REMEMBER:

<u>A</u>CCURATE – Precise and Clear
<u>S</u>PEEDY – Quickly copied and delivered
<u>A</u>PPROPRIATE – Distribution: the right person gets the information
<u>P</u>ERMINANTLY RECORDED

Call Signs

Call signs are used to identify stations on a network and full call signs should be used only at the initiation of a conversation. The use of full call signs on every transmission is unnecessary and wastes time. However, where there is a risk of confusion, use full call signs.

When sending traffic the first thing you should always say the 1. twice. Followed by 2. THIS IS and your 3. CALL SIGN. Be to ensure you say "OVER" at the end of each transmission segment and finally, the sending call sign is responsible for ending the transmission, all you must do is at the end of your last message in which you expect no reply from, instead of "OVER", just say "OUT." However, do not say over and out! You will create confusion if you reverse the first three steps, especially during emergencies and when you are communicating with a dispatcher or people who do not know you.

KNOW THE PROPER CALL SIGNS AND USE THEM!

Standard Call Signs

SEMS Control	Superior EMS Control Centre
199	Ambulance #199
199 Portable 1	ERV Driver
199 Portable 2	ERV Attendant
624	Rescue/Rapid Response #624
624 Portable 1	RRV Driver
624 Portable 1	RRV Attendant
398	Supervisors Vehicle
399 Portable	Supervisors Portable
Water Rescue 1	Water Rescue Unit
Cart 1	Emergency Response Cart

Receiving a Message

To receive a message:

- Turn the ON/OFF switch to the ON position. (This switch may include other functions, i.e. volume or Mute/Squelch);
- Set the volume control to the mid position;
- Set the mute control, if fitted, until a rushing noise is heard;
- Reset the volume to a comfortable listening level;
- Reset the mute control, if fitted, until the rushing noise is just silenced. Do not advance this control further as weak signals will not be heard;
- Select the correct channel using the channel switch control;
- On receiving a call, reply with your radio call sign; and
- After the message is complete, respond to the call.

Transmitting a Message

- Ensure no one else is transmitting at the same time. Wait for ongoing discussions to finish completely before beginning transmission;
- Make your message brief but precise;
- Use the standard procedure words;
- Use call signs instead of personal names;
- Do not identify organizations or personnel by name over the radio;
- Begin by pressing the 'transmit' button and saying:"[their call sign] this is [your call sign] over". Then release the 'transmit' button immediately;
- After they respond their call sign, send over", you press the 'transmit' button, say your call sign again, send your message, and end with "over" or "out". Release the 'transmit' button;
- Break the message into sensible passages with clear pauses between;
- Maintain clear speech with normal rhythm and mode-rate volume;
- Hold the microphone approximately 5 cm. from your mouth;
- Avoid excessive calling. Use radios for work-related purposes only; and
- Never transmit specific security-related information or travel plans or discuss transfer of cash or goods.

Example:

"199 this is 624, "OVER"

"624 this is 199 Go Ahead, OVER"

"Requesting backup at the end of the field for a male patient, 21 years of age complaining of chest pain, OVER"

"10-4, 199 Responding, OUT"

Communicating on Local Crew Radios
- No names should be transmitted over the radio

- Proper language should be used at all times
- Radios should be used only for official business
- Radios should be on Channel "5" for general business, and if a private communications needs to occur switch to Channel "6"

Communicating on Repeater Radio
- The ERV or assigned event will have a radio that is on a local repeater. Please be aware this is a shared frequency so there is additional traffic on the radio other then Superior EMS.
- The Call Sign is SEMS followed by the unit number
- This radio is used to communicate to the on-call supervisor, to request emergency assistance, and to request EMS, Fire or Police Response.

Signing onto shift
- At the beginning of your shift, log onto the radio with the SEMS control centre
- When on route to a location radio with the SEMS control centre
- When arrived at a location radio with the SEMS control centre
- Example:

        "SEMS Control this is 199, 10-8 to the John Rhodes Centre"

Signing off of a shift
- At the end of your shift, log off with the SEMS control centre
- When returned to the base advise the SEMS control centre
- Example:

        "SEMS control this is 199, 10-8, 10-19"

Responding to an Emergency
- Alert the on-call supervisor if you are responding to an emergency that may result in the need for a patient needing transportation to the hospital, response to a fire, et.
- This will allow the SEMS control centre to be prepared for a request for EMS, Fire or Police assistance.
- Example:

        "SEMS control this is 199, we are on route priority 4 to an MVC on track at laird raceway"

Requesting EMS Response, Fire Response and Police Response
- The primary method of requesting EMS, Fire or Police will be via. The repeater radio, and secondary the cell phone assigned to the event.
- In the event EMS is required radio the assigned supervisor requesting the appropriate assistance.
- Have a brief call detail if possible to ensure accurate dispatching

- Priority
- CTAS Level
- Age and Gender
- Condition
- Are they Conscious?
- Are they Breathing? Breathing Normally?
- Are they Bleeding?
- Any other pertinent details.

Example:

"SEMS Control this is 199, OVER"

"199, this is SEMS control, Go Ahead, OVER"

"10-100 laird raceway for a Priority 4, CTAS Level 2, male patient 55 years of age, complaining of mid-sternal chest pain radiating into the left arm, the patient is conscious, with labored breathing, and no active bleeding, OVER".

"10-4 EMS has been dispatched, OUT"

"199 this is SEMS Control, OVER"

"SEMS control this is 199, go ahead, OVER"

"Be advised that EMS is approximately 40 minutes out, please confirm patient status, OVER"

"Patient is currently in the ERV, Oxygen being administered at 15 litres per minute, wide bore IV initiated, ASA 160mg given PO, and Nitro x 3 sprays administered, vitals stable, and patient stable at this time, OVER"

"10-4, additional information is relayed to EMS, SEMS Control, OUT"

Approved "10-Codes"
(Codes in Bold are key codes)

10-3	All radios stop transmitting
10-4	Acknowledged
10-6	Busy- Standby unless urgent

10-7	Arriving at Destination
10-8	On Route to Location
10-9	Repeat last transmission
10-13	Unable to reply (i.e. family member close by)
10-19	Return to base
10-20	What is your current location
10-21	Call by landline or cell phone
10-100	**Requesting Paramedics to Scene (City EMS)**
10-200	Requesting Police
10-300	Requesting Fire
10-2000	**Send Police Immediately (crew or patient safety/life in danger)**

Priority Codes

Code 1	Non-Urgent Patient
Code 2	Scheduled Call
Code 3	Prompt call – non life threatening
Code 4	Life threatening
Code 5	Obviously Dead
Code 6	Legally Dead
Code 8	Standby at Location
Code 9	Unit out of service

Phonetic Alphabet

Letter	Phonetic Equivalent	Pronounced
A	Alpha	AL FAH
B	Bravo	BRAH VOH
C	Charlie	CHAR LEE or SHAR LEE
D	Delta	DELL TAH
E	Echo	ECK OH
F	Foxtrot	FOKS TROT
G	Golf	GOLF
H	Hotel	HOH TELL
I	India	IN DEE AH
J	Juliet	JEW LEE ETT
K	Kilo	KEY LOH
L	Lima	LEE MAH
M	Mike	MIKE
N	November	NO VEM BER
O	Oscar	OSS CAH
P	Papa	PAH PAH
Q	Quebec	KEH BEC
R	Romeo	ROW ME OH
S	Sierra	SEE AIR RAH
T	Tango	TANG GO
U	Uniform	YOU NEE FORM or OO NE FORM
V	Victor	VIK TAH
W	Whiskey	WISS KEY
X	Xray	ECKS RAY
Y	Yankee	YANG KEY
Z	Zulu	ZOO LOO

- Radio When You Leave The Base
- Radio When You Get to the Site
- Radio When You Leave the Site
- Radio When You Get back to The Base
- Radio When Responding to A Call
- Radio if you Need EMS
- Radio When your Done the Call

Ensure you have the communications backup (Cell Phone or other device) ready in case of radio failure. If you have 2 failed attempts at radio communication, immediately go to the backup communication guideline.