**Brandywine Zoo**

**Radio Protocol**

The Brandywine Zoo utilizes narrow banded 2-way radios for communication purposes of staff and volunteers. As with any communication device, there are procedures and protocols that need to be adhered to. It is the responsibility of each employee and any volunteer who uses a radio provided by the Brandywine Zoo, to read over and familiarize themselves in the proper use of hand held radios. After reading the following guidelines, you must sign that you have read and understand them and will be held accountable for proper radio use and care.

# Radio Guidelines

* When you carry a radio, you are responsible for proper use of the radio as well as proper communication when speaking on the radio.
* If the radio **you** are using is returned in damaged condition then **you** will be held responsible and accountable.
* Keep your radio on your person; do not set it down unattended.

# Radio Usage

1. Hold down the call button on the side of the radio.
2. PAUSE 1-2 seconds. You cannot start to speak immediately, there is always a delay.
3. Call the person by name; i.e. “Gene”
4. PAUSE and wait for a response. Don’t re-call the person again immediately, give 30 seconds or so for them to respond.
	1. The person may be within walking distance of their radio and just need time to get to it.
	2. They may be on the phone or in a conversation

# Radio DO’s and DON’Ts

## Good practice

* Keep in mind that everyone in the zoo, as well as monitors from outside entities, can hear what you are saying on the radio.
* Keep your transmissions professional, short, and to the point.
* Always listen before you speak. If there is radio traffic (a conversation in progress on the radio) you should wait until that conversation has ended before speaking. You may interrupt radio traffic for an emergency. Zoo emergencies are outlined in the **EMERGENCY** section of this document.
* When calling someone on the radio you must make sure you have their attention before you make a statement or request.
* If you are called on the radio and can’t answer immediately, have someone else answer for you, if possible. Otherwise, try to answer by saying “Please hold on” or “Just a minute” to indicate you’ve heard the call but will respond when you have the chance.

## Professional Communication

* Avoid saying anything on the radio that the public may find offensive, such as
* Pests like “rat”, “mouse”, “roach” (there is a code for these-YELLOW)
* Dead wildlife in the zoo: “there’s a dead squirrel in the bobcat exhibit” (radio code BLUE, but *state non-emergency*)
* Bodily fluids or excrement like “poop”, “diarrhea”, “vomit”.
* Cursing of any kind is NOT permitted
* Unflattering descriptive (If there is a visitor who may be difficult to work with and needs attention from another staff member, simply call to the intended person on the radio that their attention is needed with a visitor, NOT that “some jerk needs to be dealt with”)
* When in doubt, try to speak to the intended person on the phone or in person if possible. Example, “Are you near a phone?”

## Extended Conversations

* For extended conversations, you should ask the person you are speaking to, to go to another channel, depending on the department.
* Keeper Staff go to Channel 2
* Education Staff go to Channel “3” (on most Education radios, Channel “3” is numbered as “2”)
* Retail Staff do not have an alternate Channel, so please keep transmissions short and to the point

### Examples

* Concession needs a keeper: If a retail staff member needs something at concession they should first call “Patty”, wait for her to respond and then state the reason they are calling.
	+ You: “Patty”
	+ Response “This is Patty” or “Go for Patty”
	+ You: Reason for calling “I need quarters at concession”
	+ Response “I will have someone bring you some”.
* Security guard has arrived for wand
	+ You: “Keepers, the guard has arrived at the office”
	+ Response: A keeper will respond by radio that they have heard and will come as soon as available.
* General Announcements
	+ You: “Attention all staff, there is a service dog entering the zoo.”
	+ Response: keeper staff will respond that they’ve copied your transmission.

# EMERGENCY Radio Protocol Guidelines

* During an **EMERGENCY**, ALL radios are to remain on Channel 1 and you are not to talk on the radio unless specifically addressed or you have pertinent information that will aide in resolving the emergency.
* Any zoo wide emergency situations will always be announced by their color code.
	+ Normal radio traffic can resume when the “All Clear” is announced by the Point Person.
* Point Person will be Senior Staff on grounds at the time in the following order:

### Emergency Color Codes

* **Animal Escape – Code Black**
* **Fire – Code Red**
* **Medical – Code Blue (Human or animal)**
* **Weather – Code Grey**
* **Pest Animal – Code Yellow (EX – Raccoon, opossum, stray cat/dog)**
* **Lost Child - Code Purple**
	+ - Zoo Director
		- Animal Curator
		- Assistant Animal Curator
		- Curator of Education
		- Senior Keeper Staff
		- Senior Education Staff
* Senior Staff in Animal and Education Departments have scanning radios that will pick up transmissions from all 3 channels and notify other staff if necessary, what channel they need to be on.

### The following subjects constitute an emergency:

* Medical emergency (Staff, Visitor or Animal)
* Fire
* Severe Weather
* Animal Escape
* Impending physical threat from any person or entity with regards to animals, people, or property
* Lost child in the zoo

### Examples for radio call

* Code Grey – a severe thunderstorm warning is issued for our area, please take necessary precautions.
* Code Red – location in front of Condor exhibit.
* Code Black – serval, location – area 2 gate.
* Code Blue Human – person in distress, location – otter circle
* Code Blue Animal – animal in distress, location – otter exhibit

## Animal Emergencies

* In many cases “animal emergencies,” both medical and escape, may not be life threatening emergencies due to the nature of the specific animal and/or condition(s) involved.
	+ In these cases, you may hear that Animal Keepers only need to respond
* When radioing for keeper assistance, please state the specific request and repeat if you do not receive a reply.

### Examples

* A goat has escaped from the goat pen
	+ “Keepers, a goat is in the vestibule.” OR “Keepers, code black at goat exhibit.” (Use the second if the goat is truly out of the exhibit and is now loose in the zoo, name the exhibit to which the goat is closest to so keepers can respond to the appropriate location).
* Animal escaped from enclosure but not loose due to secondary containment (i.e. a second fenced in area or exhibit inside building)
	+ Injury to a keeper or animal in most cases
	+ Seizing animal (call for immediate keeper and veterinary attention)

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**Brandywine Zoo**

**Radio Protocol Agreement**

By signing this form, you are indicating that you have read and received the Brandywine Zoo’s Radio Protocol instructions and agree to operate your radio according to these guidelines.

If you have any questions about the information provided in these procedures, please contact your supervisor or the General Curator.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have read, understand and will adhere to the above radio usage protocol for the Brandywine Zoo.

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Signature Date