

		POLICY AND PROCEDURE MANUAL	
Category: PRC	Number:	LEISURE CENTRE PORTABLE RADIO ETIQUETTE	
Type:	Authority:	Approved By:	
<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Procedure	<input type="checkbox"/> Council <input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Operational	<input type="checkbox"/> Council <input type="checkbox"/> Chief Administrative Officer <input checked="" type="checkbox"/> Department Head	
Office of Primary Responsibility: Parks, Recreation & Culture			
Date Adopted: May 14, 2014		Date to be Reviewed: May 14, 2014	
Manner Issued: Staff Meetings/Inservice training			

PURPOSE:

The purpose to this procedure is to clarify radio etiquette and communication amongst staff.

PROCEDURE:

1. Ensure the radio volume is set so it can be heard at a level which is appropriate to its location.
2. At the beginning of a shift do a verbal radio check to ensure the radio is working properly.
3. Answer calls as soon as possible in case it is an urgent matter.
4. Always identify yourself when making a call – ie “guards calling maintenance”. If you are looking for someone in particular use their first name.
4. Always finish off your conversation so the recipient is not left hanging.
5. Be brief, clear, concise and to the point.
6. Do not shout into the radio as it distorts the transmission.
7. Make sure the air wave is clear before speaking. Wait 1 second after you push talk and before you speak.
8. If you are unable to attend to the situation, identify that you are engaged with your current task and set an appropriate time that you will be able to follow up – in person or on the radio.

Note:

Do not transmit in the refrigerated plant rooms as it sets the ammonia alarms off, however you can receive calls in the rooms.