

Chapter: Supervision
Subject: Radio Communication
Section: 8.8
Page: 1 of 1
Reviewed/
Revised: 8/12/2020

It is the policy of the Nicholas Residential Treatment Center to provide a two-way communication system between staff throughout the facility. Only the NRTC's business will be transmitted via the two-way radio system on channel one. Radio operators will be instructed as to proper procedure prior to the use of the two-way radios.

Radio Operating Procedures:

1. Be respectful; do not cross talk someone when someone else is speaking. Wait until the frequency is open before transmitting.
2. Radio messages will be transmitted in a calm, matter-of-fact manner. Staff will speak in a clear audible tone of voice. Profanity, loud and/or sarcastic language will not be used. All calls will be brief to the point and professional.
3. Staff will answer all radio calls promptly.
4. Radio operators will immediately notify their supervisor in the event of an emergency situation.
5. The supervisor will have immediate access and working knowledge of various information and location in the facility. These include, but are not limited to court employee telephone directory, court employee's home telephone numbers, public works employee's numbers, equipment repair numbers and emergency plans.
6. Radio calls of a personal nature are not permitted. Personal information will not be given out on the radio. If a serious personal problem arises requiring contact with an employee, the supervisor will advise that employee to call them directly by telephone.
7. When a call is dispatched to a certain employee that employee will respond, unless a problem arises that makes it physically impossible for that employee to respond. If the employee does not respond after two calls by the dispatching staff, the staff will notify the supervisor.
8. On calls of a serious nature (such as riots, fires, serious injuries, attempted escapes/escapes) the staff will as possible, notify all other staff and the supervisor. The supervisor will contact the on call Program Manager, the Director and other contacts as required by the emergency plan.

Care and Maintenance of Portable Radios and Chargers:

1. Staff will test all radio and emergency equipment at the beginning of their shift. Any problems or deficiencies will be brought to the supervisor's attention.
2. Portable radios are to be kept on the charger when not in use.
3. Staff are to use radios labeled and assigned to their area. Staff are to sign radios in and out in the Control Room or designated area.
4. Portable radios assigned to staff supervising youth must be worn on their person by special clip or holster. AT NO TIME WILL PORTABLE RADIOS BE LEFT UNSECURED. STAFF ARE RESPONSIBLE FOR THE SECURITY OF THEIR RADIO'S AT ALL TIMES.

