

STANDARD OPERATING GUIDELINE



Radio Procedure

Department: Operations

SOG#230

Applicable to: All Staff

Effective Date: 15 Dec 2020

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Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding proper radio procedures when utilizing county or agency owned two way communication devices.

Scope:

The scope of this document applies to all EMS Staff. The radio system is government property. Improper use will result in the agency's application of our disciplinary policy.

Guideline:

1. Radio communications should always be brief, clear, and concise. Know before speaking.
 - a. Speak directly into the microphone with it held approximately 2-3 inches away from your face. Certain brand microphones are only designed to pick up audio from directly in front
 - b. Trunked radio systems include an “acceptance” or “denial” tone.
 - i. Acceptance is a brief, single tone.
 - ii. Denial is a brief, lower, double tone.
 - iii. Acceptance tones ensure you have the air, and no one else can talk in that period.
 - iv. Denial tones mean someone else has the air, and that you will not have your message transmitted.
 - c. Any time answering the radio from a location other than base, units will provide their current location for situational awareness of other agency units.
 - d. Supplied information should always be repeated back to ensure closed loop communication. .
 - e. Always utilize a “drop word” to ensure your message is received in full. In our case, by starting transmissions with “EMS”, you’ll ensure your message in full is delivered.
2. Standard phrasing:

Type	Standard
Acknowledgement	<i>“Agency Acknowledges”</i>
Responding	<i>“EMS, 30x9 is responding”</i>
On Scene	<i>“EMS, 30x9 is on scene”</i>
Transporting	<i>“EMS, 30x9 transporting to xx”</i>
Update (if needed)	<i>“EMS, 30x9 is upgrading to Red to xx”</i>
Arriving at Hospital	<i>“EMS, 30x9 arriving at xx”</i>
Back in Service	<i>“EMS, 30x9 is back in service”</i>

This document supersedes any documents on the topic dated prior to the effective date noted above.