

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: G. Emergency Medical Services	Effective Date: July 1, 2004
Topic: 2. Communications Directives	Replaces: New
Subject: 5. Radio Procedure	
Policy No. G.2.5.	Page 1 of 2

**PURPOSE**

To ensure compliance with Telecommunications, EHSB. R.R.O. Regulations and maintain a common effective radio procedure throughout our area.

**APPLICATION**

Paramedics, EMAs

**PROCEDURE**

- 1) Radio codes shall be limited to the following priority codes indicative of vehicle movement as developed by the EHS.

Priority – 1 – Deferrable Call	Priority – 2 – Scheduled Call
Priority – 3 – Prompt Call	Priority – 4 – Urgent Call
Priority – 5 – Obviously Dead	Priority – 6 – Legally Dead
Priority – 8 – Standby	Priority – 9 – Maintenance
Priority – 0 – Other/Administrative	

- 2) When called by CACC, each mobile shall respond immediately with their location.
- 3) The use of airtime should be restricted to that which is absolutely necessary to ensure that messages are received properly and direction is clear.
- 4) General procedures related to radio use are as follows:
  - a) Use the OASIS vehicle number to identify yourself and your vehicle.
  - b) Keep your voice clear and well modulated at all times. Speak directly into the microphone and avoid mumbling.
  - c) Remain professional in conduct at all times. Remember that many persons may be monitoring the frequency and that your mannerisms will reflect on both our Service and the ambulance system in general.
  - d) Avoid arguments over the air with anyone at all costs.
  - e) Remain as diplomatic as you can.
  - f) Use plain English in all transmissions.
  - g) Avoid using the patients name on the air, unless it is absolutely essential to his/her treatment and well being. Remember, once again, that many persons have access to monitors.
  - h) In the event that a transmission is difficult to understand, wait for a short period and request that the information be repeated.
  - i) Do not transmit when someone else is on the same frequency.
  - j) Use the phonetic alphabet when required.

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### THE PHONETIC ALPHABET:

There are several letters in the English alphabet that have similar sounds. In radio/telephone operations, it is often difficult to identify the correct letter especially where reception may be weak or noisy. To compensate for this, and to prevent any chance of error, a system has been devised known as the phonetic alphabet. This system consists of giving each letter in the alphabet a name of its own, the names starting with the letter it represents, e.g.: P for Papa, etc. (See chart below)

There have been several different phonetic alphabets in use over the past few years, however, the NATO system in use throughout the western world has been adopted in order that all nationalities in NATO would be able to use the same words without confusion.

A - Alfa	B - Bravo
C - Charlie	D - Delta
E - Echo	F - Foxtrot
G - Golf	H - Hotel
I - India	J - Juliet
K - Kilo	L - Lima
M - Mike	N - November
O - Oscar	P - Papa
Q - Quebec	R - Romeo
S - Sierra	T - Tango
U - Uniform	V - Victor
W - Whiskey	X - X-Ray
Y - Yankee	Z - Zulu

### **REFERENCE**

EHSB, Radio Communications Manual, Section 3-3 Radio Act of Canada, Section 2-10.