

MMSA Host Department Procedures Guide Radio Protocol Supplement

NOTE: This is a supplement to the existing MMSA Mountain-wide Radio Protocol available on the Host website. Make sure you read MMSA Mountain-wide Radio Protocol for the basics about radio use. This document is intended to address specifics related to the Host Program and provide information necessary to fulfill your responsibilities.

Standard Radio Protocol

Other hosts, supervisors, ski patrol and guests are counting on us to be an expert at using the radio for communication. Since the reputation of our department is shaped in part by the quality of each Mtn Host's radio transmissions, it is important for all Mtn Hosts to learn and follow these procedures. Take the time and effort to become an expert at radio usage. The primary purpose for following the standard radio protocol is to insure timely, accurate transmission of essential information.

RADIO PROCEDURES

Radio Set-Up

1. Turn radio on with circular knob.
2. Adjust reception volume to appropriate level to enable you to hear received transmissions easily with the same switch.
3. Make sure Radio is on Host channel

Radio Operations

Communication with other Hosts: The first and best option for communication with other hosts is the morning meeting. Make a plan for the day. The ski supervisor should assign all regular duties such as sign setup and take-down.

When using the radio to contact another host, first be sure it is a matter essential to your work, then:

1. Make sure that your radio is set to the Host channel.
2. Press 'transmit' button for at least one second before speaking and then while still holding button—
3. Call "19-first name of host you are calling, 19-your first name, other host name again. For example: "19 Tom...19 Jane...Tom". (then wait for **acknowledgement**, allowing sufficient time for Host to access radio and respond with their location. (**Hosts respond to a radio call by giving their location**) For example: If the host is riding chair one they would respond to someone calling them by saying "online chair one". If they are on stump alley, they would respond by saying "Stump Alley".
4. Proceed with your **short** transmission.
5. Indicate that a transmission to you has been received and understood with a simple "copy" or received, understood and acknowledge instruction with a simple "10-4." Don't use "over" or "roger".
6. Once contact with another host has been established, you do not need to say "19-Tom" at the beginning of each transmission

When using the radio to state your position in the rotation:

1. Make sure that your radio is set to host channel.
2. Press 'transmit' button for at least one second before speaking and then while still holding button—
3. Say "19 Tom Chair 15" or "19 Tom Chair 1" (No acknowledgement is required.)

Communication with Ski Patrol: Call Sign 543

1. Assess the general nature of injury.
2. Secure scene. Don't move guest. Keep witness(es) at scene. Cross skis above the scene, if time permits.
3. Comfort the injured guest and advise that you will contact patrol.
4. **Confirm your exact location using Flip Chart**, if necessary.
5. Compose the transmission in your mind before transmitting. Have your specific location in mind before calling for Ski Patrol assistance. **Be sure of your location!** Know enough details to ensure that you can be easily located. This is the most important piece of information. If additional details are needed to be located, provide a brief secondary comment about the location, such as upper/mid/lower/skiers right/skiers left/after.../before.... Also make sure you know the nature of possible injury, what part(s) of the body is possibly injured. If head injury is possible, make sure you state, possible head injury. Be sure of your message before transmitting your message.
6. Switch to host channel and call patrol. Rehearse what you are going to say, speaking s-l-o-w-l-y and calmly "543, 19-(your first name), 543—after they respond, proceed with you message. If calling in an injury, state you are with a guest (or multiple guests) and briefly state the nature of the "possible" injury (head, back, leg, wrist etc.) so that patrol knows what equipment is required.
Example: 543...19 Mike...543...then, after being **acknowledged**...*reporting possible wrist injury and the run.*
7. Routine calls for assistance normally do not require any other information or additional details. If additional information is needed, keep it brief and to the point. Here are several possible other piece of information to include:
 - If the guest is a minor, state if parent/guardian is onsite or connect has been made
 - If person is unconscious or the injury appears life threatening, state that the details
 - If collision, state that there has been a collision
 - If injury is related to a lift incident, state that it is lift related
 - For non-accidents, state the situation, such as intoxicated individual, individuals are fighting.
8. If you are relaying an injury from a guest, advise ski patrol that you are not "on scene".
9. Remain with injured guest(s) until ski patrol arrivals and then offer to assist in any way as directed by ski patrol.
10. Remain on Patrol channel until patrol arrives on scene, then return to Host channel. If you really need to contact another host or operations, change channel temporarily and return to Patrol channel ASAP.

Communication Requesting 10R (courtesy ride):

1. Switch to Mountain Ops channel and call "545, 19-(your first name), 545"
2. When **acknowledged**, indicate that you are requesting 10R at (location) for guest (reason: over their ability, broken binding, etc.)" Include whether or not the guest is wearing a helmet
 - a. Example: 545, 19-Tom, 545...then after being **acknowledged**...requesting 10-R, skier's right lower Solitude, skier over her ability, guest has a helmet
3. Remember that a guest with any injury or illness **may not** use a 10R. You must call ski patrol to assist this guest.
4. Remain with guest on Mountain Ops channel until arrival of the snowmobile whenever possible. This will make identification easier for driver.
5. Remember to return to Host channel after 10R driver is on site.

Host Department Supervisor and Radio Call Sign

Anna Allen	19-1
Brian Wilson	19-2
Sam Nicolosi	19-3
Jay Earles	19-4
John Smyth	19-5
Max Libre	19-6
David Hardy	19-7
Eve MacHale	19-8

<u>Phone Numbers (Area Code: 760)</u>	<u>Direct Dial</u>	<u>Main line 934-2571</u> <u>, followed by Ext.</u>
Emergency Hotline	934-0611	
Ski Patrol (543)	934-0676	x3276
Security	934-0697	x3297
Host Office		
Main Lodge	934-0736	x3736
Canyon Lodge	934-0737	x3737
Mountain Operations (545)	N/A	x3250

Lifts

Top of chairs:	39__ (add # of chair lift) example top of chair 5 - x3905
Bottom of chairs:	38__ (add # of chair lift) example bottom of chair 12 - x3812
Panorama Gondolas:	Panorama: GS3/Top 3870 GS2/Mid 3860 GS1/Bottom 3850

Acknowledgement and Receipt

I have read the MMSA Host Radio Policy and fully understand the noted policies and procedures. I acknowledge that I am a Mammoth Mountain Ski Host.

I, the undersigned, have read, understand and agree to comply with the Mammoth Mountain Host Radio procedures

Mtn Host Signature

Date

Mtn Host Name (please print)