Radio Training Manual

Radio Communications, Channels, Codes

In general, all radio communications at The Resort are concise and professional. The main operation channel for The Resort is 1A. Whenever possible, communications are shifted from the primary radio channel to an alternate channel or to telephone communications. Most radio communications between MSP members will initiate on channel 1A and continue on 1C.

Channel 2C is reserved for medical emergencies and is to be used by Ski Patrol personnel only. Channel 2C is not to be used by MSP members at any time.

Person to Person Communication

Caller: First & last name of person being called followed by caller’s first name
Responder: <Your location>
Caller: 1 Charlie
Responder: Switching

*Once on 1 Charlie, wait 5 seconds to make sure channel is clear*
Caller: Break 1 Charlie <name of person being called>
Responder: Go ahead
Both: <Conversation>
Responder: Copy, Switching 1 Alpha, Clear

Assigned Radio Channels

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A One Alpha</td>
<td>All Mountain Communications*</td>
</tr>
<tr>
<td>1B One Bravo</td>
<td>Patrol Channel</td>
</tr>
<tr>
<td>1C One Charlie</td>
<td>MSP Communications*</td>
</tr>
<tr>
<td>2A Two Alpha</td>
<td>Big Side Medical</td>
</tr>
<tr>
<td>2C Two Charlie</td>
<td>Medical (Not used by MSP ever)</td>
</tr>
<tr>
<td>2D Two Delta</td>
<td>Big Side Work</td>
</tr>
<tr>
<td>2B Two Bravo</td>
<td>Flat Side Medical</td>
</tr>
<tr>
<td>2E Two Echo</td>
<td>Flat Side Work</td>
</tr>
<tr>
<td>2F Two Foxtrot</td>
<td>Motel Six Work</td>
</tr>
</tbody>
</table>

Clicking once clockwise on the Channel Selector advances one of the above channels in the listed order.

* MSP only uses 1A and 1C

Radio Codes

MSP Members do not diagnose, therefore we do not call a CODE-0, CODE-1 or CODE-2. MSP members describe the nature of the injury. When the Patroller arrives the appropriate CODE will be communicated.

- CODE-0  Death
- CODE-1  Trauma life threatening (Yellow or Red)
- CODE-2  Medical life threatening (Yellow or Red)
- CODE-6*  Litigious
- CODE-66*  Collision (2 or more people)
- CODE-7*  Lift Related 10-50
- CODE-9*  Immediate assistance requested
- CODE-11  Duty Station undermanned
- CODE-19  Lift Operator needs help
- CODE-100  Avalanche burial
Radio Codes

*Identifies codes that may be used by MSP Members.

10-4* Understand
10-8 Available to Respond
10-20* What is your location
10-23 Am on scene we don’t use
10-34 Anyone available – we don’t use
10-50* Injury

**BASICS - Using Channels One Alpha (1A) and One Charlie (1C)**

1. Set Channel dial to 1
2. Turn radio on. Display should read 1A. If not, follow these steps:
   - Press P1 – The display will read “CP A”
   - Press the left or right arrows until the display reads CP G
   - Press OK – The display will read “01A MTN OPS”
3. Press and hold the large side button to talk; release to listen.
4. To switch to 1C, follow these steps:
   - Click the channel dial 2 clicks clockwise and wait for the radio to acquire the signal, indicated by a beep.
5. To return to 1A, click the channel dial 2 clicks counterclockwise
6. At the end of the day, follow these steps:
   - Make sure the radio is on 01A
   - Turn the radio off
   - Place the radio securely in the charging cradle. The radio has two slots that slide over two tabs on the cradle. Be sure that you engage the tabs with the handset. The light on the cradle will be a steady red when the handset is charging.

**OTHER IMPORTANT INFORMATION**

- 1A is the default channel for the entire Mountain Ops team: MSP, Patrol, Lift Ops, Lift Maintenance.
- Because 1A can be very busy, we don’t have conversations among ourselves on 1A. We monitor and make contact on 1A; switch to 1C to have a conversation; when finished, we clear 1C and switch back to 1A. We do communicate with the dispatchers at Patrol Headquarters and Timberline Patrol on 1A.
- Secure the radio in a chest harness. The new radios cost $1000, so please do not slide them into the chest pocket of your MSP jacket, as you could be responsible for the cost of the replacement should you lose one.
  - If you would like to purchase your own chest harness, below are a couple of links:
    - For a 3 point harness –
    - Good selection at a reasonable price:
      [http://www.cascade-rescue.com/categories/Personal-Gear/RADIO-HARNESSES/](http://www.cascade-rescue.com/categories/Personal-Gear/RADIO-HARNESSES/)

**MAKING CALLS**

- To initiate a call, press and hold the talk button; hold the button down for a second before starting to speak. Release the button to listen.
- Say the first and last name of the person you are calling, followed by your first name only – examples:
  - Shauna Bocksch, Joe
  - Patrol Headquarters, Jack
Timberline Patrol, Jill

- You do not say “Shauna Bocksch, this is Joe”. It’s implicit that this is the person speaking!
- To respond when called, always reply with a location description that best describes where you are.

Examples:
- You hear “Joe Smith, Shauna”
  - Some possible replies – Concrete Corner
  - Top of the Flyer
  - Tower 12 Eagle
  - Airborne on Eagle, Tower 8
  - Outside Solitude

- When a conversation is completed, someone ends the call by saying “Clear” (Generally the person who initiated the call, but not always: see examples). This alerts other users that the conversation is finished and that the channel is available.
- Generally, switch to 1C for all conversations with MSP members, unless you can complete the call on 1A in one or two sentences.

Examples of calls among Safety Patrol Members:

- A: Shauna Bocksch, Warren
  B: LPR
  A: 1 Charlie
  B: Switching, Clear

  Both parties go to 1C (1C is used by other groups, so listen for a few seconds to be sure another conversation isn’t going on):

  A: “Break, 1 Charlie, Shauna?”
  B: Go ahead
  A: Blah, blah, blah
  B: Blah, blah, blah
  A: Back to 1 Alpha, Clear

  Both parties return to 1A

- A: Shauna Bocksch, Warren
  B: LPR
  A: Meet me at Flyer maze in 5 minutes
  B: Copy, clear

Communicating with Dispatch
It is imperative that the MSP member report concise and accurate information when requesting Ski Patrol assistance for an injured snow rider.
Prior to contacting the Dispatcher, take a minute to ensure you know all required information: Duty station, Location, Description, and Nature of Injury.
- Duty Station is either Patrol Headquarters or Timberline Patrol. Do not say PHQ or use any other abbreviation. If you are not sure which duty station to call, always call Patrol Headquarters. When using the mountain telephone, the number of the appropriate duty station is posted on the phone.
- Call: Always say 10-50 for an injury. Additional information is given when describing the nature of the injury.
- Location:
- Trail: the name of the trail the injured party is on.
- Vertical: the location of the injured party, relative to the top / bottom of the trail, i.e. Tower 11 or Pitch of Highpoint or Air Bag Park.
- Horizontal: the location of the injured party, relative to the sides of the trail, i.e. skiers left; skier’s right; middle of trail.
- Description: A physical description of the injured party including male / female, skier / boarder, color of jacket over color of pants, i.e. red over black.
- Nature of Injury: Always start with the word **POSSIBLE** when describing the injury. If the Guest is not breathing or unconscious, inform Dispatch of this fact immediately. If the accident is a collision state 10-50, Code 66. If multiple persons require assistance, inform Dispatch of the number of injured Guests and nature of injury for each injured party.

  - If you do not know one of the three items (Location, Description, Nature of injury), state that fact when you make the call. Otherwise, dispatch will come right back and ask you for that information!

**RADIO PROTOCOL:**
Initiation: <Duty Station> “your first name”
Dispatch: Go ahead “your name”
Call: I am on scene of a 10-50
Location: Trail name, vertical, horizontal
Description: Male/Female*, Skier/Boarder, Color over Color
Nature: Possible <body part> injury
Dispatch: Patroller on way, Clear, <Time>

*Add detail, such as whether party is a child, as needed

**EXAMPLES:**

- A. Patrol Headquarters, Mary
  B. Go ahead, Mary
  A. I'm on scene of a 10-50, Tower 12 Eagle, male boarder, black over green, possible wrist injury.
  B. Patroller on the way, Patrol Headquarters Clear.

- A. Timberline Patrol, Pete
  B. Go ahead, Pete.
  A. I am on scene of a 10-50, High Point/Liberty Split, female skier, pink over black, possible head injury
  B. A patroller’s on the way. Timberline clear.

**MOUNTAIN TELEPHONE PROTOCOL:**
Initiation: Dial the number of the duty station (posted on the phone)
Dispatch: <Duty Station>
Call: I am on scene of a 10-50
Location: Trail name, vertical, horizontal
Description: Male/Female*, Skier/Boarder, Color over Color
Nature: Possible <body part> injury
Dispatch: Patroller on way, Clear <time>

*Add detail, such as whether party is a child, as needed

**Injured Guest: MSP Not on Scene**
There are two common scenarios where a MSP member will report a possible injury but not be on scene
- A Guest reports seeing an injured party
- A MSP member sees a possible injured party from the lift or from a distance and cannot get to the scene.

When a Guest reports seeing an injured party, it is critical that the MSP member obtain as many facts as possible.
- Did the person reporting the incident talk to the Guest requiring assistance?
- Did the Guest request assistance?
- What is the location of the Guest (as best they can describe it)?
- What is the description of the injured Guest (Skier / Boarder; Male / Female; any other information they may have)?
- What is the nature of the injury?

Modify the communication with Dispatch as follows:
Call: Do you have a report of a 10-50 on <Location>
If dispatch responds yes, end the communication <Clear>
If dispatch responds no, I have a Guest Report of a 10-50…. Follow protocol with all information you have been able to gather.

When the MSP member sees a possible injury but cannot get to the scene, modify the communication with Dispatch as follows:
Call: Do you have a report of a 10-50 on <Location>
If dispatch responds yes, end the communication <Clear>
If dispatch responds no, I am airborne on <lift> and see a possible 10-50 ….

SCENARIOS:

1. You are approached by a guest reporting:
   “Hey, there’s a skier who looks hurt near that big air bladder thing”.
   You ask for a description and are told: “It’s a guy wearing a black or dark brown jacket, and whitish or beige pants. He looked pretty hurt. He’s just lying there and he hasn’t gotten up yet”.
   You ask what the injury is and are told: “I don’t know. I just know that he looked hurt”.
   Your call:
   • A. Timberline Patrol, Jack
     B. Go ahead, Jack
     A. Do you have a report of a 10-50 on High Point?
     B. No. Do you have any details?
     A. I have a guest report of a possible 10-50 on High Point near the air bag, male skier, dark over light, nature unknown
     B. Patroller on the way. Clear

2. You are on the Eagle and see a boarder lying on the snow below Phone 7 near Tower 14. You holler down and a bystander tells you that she fell hard and complains of neck pain. You forgot to notice what she is wearing.
   Your call:
   • A. Patrol Headquarters, Jill
     B. Do you have a guest report of a 10-50 on Main Vein below Phone 7?
     A. No. Do you have any information?
     B. I’m flying over a guest on the snow near Tower 14, skier’s left, female boarder, no further description, possible neck injury.
     A. We have a patroller on the way. Clear.

3. You are at the base of the Eagle when you are approached by a guest who states “I saw two people collide just right up there in that flat area where all those trails come together. Neither one of them got up by the time I skied past them”. After you talk to the guest you determine that she was referring to Sawmill Flats, and that she doesn’t know if anyone is injured, nor can she remember what either is wearing.
   Your call:
A. Patrol Headquarters, Bill
B. Go ahead, Bill
A. Do you have a guest report of a 10/50 at Sawmill Flats?
B. No. Do you have any information.
A. A guest reports a Code 66 with Possible 10/50s at Sawmill Flats, 2 persons involved, no description or nature reported.
B. We have a patroller on the way. Patrol Headquarters clear.

NOTE: It's important to give all three parts of the report (LDN) even if you don't have all the information. Just note nature unknown, description unknown, and so forth. Otherwise, the dispatcher will ask for further information, prolonging the call.

4. You are at Concrete Corner and a guest waves at you from near Phone 21. He says he's really tired and doesn't think he can get down the next pitch. You recommend that he might try Easy Road Too, but he responds that he's just too tired. He is a boarder wearing a multicolor print jacket (predominately red) and brown pants.
Your call:

- A. Timberline Patrol, Janey
- B. Go ahead, Janey
- C. A guest requests a taxi at Concrete Corner, skier's right, male boarder, red print over brown.
- D. A patroller is on the way. Timberline Patrol clear.

5. A skier is sitting on the snow on Main Vein, partway down the pitch below Phone 7. They are in the middle of the run, but roughly at the level of Tower 14 of the Eagle. She tells you that she is fine but is really tired and would like a ride down. She is wearing a purple jacket and pants, and a red helmet.
Your call:

- A. Patrol Headquarters, Scott
- B. Go ahead, Scott.
- C. A guest requests a taxi on Main Vein at Tower 13, middle of the run, purple over purple, red helmet.
- D. A patroller is on the way. Patrol Headquarters clear.

Just after you complete the above taxi request, the guest tells you that her right knee is really starting to hurt. When she tries to stand up, she grabs her knee and sits back down.
Your call:

- A. Patrol Headquarters, Scott
- B. Go ahead, Scott
- C. The taxi I just requested at Tower 13 is now a 10-50. Possible knee injury.
- D. Thanks, Scott. Patroller is on the way. Patrol Headquarters clear.

It's very important that you identify the fact that this 10-50 was already reported as a taxi. Otherwise, the dispatcher might send a second patroller, not realizing it is the same incident.

6. You are approached by a couple who tell you that their 8 year old son was coming down High Point with them. When they stopped at Gee Whiz and looked back, he was gone. They think he must have skied into the trees below Concrete Corner. Tommy Smith is wearing black over black and a black helmet that is covered with stickers.
You call:
A. Timberline Patrol, Mary
B. Go ahead, Mary.
C. Do you have a report of a separated party, 8 year old male skier.
D. No. Do you have any other information?
E. Black over black, black helmet with lots of stickers, last seen on High Point between Concrete Corner and Gee Whiz.
F. Thanks, Mary. Timberline Patrol clear.

Note that the guests name was not used on the radio. It is policy not to use guest names on 1A. Your next step is to accompany the parents to LPR and take a full report, including cell phone numbers, arranged meeting place, etc. Turn this info over to Shauna, Warren or call PHQ and ask them to enter the incident. There are a lot of permutations to separated parties.

**Radio Training Practice Scenarios**

Situation: Encounter a guest that has fallen but says they are OK. Guest requests a ride down. After calling for a Taxi, guest says their wrist is in pain.
Location: High Point, halfway between Coppertone Split and Concrete Corner.
Description: Female boarder, camouflage over green.

Situation: Encounter a guest that says they have a headache, stomachache, and feel nauseated.
Location: Brennan’s Grin, below second A Road crossing, skier’s left.
Description: Male skier, red over black.

Situation: Stopped by a mother who tells you her 6 year old son went into the trees and didn’t come out.
Location: Concrete Corner
Description: Male, 6 year old, skier, white over black.

Situation: You come upon an accident. Skier vs. tree. Guest is screaming, leg and head injured, blood everywhere.
Location: West Liberty, skier’s right.
Description: Male skier, black over black.

Situation: You encounter a guest who says they can’t make it down but they are not hurt.
Location: High Point just below Concrete Corner.
Description: 300 pound, male skier, green over black.

Situation: A guest stops you and tells you someone was hurt up above. They are pointing to CDL or Mine Dump but aren’t sure which.
Location: Guest stops you at A Road and Ptarmigan
Description: Guest description is vague except it is a male skier.

Situation: Guests from the lift alert you to a collision below with injuries. Upon arrival it appears a reckless skier hit a boarder. The skier has an injured shoulder and the boarder is unconscious.
Location: Main Vein at Skid Road.
Description: Male skier, red over orange. Female boarder, grey over green, teenager.

Situation: You come upon a skier walking, carrying their skis. The guest says their stupid skis won’t work.
Location: Coppertone, 200 yards below Phone 19.
Description: Female skier, white over red.

Situation: You are on the lift and see a boarder that appears to be injured.
Location: Timberline Lift, tower 8.
Description: You are too far away to get a good description except it is a male boarder.

Situation: A 7 year old girl skis up to you and is crying because she has lost her parents.
Location: Easy Feelin’ above Woodwinds Traverse.
Description: 7 year old female, blue over tan.

Situation: You need to call your Team Leader to verify a change of stations.
Location: Top of the Eagle Lift
Description: N/A