

Radio Etiquette

Overview

1. Learn the Lingo, which in our case is plain or common language
 - a. We do NOT use 10 Codes, or Code – Ever
 - i. This is not the native language for normal people
 - ii. We want to be understood by EVERYONE that is on the channel and be perceived as “part of the team”.
2. We speak English, which is a requirement of the FCC.
 - a. We do not want to discriminate or obfuscate our communications.
 - b. We want to keep EVERYONE apprised of our status.
3. Pause Before you Talk.
 - a. When you push the transmit button, hold it down for a second before you transmit.
 - i. Radios take time to accumulate power to allow it to transmit. If you click the button and immediately talk, it hasn’t generated enough power to send a signal and your first few words will be cut off (i.e. “... to my location”, vs. “Could I get an EMT to Field 1 South”)
4. Identify Yourself
 - a. You should address the person you are contacting FIRST and then who you are:
 - i. This is field A, we need an EMT to the south side.
5. Keep Communication Short and Concise
 - a. Think about what you are going to say before you click the button.
 - b. Keep your communication short. Only one person can be on the signal at a time so if you are telling a long story, nobody else can communicate.
 - c. If you are far away from who you are trying to communicate with, a closer transmitter might override your signal.
6. Speak in a CLEAR and NORMAL Tone
 - a. Don’t speak too fast, quiet or loud as your transmission may not be heard.
 - b. Remember that most laymen are NOT trained on “walkie-talkie” etiquette.
7. Do not Interrupt others
 - a. If there is a chain of talk going on, wait until its finished.
 - b. If its an emergency please notify the team and your partner “Excuse me for interrupting, EMS please go to channel 2”
8. Assume Others can Hear your Conversations
 - a. Because everyone can.
 - b. Don’t disclose private information like names, addresses, etc.

Proper Radio Orientation

1. Do not talk directly into the radio or shout. The microphones are very sensitive and will not only pick up your voice but your breaths which will distort communications.

- a. Instead talk to the radio SIDEWAYS. The microphone will pick up your voice and let your breath force pass by it.



Too Close

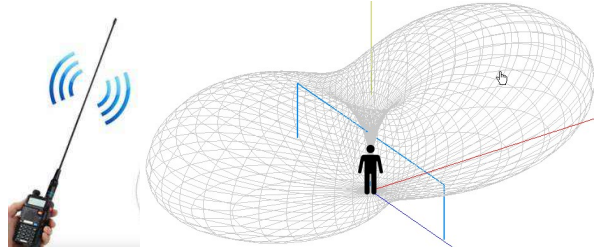


Too Loud



Just Right

2. Do not BLOCK the signal.
 - a. Your body is a big bag of water and radio signals do not travel well through your head or body.
 - b. Unless you are using a high powered radio (like police or fire), hold the radio in your hand, not on your hip and don't use an RCA microphone.
 - c. The best signal can be attained by having the radio closer to the person you are trying to reach than to your body, or at least the antenna above your head.
 - d. The signal also travels via line of sight, so going through walls, or mountains reduces quality.
3. The antenna should point vertically and not horizontally.
 - a. Imagine the antenna as a single wire, the signal emanates away from the wire so if it is vertical, the signal goes horizontal. If it is sideways, you are sending the signal to the ground or outer space.
 - i. Note that manufacturers have gotten around this by wrapping the antenna wire around in a spiral, but this limits distance and makes for a less clear signal



4. When all else fails or information is sensitive, use your cell phone either by voice or SMS (messaging)

Proper Radio Communication

Note that part of our service is how we present ourselves and much of that is on the radio. We want to put on a show of competence, and not look like untrained idiots. By following a protocol, we present ourselves as all on the same page and establish a standard.

Field Monitor Staff: uh... hello.... Is anyone there? We need ice..... (Where??)

1. Field Monitor: We need an EMT to the south side of Field A
 - a. If the message is garbled or distorted, please ask to retransmit
2. EMT1: This is "Ryan", I am on the way.
 - a. Notification to the requester that we are engaging.