



Communications

1.0 General

- 1.1 The purpose of this policy is to outline the basic radio telephone procedures used when communicating on the RNC radio communication system.
- 1.2 As an emergency response service, the radio transmission can, in seconds, change from routine traffic to information about an officer or citizen in a life threatening situation. Police communications must be strictly controlled to ensure efficiency and security. Therefore personnel shall:
- a. avoid unnecessary and frivolous radio traffic;
 - b. ensure that good logic and professionalism is always used; and
 - c. be cognizant of the fact that the police radio is not secure and may be monitored by members of the public, including the media and may be subject to police disclosure for both criminal and civil proceedings;
 - (1) use of poor radio voice procedures, could seriously jeopardize an investigation or bring some form of discredit to the organization.
- 1.3 It is the responsibility of every radio operator to be thoroughly familiar with proper radio telephone voice procedures.

2.0 Definitions

- 2.1 **Dispatch Control** is the console used by a dispatcher to transmit and/or receive messages at the Communications Centre.
- 2.2 **Dispatcher** is the person operating the console in the Communications Centre.
- 2.3 **Mobile Unit** is an automobile equipped with a radio capable of transmitting and receiving messages.
- 2.4 **Portable Unit** is a portable radio capable of transmitting and receiving messages.

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- 2.5 **O.I.C. Communications Centre** is the Inspector of Operational Support.
- 2.6 **Mobile Unit Operator** is the person operating the radio in a mobile unit.
- 2.7 **Portable Unit Operator** is the person operating a portable radio.
- 2.8 **Transmission** is all air traffic handled between dispatch control and mobile or portable units.

3.0 Radio Regulations

- 3.1 The Government of Canada has the responsibility for managing, policing and planning for the orderly development and use of the radio spectrum in the country. It constantly monitors radio communications, including police, to ensure compliance with the existing legislation. Officers may review the:
- a. Radiocommunication Act at:
<http://laws.justice.gc.ca/en/showdoc/cs/R-2//20091007> ; and
 - b. Radiocommunication Regulations at:
<http://laws.justice.gc.ca/en/showdoc/cr/SOR-96-484//20091007>

4.0 Security of Information:

- 4.1 All access, input, inquiry and use shall be police related.
- 4.2 In the interest of confidentiality and security, transmission shall be kept as short and concise as possible, with clarity.
- 4.3 Adherence to prescribed procedures is mandatory.

5.0 Radio Discipline

- 5.1 Good discipline is essential to the efficient working of police communications. All superior ranks are responsible for monitoring, enforcement and use of proper voice procedures on the RNC radio system.
- 5.2 Radio discipline includes the:

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- a. correct use of procedures and phraseologies;
 - b. proper utilization of police radio equipment; and
 - c. delegation of police channels.

5.3 Radio operators shall not:

- a. unnecessarily violate radio silence;
- b. have any unofficial personal conversations between operators (if a message is of a personal nature, ask the operator to call by telephone);
- c. transmit on the radio system when not authorized to do so;
- d. use plain language without authorization;
- e. perform unnecessary tuning and testing;
- f. unnecessarily use personal names;
- g. use profane, indecent, obscene or derogatory language; and
- h. make unnecessary comments or opinions.

5.4 Other Restrictions:

- a. Except in emergency situations or due to extenuating circumstances, information which can be communicated by telephone will not be processed through the Communications Centre.
- b. The instructions of the dispatcher shall be accepted unless otherwise directed by a supervisor. The dispatcher may assign duties, but may not direct operations.
- c. All radio units must be "on the air" when in service and must report "in" and "out" of service.

6.0 Speech Transmission

6.1 Radio operators shall:

- a. keep the microphone approximately two inches from the mouth;
- b. speak all words plainly and end each word clearly to prevent words from running together; and
- c. avoid any tendency to shout, to accent syllables artificially, or to talk too rapidly.

6.2 The following points shall be kept in mind when using mobile or portable radios:

- a. **Speed:** Keep the rate of speech constant, never too fast nor too slow. Remember that the operator receiving your message may have to write it down.
- b. **Rhythm:** Preserve the rhythm of ordinary conversation. In separating words, so that they do not run together, avoid the introduction of unnecessary sounds such as "er" and "um" between words;
- c. **Calling:** Before transmitting, every operator shall listen for a period long enough to satisfy himself/herself that he/she will not cause harmful interference to transmission already in progress. Remember that the name or call sign of the station being called is spoken first followed by "this is" and your own station's identity
- d. **Termination of Contact:** When a contact or conversation is finished, each station shall transmit its own call sign in full and the word "out".

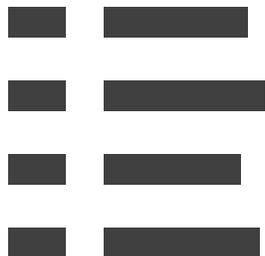
7.0 Admittance to Dispatch Control

7.1 Admittance to the Communications Centres is restricted to authorized personnel.

8.0 Radio System

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9.0 Phonetic Alphabet

9.1 When necessary to identify "any" letter of the alphabet, or when phonetics is required for clarity, the phonetic alphabet shall be used.

10.0 Transmitting Numbers

10.1 When numerals are transmitted by radio-telephone, all numbers except whole thousands shall be transmitted by pronouncing each digit separately. Whole thousands shall be transmitted by pronouncing each digit in the number of thousands followed by the word "thousand".

a. The following are examples:

- (1) 10 - ONE ZERO
- (2) 75 - SEVEN FIVE
- (3) 108- ONE ZERO EIGHT
- (4) 5,000 - FIVE THOUSAND
- (5) 5,800 - FIVE EIGHT ZERO ZERO
- (6) 25,000 - TWO FIVE THOUSAND

11.0 10 Codes

11.1 Only the approved RNC 10 Code signals shall be used by all radio operators.

12.0 Channel Call Signs



- [REDACTED]

- 12.2 If dispatch control is unable to assume control for unexpected reasons, i.e., equipment failure, etc., dispatch control will then delegate an “out-station” to assume control until the problem is rectified.
- 12.3 If control goes out of service without being able to delegate an “out-station” to assume control, the NCO or the senior officer will then assume control, or delegate same. The unit delegated control will remain as same until control is back in service.

13.0 Call – Up Procedure

- 13.1 A "call -up" is a procedure used to establish two-way radio communications between operators. Before making a "call-up", listen to avoid cutting into transmissions from other users. Proceed only when air is clear.
- 13.2 A call-up consists of:
- a. call sign of the station called;
 - b. the words "this is";
 - c. identification of the station from which the call is made; and

d. the word "over".

13.3 If a response to a call-up is not received, wait a reasonable time and call again.

13.4 When 376 or another station sends traffic to all or numerous stations s/he will "not" wait for initial acknowledgement from all stations in succession before sending message. S/he will ask for acknowledgement after the message.

14.0 Portable Radios

14.1 Portable radios have been assigned to various operational response areas.

14.2 The NCO i/c of the Communication Centre shall maintain a file record on the movement of all portable radios.

14.3 The officer i/c of a particular unit, section, platoon or division having an allotment of radio equipment shall assume total responsibility for that equipment while under his/her control.

14.4 The following procedure will be followed by Patrol Division officers when receiving portable radios.

a. At the beginning of an officer's shift s/he shall be issued a portable radio; and if required a case or clip; and remote microphone.

14.5 Each officer shall be responsible for an issued radio at all times during his/her tour of duty.

14.6 Upon termination of an officer's tour of duty s/he shall return the portable radio, including case, clip and mic to the NCO office.

14.7 NCOs shall inspect all portable radios at the beginning and the end of each tour of duty and shall report any damages immediately to the NCO i/c Communications Centre.

14.8 NCO's assigned shall ensure that all issued radios or equipment are returned to the NCO office before terminating their tour of duty.

14.9 The on duty Platoon Commander must ensure that any missing or damaged equipment be reported immediately in writing to the Divisional Commander.

- 14.10 Upon receiving any report of missing or damaged equipment, Divisional Commanders will immediately forward a written report to the Inspector i/c Operational Support.
- 14.11 On a quarterly basis the NCO i/c Communications Center will complete an inventory of all radio equipment and retain same for audit purposes. Any discrepancies must be immediately reported to the Inspector i/c Operational Support in writing.
- 14.12 A portable radio should be tested at the intended location of use if possible. However, the following must always be considered in advance:
 - a. location portable used,
 - b. range requirement; and
 - c. how much the portable is to be used.
- 14.13 The following will help achieve better results with portables:
 - a. While in service leave portable switched on, this will extend the battery life.
 - b. Do not hold or carry the portable by the antenna.
 - c. Hold the portable in an upright position when transmitting.
 - d. Report any trouble with the portable on Radio Repair Form.
 - e. If the location of use is a "dead spot", switch channels and request that transmitting channels be changed through Communications Centre.
 - f. Report all "dead spots" to NCO i/c Communications Centre for future reference.

14.14 [REDACTED]

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- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

15.0 Communications Personnel Signing On and Off

15.1 Communications staff must sign on prior to using any work station and sign off prior to leaving it.

15.2 At no time will a staff member

- a. remain signed on to a work station which he/she has left; and
- b. use any work station which he/she has not signed onto themselves.

16.0 Dispatcher Responsibility

16.1 As the primary facet of his/her general duties and responsibilities, a dispatcher shall at all times be concerned with the safety of each field officer. In achieving this purpose s/he, shall:

- a. respond immediately or as soon as possible to a mobile operator's transmission;
- b. dispatch or cause to be dispatched as soon as possible such assistance or service as the mobile operator may require;
- c. be aware, at all times, of the location and status of each mobile unit subject to his/her dispatch;
- d. periodically check the status of a mobile operator with whom a transmission has not been completed within a reasonable period or with such frequency as circumstances suggest;

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- e. ensure that proper voice procedures are used by all operators on the police radio system;
 - f. notify and caution operators using improper voice procedures.
 - g. control and maintain a high level of communications discipline on the radio system by advising the NCO in charge of continuing discipline problems encountered; and
 - h. convey to his/her relieving operator each item or occurrence which may affect officers beginning their tour of duty.

17.0 Operator Responsibility

17.1 An operator shall:

- a. abide by all radio voice procedures;
- b. ensure use of proper conduct and professionalism while using the police radio system.
- c. advise the dispatcher when entering or leaving service or leaving his/her area.
- d. be accessible by radio or an alternate means when on duty; and
- e. respond forthwith to a caller, when being addressed on the police radio.

18.0 Signing On Duty

18.1 The shift supervisor shall at the beginning of each shift:

- a. ensure all officers on operational duties, their unit numbers, patrol areas, lunch hours and portable radio numbers, are signed on to the Computer Aided Dispatch (CAD) system.
- b. provide prompt notification to the Communications Centre staff of any reassignment i.e., vehicles, etc..

19.0 Signing Out Of Service

19.1 Units signing out of service for any reason must give their location and reason for signing off.

20.0 [REDACTED]

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- [REDACTED]
- [REDACTED]
- [REDACTED]

20.2 The Computer Aided Dispatch (CAD) system is a module of the Integrated Constabulary Automated Network (ICAN). The primary function of this module is the centralized dispatching by all the communications centres operated within the RNC.

20.3 All personnel shall refer to Part 5 Chapter D Computer Aided Dispatch for further direction regarding call taking, dispatching; etc.

21.0 Dispatching Calls for Service

21.1 All calls for service will be dispatched via the radio system or mobile data terminal.

21.2 Calls for service must be answered promptly and shall generally receive priority over other details or investigations.

21.3 Upon receipt of a call from the dispatcher, the officer shall respond with his/her call sign.

21.4 The dispatcher shall not accept a simple busy reply as a reason for an officer not accepting an assignment. The officer called shall be required to state specifically how s/he is occupied.

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- 21.5 Call assignments are the prerogative of and shall be determined by the dispatcher.
- 21.6 Officers shall not make unsolicited responses to calls of an urgent or emergency nature. By observing proper communications procedures, the dispatcher will be aware of all units that are clear and available for assignments. This does not preclude the possibility of a single officer advising their location in the isolated instance when s/he may be closer to the scene than the unit(s) dispatched.

22.0 General Broadcasts

- 22.1 The dispatcher shall ensure that any messages received from CPIC, which may assist officers in the field, are summarized and made the subject of a General Broadcast as soon as practicable after receipt.
- 22.2 Information of an urgent nature, which may affect officer and/or public safety, shall be summarized and broadcast on all channels upon its receipt. Information of this nature will rebroadcast at the discretion of the Dispatcher.

23.0 Alert Tones

- 23.1 To alert units of an important message a high pitched tone of short duration will be used. On receiving the alert tone all units will maintain radio silence and await the message, unless urgent circumstances dictate otherwise. Units will be advised prior to an alert tone test.

24.0 Vehicle Checks

- 24.1 When stopping a vehicle for any reason, all officers shall, prior to leaving their unit, advise the communications centre of the vehicle particulars, etc. and their exact location.

25.0 Radio Transmission of Confidential CPIC Information:

- 25.1 The radio response to a request for a CPIC query of the persons file shall:
- a. where applicable, be coded according to the appropriate response code;
 - b. where applicable, indicate the caution code.
- 25.2 The radio response codes related CPIC shall not be released to unauthorized persons.

25.3 Full criminal record information received shall not be communicated over the police radio system.

26.0 Radio Test Procedures

26.1 A station is understood to have a good signal and readability unless otherwise notified.

26.2 On-the-air tests, when necessary, should be short and not interfere with other communications. The readability of signals may be reported in plain language but most often is reported according to the following scale:

- a. 1 (unreadable);
- b. 2 (readable now and then);
- c. 3 (readable but with difficulty);
- d. 4 (readable); and
- e. 5 (perfectly readable).

27.0 Airports Radio Procedures

27.1 Patrol units assigned to areas in the vicinity of the airport are equipped with mobile radios capable of communicating with Ground Control (tower) at the airport.

27.2 Operators must be aware that there are special procedures in effect at airports. Ground Control (tower) strictly administers all human and vehicular traffic in maneuvering areas. No vehicular movement will be made, regardless of the emergency, unless it is sanctioned by the Ground Control Operator in the tower.

27.3 Officers are required to use standard airport phraseology while communicating with the Ground Control (tower).

27.4 Operators must possess a valid aeronautical restricted operator's license to operate these radios.

28.0 Communication Centre Evacuation

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- 28.1 In the case of an emergency at the RNC headquarters which would necessitate the evacuation of the building, communication personnel must follow the guidelines established in the Building Emergency Plan for evacuation and relocation of the communication centre. All personnel shall familiarize themselves with this plan located on the RNC intranet.

<https://10.19.251.35:24/policymanual/Intranet/Building%20Emergency%20PlanRevised20071218.pdf>

29.0 Communication Recordings For Investigation or Court Purposes

- 29.1 When officers require a copy of a recorded telephone or radio conversation for any reason they must contact the NCO i/c Communications as soon as possible. The initial request may be verbal, but it must be confirmed in writing by the investigator immediately thereafter. The request must include the file number, time and location of the incident.
- 29.2 Should a written transcript be required, it shall be the responsibility of the Investigating officer to obtain same.
- 29.3 The original archive disc shall remain in the possession of the NCO i/c Communications in a separate locked cabinet, and will not be given to the investigating officer.
- 29.4 Investigating member(s) should be familiar with the *Criminal Code of Canada*, as it relates to recorded conversations being used in legal proceedings.

30.0 Satellite Cellular Phones

- 30.1 Currently the RNC has a number of Iridium hand-held satellite phones for communications use.
- a. The satellite phones are intended for use in:
- (1) areas where the geographical location may compromise:
 - (a) police radio coverage; or

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- 30.8 In the event of an extended occurrence over multiple shifts, officers will advise the communications center staff to update the ledger and sign on information to accurately record who has actual possession of the phone.
- 30.9 NCO i/c of the communications centres shall check on a daily basis to ensure all satellite phones are present or accounted for and the ledgers are accurate and up to date, as well the phones are charged and ready for use.

31.0 Radio Use When Traveling Outside Headquarters

- 31.1 Officers must ensure that when traveling outside of the Northeast Avalon (regular patrol area) they must either turn:
- a. their mobile and portable radios to the "Transit" talk group; or
 - b. off their radios to prevent interference with radio traffic of other agencies.
- 31.2 Officers must advise dispatch control when they are leaving the regular patrol area, and whether they can be reached by radio or alternate means.

32.0 Problems Encountered With Radio System

- 32.1 Reporting of radio system problems in a timely manner will allow for prompt diagnosis and repair of the problems.
- 32.2 Police officers and communications center staff shall:
- a. report any problems with the radio system which affect the ability to transmit or receive radio signals; and
 - b. send a report directly to the radio technician as well as a copy to their immediate supervisor.
- 32.3 The supervisor shall advise the Platoon Commander or the OIC Operational Support.
- 32.4 The radio technician shall:
- a. take appropriate action to correct the problem; and

- b. report back to the reporting individual as well as to his/her supervisor on the status of the problem.