and identifies their location.
3. In order to ensure that messages are received properly and direction is clear, air time is restricted to required calls only.
4. The following is adhered to when using the radio:
 - a) when contacting or being contacted by CACC, crews ensure that:
 - i. the volume of the portable radio is at a level that will not allow bystanders to overhear the call;
 - ii. they move to a location where communications may not be overheard by public bystanders; and
 - iii. they respond with the vehicle number, for example, "6207", and the current location.
 - b) keep your voice clear and well modulated at all times. Speak directly into the microphone and avoid mumbling;
 - c) maintain professionalism at all times, as the frequency may be monitored;
 - d) avoid arguments over the air and remain diplomatic;
 - e) use plain English in all transmissions with exception to the recognized 10 Codes;
 - f) avoid passing the patient's name over the air, unless it is absolutely essential to his/her treatment and well-being;
 - g) in the event that a transmission is difficult to understand, wait for a

short period and request that the information be repeated;

- h) do not transmit when someone else is on the same frequency;
- i) the portable radio battery must be charged on a regular basis or at any time the Paramedic feels the decrease in radio performance may be related to battery fatigue;
- j) communication equipment must be handled with care at all times; and
- k) any defects and/or malfunctions must be reported to the Duty officer and CACC immediately and an *Operational Impact Form* completed.

5. Several letters in the English alphabet have similar sounds, and therefore, in radio/telephone operations, it may be difficult to identify the correct letter, especially where reception is poor or noisy. To compensate for this, and prevent any chance of error, a system has been developed, known as the Phonetic Alphabet. The system consists of giving each letter in the alphabet a name of its own, the names starting with the letter it represents, as follows:

<i>A</i>	=	<i>Alpha</i>
<i>B</i>	=	<i>Bravo</i>
<i>C</i>	=	<i>Charlie</i>
<i>D</i>	=	<i>Delta</i>
<i>E</i>	=	<i>Echo</i>
<i>F</i>	=	<i>Foxtrot</i>
<i>G</i>	=	<i>Golf</i>
<i>H</i>	=	<i>Hotel</i>
<i>I</i>	=	<i>India</i>
<i>J</i>	=	<i>Juliet</i>
<i>K</i>	=	<i>Kilo</i>
<i>L</i>	=	<i>Lima</i>
<i>M</i>	=	<i>Mike</i>
<i>N</i>	=	<i>November</i>
<i>O</i>	=	<i>Oscar</i>
<i>P</i>	=	<i>Papa</i>
<i>Q</i>	=	<i>Quebec</i>
<i>R</i>	=	<i>Romeo</i>
<i>S</i>	=	<i>Sierra</i>
<i>T</i>	=	<i>Tango</i>
<i>U</i>	=	<i>Uniform</i>
<i>V</i>	=	<i>Victor</i>

W = *Whiskey*
X = *X-Ray*
Y = *Yankee*
Z = *Zulu*

6. Staff must be aware of and respond as required to the Universal Codes used by CACC. The "ten" Codes include the following:

10-3 All vehicles stop transmitting
10-4 Acknowledge/ok
10-5 Relay message
10-6 Standby/busy
10-7 Out of service
10-8 In service
10-9 Repeat message
10-13 Further info not available at this time
10-19 Returning to base
10-20 Location requested
10-21 Call by land line
10-26 Cancel detail
10-27 Hostage situation/terrorist situation
10-200 Require police assistance
10-2000 Require police assistance - critical