

## Radio Usage Protocol

### When to use:

- Animal is in need of **immediate** medical attention or there is an emergency situation (dog fights, any time that an animal or human is in danger).
- Volunteer needs assistance retrieving a dog or cat that is loose in order to put it back in its kennel.
- Supplies that are stocked in restricted areas are needed **immediately** (bedding, bowls, food).
- Responding to Customer Service when there is a request for an adoption ambassador's assistance.

### General Process:

- Radios are always on channel 1 AT AS SHLTR1 at AAC.
  - The small purple button on the top of the left side will turn the LCD backlight on and off.
  - The orange button on the top of the radio is to lock the settings. We have the proper channel already set and locked so you should not need to unlock the radio for any reason. Please make sure however the radio is on the correct channel before talking into it.
  - Do not touch the bottom left buttons with one dot and 2 dots on them, these are to change zones and we will never need to do so.
  - Volume is dialed with the knob on top, this is also how you turn the radio on and off.
- Press the talk button on the left-hand side of the radio until you hear the tone and then speak directly into the radio. If someone else is already talking on the channel you will hear a long tone.
  - Be very specific about where something is happening and what kind of help is needed. (ex. "Loose dog heading toward the 200's!")
- Be mindful that the public can hear what you say over the radio so use appropriate communication.
- **Always return the radio to the charging station after use and making sure the power switch is in the "OFF" position.**
  - Dog volunteer location – resource room of run 100 & 300, radio #58 & #59

*It is important that these radios stay with their bases. If you use this radio please ensure it returns to its base in a timely manner and ensure it is charging.*