

Messiah College
**Radio Etiquette and Usage
Policy and Procedure**

Policy: Radios are issued to employees of the College to allow for better and faster communication and effective emergency communication from any location on campus. Due to the nature of radios to be able to be heard by anyone nearby we want to maintain a proper level of decorum while conducting the business of the College.

Objectives: The goal of this policy is to ensure that radio communication will be able to occur in an organized, accessible and professional manner. It is also our hope that radios will be handled in a manner that will minimize breakage and the need for repair.

Equipment: Lists of radios and frequencies used by the campus are on file in the Department of Safety Office located in the Greenbrier Building.

Responsibility: The carrying out of this policy is the responsibility of each employee who is temporarily or permanently assigned a College radio for any purpose.

Supervisor and Manager Responsibilities

1. The Department of Safety will contact Department Managers/Supervisors on an annual basis for an updated radio assignment list.
2. Supervisors will collect radios from departing employees.
3. Supervisors will hold radios until a new employee is hired.
4. Supervisors will issue radios to new employees in their area.

Procedure:

Step Action

1. Training

- a. The supervisor, director or the Department of Safety will train new employees on radio usage before they are assigned a radio.
- b. Supervisors/Managers are to provide the policy annually to all staff for review.

2. Handling

- a. Radios are expensive pieces of equipment.
- b. Radios should be handled with care and charged properly.
- c. Radios are not to be held by their antenna and are not to be dropped.
- d. Intentional bumping or shaking of the radio is not the best way to fix a problem.
- e. Do not trade radios with anyone without prior permission from the Department of Safety.
- f. Always keep the area where you store your radios secure at all times. Periodic inspections of radio storage areas will be conducted.

3. Identification

- a. Always identify yourself first. People do not always know your voice or hear who called them.
- b. Use both first and **last** names.

4. Use

- a. Try using the phone to contact someone before calling them on the radio.
- b. The radios are to be used for business purposes only.
- c. Conversations should be kept brief and to the point.
- d. Conversations of significant length should be transmitted via the nearest phone.
- e. Personal conversations are not permitted.
- f. Talkabouts should be used for projects between two people where there will be considerable communication.
- g. Radios should be turned off during meetings.
- h. In the case of an emergency or in the case of an urgent need of an officer, contact Dispatch.
- i. When contacting Dispatch, give your first and last name and give as much information as possible. If you have confidential or sensitive information, call Dispatch on a phone as soon as possible to give them this information.

5. Radio Use during Campus Emergencies

- a. During any emergency on campus, Dispatch will activate an Urgent Message. This Urgent message will be broadcast out on all radio channels. The message will be as follows: "**Attention all Personnel. Fire alarm sounding in _____ (Building). REPEATING: Attention all Personnel. Fire alarm sounding in _____ (Building). Attention all Personnel. Anyone responding to the Fire Alarm in _____ (Building). Please switch to the crisis channel on your radio. All other communication can proceed as normal.**
- b. During this time, all persons who are involved with the Fire Alarm must transmit all communication over the Crisis channel.

- c. When the emergency on campus is cleared, **Dispatch transmits the following announcement over the Crisis Channel:** "Attention all personnel. The Fire Alarm in _____ Building is now over. You may resume operations and normal communication on your regular channel. Messiah College Dispatch Services clear at _____ (Time)."

6. Language and Tone of Voice

- a. The words and tone you use are to be businesslike and professional. Refrain from using "CB" terminology (i.e. "10-4", "What's your 20")
- b. The use of profanity, yelling, or obnoxious transactions is prohibited.
- c. Remember that many people can hear conversations on the radio.

7. Respect and Confidentiality

- a. All users of the radio system must respect each other.
- b. Listen before you call someone.
- c. Be patient. Before you wish to use the radio, be sure all other conversations are completed.
- d. Do not interrupt or "step" on the transmissions of others.
- e. Do not give out specific personal information over the radio.
- f. Do not use specific names of people when dealing with confidential issues.
- g. Do not give out specific key information. (i.e., Do not say, "You need to use the key numbered 5551212 to open the door at the Planetarium").

8. Misuse, Accountability & Responsibility

- a. Supervisors/Managers will monitor radio usage.
- b. In the case of misuse, supervisor/manager will meet with the employee casually to discuss the expectation of them as to their radio usage.
- c. If the employee continues to misuse the radio, their supervisor/manager will follow the College's Progressive Discipline Policy as described in the Policy and Procedural Manual in section 1.11.
- d. The FCC may monitor the College's frequencies and issue fines for inappropriate radio usage.
- e. Borrowed radios need to be returned to Dispatch immediately upon the completion of the need for usage. The individual borrowing the radio is responsible for it if it is found to be missing

9. Reporting Problems

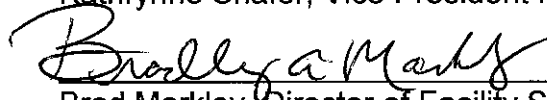
- a. All radio problems are to be reported to the Dispatch Office immediately.
- b. If your radio is lost or stolen you must immediately call the Dispatch Office and ask for an officer to meet with you to file an incident report. You also need to notify your supervisor as soon as possible.
- c. If your radio is lost or stolen, your department will be responsible for paying to replace the missing radio.

- d. When a supervisor/manager is notified of a lost or stolen radio, they need to contact the Department of Safety to arrange for the purchase of a new radio.
- e. Any damaged radio that is determined to be the outcome of inappropriate handling and care, could result in the assigned owner and/or department being charged for repairs made to the radio.

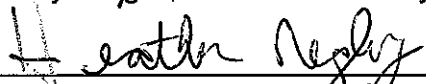
"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards".

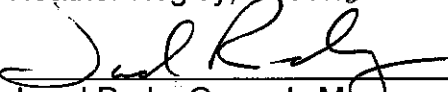
X Approved Reviewed Revised


Kathrynne Shafer, Vice President for Operations

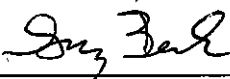

Brad Markley, Director of Facility Services


Cindy Burger, Director of Safety and Dispatch Services

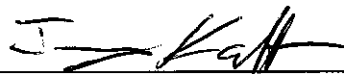

Heather Negley, Director of Conference and Event Services



Jared Rudy, Grounds Manager

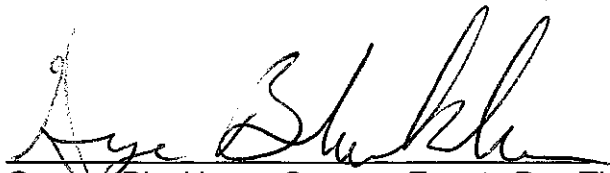

Dan Smith, Facility Maintenance Service Manager


Sandy Bush, Director of Athletic Training

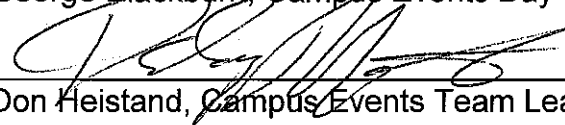

Jack Cole, Director of Athletics


Jeremy Kauffman, Head Athletic Trainer


Chuck Pulis, Campus Events Night Time Administrator



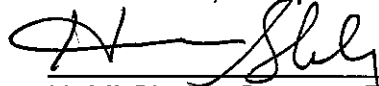
George Blackburn, Campus Events Day Time Administrator



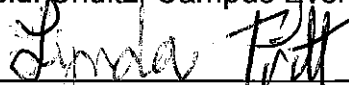
Don Heistand, Campus Events Team Leader Shift 2

on leave

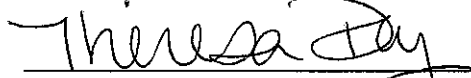
Jim Fackler, Campus Events Team Leader Shift 1



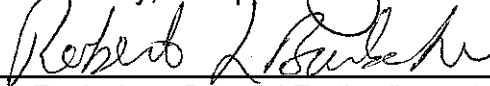
Heidi Shultz, Campus Events Team Leader Res. Halls



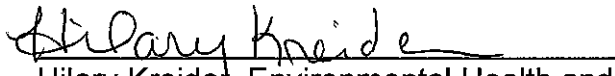
Lynda Tritt, Campus Events Team Leader Res. Halls



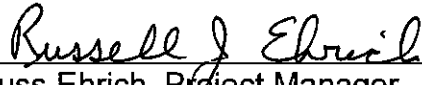
Theresa Day, Campus Events Team Leader Shift 3



Bob Brubaker, Special Duties/Inventory Control Coordinator



Hilary Kreider, Environmental Health and Safety Manager



Russ Ehrich, Project Manager



Scott Zeigler, Campus Events Manager

