Pacific Lutheran University
Emergency Communications Standard Operating Procedure

Emergency Building Coordinator - Resident Hall Radio Use Procedures

PURPOSE
The EBC-RA radios will be used to communicate with Emergency Building Coordinators and Resident Hall staff during emergency events occurring on or near campus. It can be used to direct actions of occupants, obtain information about the building or occupants, and inform the community via the EBC or RA.

WHO MAY INITIATE RADIO USE
Incident Command, Campus Safety, EBC/Res. Life Liaison, Residential Life

WHO OWNS SOP AND MAINTAINS RADIOS
The Environmental, Health, Safety, & Emergency Programs (EHSEP) Office will maintain and distribute this SOP to Emergency Building Coordinators, Residential Life, Campus Safety, and those who receive emergency binders published by Finance & Operations.

The EHSEP Office will purchase the radios for most EBCs and Res Halls with the intended purpose of having radio communication to each building and/or department. The EHSEP Office will also supply batteries as needed and replace worn radios.

EBC AND RESIDENTIAL LIFE RESPONSIBILITIES
Emergency Building Coordinators and Residential Life will learn to use the radio, participate in radio tests, store the radios securely, and replace them, in a timely manner, when lost or destroyed. They will also monitor battery use and report needs to the Emergency Programs Office.

Emergency Building Coordinators and Residential Life must train other staff to use the radio according to their department or building response plan.

SETTING UP THE RADIO
1. **Turn on** the radio by turning the volume control fully up.

2. **Check settings** by looking for the following things on the display. Normally, the radio will wake up locked on the correct settings.

- **EBCs.** The big **channel number** must be on **8.** To change the channel, use the ∧ ∨ keys. (If it won't change, see the section about "key lock" below.) The **quiet, privacy, or interference eliminator code** or small number should be set to **8** also.

- **RDs/RAs.** The big **channel number** must be on **9.** To change the channel, use the ∧ ∨ keys. (If it won't change, see the section about "key lock" below.) The **quiet, privacy, or interference eliminator code** or small number should be set to **9** also.

- **On Radioshack (original) models the "QUIET" symbol should be on.** If it is not, press the QUIET button to switch it on and then adjust the number with the ∧ ∨ buttons.

3. The **key symbol** means that many of the buttons are **locked** from use. We have used key-lock to prevent settings from accidentally being changed. If the channel or quiet mode is set wrong, the radio will have to be unlocked to change them.
    - If you need to unlock radio model 21-1860 (old), press and hold the MON button as you press the big PTT button. Do it again to lock it.
    - If you need to unlock radio model FV700 (new), press and hold menu-with-lock-symbol button until the lock symbol displays. Do it again to lock it.

    Keep the radio locked with the correct settings.

USING RADIOS
In order for anyone to successfully communicate with the radio, everyone needs to follow some simple guidelines. This is because only one radio, out of the whole bunch, can be transmitting at a time. If two radios are talking at the same time, only one will be heard.

The Incident Command (IC) (e.g. Campus Safety, Emergency Operations) will normally initiate all conversations. Don't call us, we'll call you. The only exception would be when the EBC/RA needs to report an injury or life-threatening situation that may require immediate attention.

> Note: You will have to decide how a particular injury fits in the context of what's happening.

> A couple of examples: If there is heavy damage to buildings, and likely to be many injuries all over campus, a broken leg would not be the first concern. On the other hand, in a situation like the Nisqually quake of 2001, where virtually no damage occurred, a broken leg would be something to interrupt the responders about. The IC will be dealing with an overload of information in the first minutes of an event and they need to sort through it gradually.

Message Relay
Transmission may be obstructed by landscape, buildings, or distance, making it necessary to relay a radio message from one radio to another through an intermediary radio.

Relaying a messaging on the radio is the same concept as relaying a phone message. I call you. You do not answer, so I leave a message with the person (or machine) who does answer. The person or machine relays the message to you. In the case of radios, the same process is practiced in reverse to answer the message.

Broadcast Message
A broadcast message is intended to be heard and acted on by all radio users. The person initiating a broadcast message will still need to request the message to be relayed to those outside of the radio range. A confirmation message from all radios is not expected unless requested.

Non-PLU Radio Traffic
These radios are unlicensed, so we share the channel with other nearby users. During a campus emergency, it is possible that you may hear other, non-PLU traffic on channel 8, 8 or 9, 9. In that situation, it would be reasonable to politely ask the other persons to please switch to another channel. Since their group is likely to have far fewer users, it will be easier for them to coordinate a change to another channel, than it would be for us. Note that we have no authority to insist that non-PLU users vacate channels 8, 8 or 9, 9.

Listeners and Back-up Users
Users who are listed on the Priority for EBC-Res Hall Radio Contact list as "listeners and back up" will not be contacted by Incident Command for status reports, as there are other users on the list already representing those locations. *If you are a back-up radio user, you may respond to a call to your building, if the primary radio user is not present or does not answer.* You respond using your back up call sign.

Switching Channels / Audiences
Incident Command should alert operators when moving from one channel to the next and back again. For example:

IC: Incident Command to all units. Ingram 1, please relay message. We are switching to channel 9. Please stand by. Over

EBC-RA RADIO USE PROTOCOL

1. **Turn on** the radio by turning the volume control fully up.

2. **Always listen to be sure the channel is quiet before you transmit.** Wait if it is busy.

3. **Hold the radio** so the antenna is upright or perpendicular to the earth.

4. **Press and hold the big PTT (press to talk) button on the side of the radio, when you need to speak to someone**.
    *   Wait a second before you start speaking.
    *   Speak loudly, slowly, and directly into the front of the radio.
    *   Be Concise!
    *   Say "over" when you have finished speaking. That lets the other person know that they can begin speaking.

5. **Release the PTT button** as soon as you have finished speaking.

Dialog Example

IC: Incident Command to UC 1. over

UC 1: UC 1. over

IC: Do you have any injuries? over

UC 1: No. over

IC: Incident Command to UC 2. over

CAMPUS SAFETY, RESIDENTIAL LIFE, INCIDENT COMMAND PROTOCOL

1. If possible, assign one person to the EBC channel (8, sub-channel 8) and a different person to the Residential Life channel (9, sub-channel 9).

2. **Turn on** the radio by turning the volume control fully up.

3. Call each radio in the priority established on the **"Priority for EBC-Res Hall Radio Contact"** list.

    a. Check to make sure the radio is on channel 8, sub-channel 8
    b. Turn to channel 9, sub-channel 9 when contacting ResHalls and back to channel 8, 8 for non-ResHalls.
    c. Alert operators when moving from one channel to the next and back again. For example:

    IC: Incident Command to all units. Ingram 1, please relay message. We are switching to channel 9. Please stand by. Over

4. **Always listen to be sure the channel is quiet before you transmit.** Wait if it is busy.

6. **Hold the radio** so the antenna is upright or perpendicular to the earth.

5. **Press and hold the big PTT (press to talk) button on the side of the radio, when you need to speak to someone**.
    - Wait a second before you start speaking.
    - Speak loudly, slowly, and directly into the front of the radio.
    - Be Concise!
    - Say "over" when you have finished speaking. That lets the other person know that they can begin speaking.

6. **Release the PTT button** as soon as you have finished speaking.

> Hold the button for several seconds **before** speaking
>
> Annunciate
>
> Project your voice

Campus Safety: Campus Safety to East Campus 1. over

East Campus: East Campus 1. over

Campus Safety: Do you have any injuries? over

East Campus: No. over

Campus Safety: Campus Safety to Ingram 1. over

Ingram: Ingram 1. over

7. When you do not get a response, try **relaying a message** through another radio location.

   a. If calling from the vicinity of Facilities Management, use the tested relay stations in column 4 of the **"Priority for EBC-Res Hall Radio Contact"** list.
   b. If calling from the vicinity of Campus Safety, use the tested relay stations in column 5 of the **"Priority for EBC-Res Hall Radio Contact"** list.
   c. If there is no tested relay location or the tested location does not respond, try another location. Column 6 suggests some buildings that might serve as relay stations.

Dialog Example

Campus Safety: Campus Safety 1 to East Campus 1. over

East Campus:

Campus Safety: Campus Safety 1 to Hauge 1. over

Hauge: Hauge 1. over

Campus Safety: Hauge 1, please relay the following message to East Campus 1. Do you have any injuries? over

Hauge: Hauge 1 to East Campus 1. Over

East Campus: East Campus 1. over

Hauge: Do you have any injuries? over

East Campus: No. over

Hauge: Hauge 1 to Campus Safety 1. East Campus has no injuries. Over

Campus Safety:	Message received Hauge 1. over	
Campus Safety:	Campus Safety to Ingram 1. over	
Ingram:	Ingram 1. over	

8. **Broadcast message**:

   Dialog Example

   IC: Incident Command to all units. Eastvold 1, please relay message. The incident has concluded. Please turn off your radios. over

9. Document
   a. Note the time that each call sign is successfully contacted.
   b. Circle the call signs for those not successfully contacted the first time.
   c. Follow circles with a time when they are later successfully contacted.

10. After completing the **"Priority for EBC-Res Hall Radio Contact"** list, **go back to the top** and attempt to contact those who were not successfully contacted the first time.

Priority, Call Signs, and Relays for EBC-Res Hall Radio Communication

If a building/location is unable to be reached through the call sign, use the building listed in one of the "Tested Relay" columns to relay the message. You may also try the building in the "Suggested Relay" column. If this doesn't work, use another building as the relay station.

Priority Level	Building and Location	Call Sign	Tested Relay from Facilities /Morken	Tested Relay from C. Safety	Option 2 Suggested Relay
Priority #1	**Channel 8, 8**	**Response Critical Resource Buildings**			
	Morken West	Morken 1		Ingram 1	Ramstad 1
	Morken East/Rieke West	Morken 2			Ramstad 1
	Facilities Management	Facilities 1		Morken 2	MBR 2
	Mortvedt Library	Library 1			Ramstad 1
	UC Lower	UC 1		UC 3/2	Morken 1
	UC Upper	UC 2			Morken 1
	UC Dining Services Upper	UC 3			Morken 1
	Hauge (Student Svs)	Hauge 6			Rieke 2
	Neeb (KPLU)	Neeb 1			Olson 1
	Health Center/Theater House	Health 1	Xavier 1 Hauge		
	Olson	Olson 1		Ingram 1	Ramstad 1
	Channel 8, 8	**Hazard Buildings**			
	Reike East	Rieke 1			
	Reike West / Morken East	Rieke 2		Ingram 1	
	Ingram	Ingram 1			
Priority # 2	**Channel 9, 9**	**Residence Halls**			
	Harstad	Harstad 1	Stuen 1		
	Tinglestad	Tingelstad 1			Pfleuger 1
	Pflueger	Pflueger 1			
	Foss	Foss 1			
	South Hall	South 1			Pfleuger 1
	Ordal	Ordal 1			
	Stuen	Stuen 1			

	Hong	Hong 1			
	Hinderlie	Hingerlie 1			
	Kreidler	Kreidler 1			Hong 1
Priority # 3	**Channel 8, 8**	**Large Occupancies or Secondary Response Facilities**			
	Columbia Center	CC 1			Ramstad 1
	MBR lower	MBR 1		Ingram 1	
	MBR upper	MBR 2			
	Xavier / KHP	Xavier 1			Olson 1
	Memorial	Memorial 1		Ingram 1	
	Names	Names 1			
	Ramstad	Ramstad 1			
Priority # 4	**Channel 8, 8**	**Smaller Occupancy Buildings**			
	Printshop/Warehouse/	Printing 1		Ingram 1	MBR 2
	Center for Gender Equity	Women 1		Ingram 1	Rieke 2
	Human Resources	HR 1	MBR 2 UC1		
	Nesvig	Nesvig 1	Mortvedt 1		Olson 1
	208 Garfield	208 Garfield 1	Hauge 1		UC 2
	Blomquist	Blomquist 1	Ingram 1		Ingram
	Wang Center	Wang 1		Ingram 1	Xavier 1
	Payroll	Payroll 1			
	Pool	Pool 1		Ingram 1	
Priority # 5	**Channel 8, 8**	**Listeners and Back Up**			
		East Campus 2	Hauge 1		UC 2
	Hauge Provost	Hauge 2			Rieke 2
	Hauge BUSO	Hauge 3			Rieke 2
	Hauge FADMIN	Hauge 4			Rieke 2
	Hauge Humanities	Hauge 5			Rieke 2
	Admissions	Hauge 1			Rieke 2
	Hauge SOE	Hauge 7			Rieke 2
	Ingram	Ingram 2			
	Mortvedt Library	Library 2			Ramstad 1
	Neeb	Neeb 2			
	Olson	Olson 2		Ingram 1 RSC1	Ramstad 1
	Theater House	Theater 1	Xavier 1		

	Ramstad	Ramstad 2			
	Xavier	Xavier 2			
"Tested Relay" means that we know that the relay works when contacted from the vicinity of either Facilities Management / Morken (column 4) or Campus Safety (column 5).					
"Suggested Relays" are located in the middle of campus and expected to work from most locations on campus, but not tested.					