



RUSSELLVILLE FIRE DEPARTMENT
POLICY MANUAL

Policy Number:
Section:
Original Date:
Revised Date:

PURPOSE

In order to maintain an acceptable level of professionalism in all radio communications on the Russellville Fire Department Radio System it is department policy to use the following criteria in all transmissions.

All RFD personnel are responsible for knowing, and using appropriate language standards for the use of the RFD radio system as outlined below.

POLICY

All RFD personnel shall speak calmly, with organization, and without obvious expression of emotion during all RFD radio traffic.

Use of slang or foul language is not acceptable.

The name of a patient shall not be given during a radio transmission, or any other information that would breach patient confidentiality.

Radio Procedure

Short-specific - Before transmitting know what you are going to say. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting airtime.

Task Oriented/Company Oriented - Command's orders to operating companies should indicate a specific task assigned to the company. They should be of a magnitude reasonably performed by a single company alone or in concert with other companies.

Indicate Objective - In addition to being task and company oriented, assignments should indicate an objective to the action. The company should know exactly where to go, to whom to report, what is the task and what is the objective of the task. Orders should tell what to do - not how to do it (unless Command wants something specific).

Clear Tone/Self Control/ Effective Rate - Speak clearly at a practiced rate. Not too fast and not too slow. Control your emotions and excitement deliberately. If you do not consciously control your voice, it will become garbled under stress.

Well-timed - Prioritize your messages. Do not use valuable airtime with unimportant messages and insignificant details.

Maintain an awareness of the overall situation and your role in it.

Do not interrupt conversations unless you have Emergency Traffic. Listen before transmitting and wait until a message transaction has been completed.

Pause between consecutive messages. This will make it clear when one message has been completed and another started. It also allows other units to break in with urgent/emergent traffic if applicable.

Approved

Fire Chief

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