



BIG BEAR + SKI PATROL RADIO PROTOCOL





Communication Review

- ▣ Bear & Summit leverage two different channels – make sure you are on the right channel at the start of the day
- ▣ Know what you want to say before you key the mic
- ▣ Hold the transmit key down for 2 seconds before speaking
- ▣ #1 who are you calling? #2 followed by your *last* name
 - “Base, Williams”
- ▣ Hold the transmit key for one extra second to ensure full transmission – remember, we use a repeater
- ▣ Wait for their response before continuing



Communication Review

- ▣ Speak clearly *into* the mic – not at your shoulder
- ▣ Confirm your exact location before keying radio
- ▣ Keep communication as short & concise as possible
 - Less is more – 10 codes preferred if you know them
- ▣ Stay off the radio if your call can be done by phone



Top Ten 10-Codes

- ▣ 10-4 Affirmative (OK)
- ▣ 10-7 Out of Service – use when leaving bump empty
- ▣ 10-8 In Service – use when bump is back in service
- ▣ 10-9 Repeat last transmission
- ▣ 10-10 Negative (use UTL or Non-injury in response to 42)
- ▣ 10-20 what's your location
- ▣ 10-21 Call by land line or phone



Top Ten 10-Codes

- ▣ 10-40 Requesting a toboggan – give good location
- ▣ 10-42 Incident report of a possible injury
- ▣ 10-95 Request for Ambulance – SAILER/A&O/ETA
- ▣ 10-97 Report when you arrive on scene (logged)
- ▣ 10-98 Report when you are leaving scene (logged)
- ▣ 10-99 Report when you arrive at Patrol Room (logged)

Use SAME patroller's name for 97, 98, 99 – no changes



Requests over the Radio

- 10-95/Ambulance - call goes to dispatch w/ ETA to the room
 - Will also require sex, age, disposition, A&O status
- Additional equipment on scene - call goes to Bump
 - For 10-40/toboggan, trauma pack, backboard, splints, O2, etc.
- Limit radio calls for other gear - poker bar, drill, shovel
- Attempt to use phone line when possible - **10-21**



BBMR Radio Protocol

- ▣ If 42 found while taking a lap w/o toboggan
 - “Base, Smith is 97 on a 42 involving male skier on Central Park”
- ▣ If guest informs you of an injured guest you can't get to
 - “Base, guest-reported 42, sex/location/disposition”
- ▣ 10-code calls higher than 10-10 use second digits only
 - “What's your 20?”, “Requesting a 40 or 95”, “Can you 21 the room?”



BBMR Radio Protocol

- ▣ Calls for any equipment on the mountain go to Bump
 - Medical gear: O2, backboard, trauma pack, splints, toboggan, AED
 - Set-up gear: drill, signs, sticks of bamboo, mallet, shovel, etc.
 - Potential investigation: call Bump, not dispatch – referred to as “10-C”
 - ▣ Any lift related incident – including exiting the ramp
 - ▣ Any guest to guest collision resulting in injury
 - ▣ Any guest collision with man-made object on the mountain



Radio Issues

- ▣ Stuck mic – when you hear it, check ***YOUR*** mic ***ASAP***
- ▣ Broken communication – hold mic down entire comm
- ▣ Incomplete communication – speaking before keying transmission or letting it up before finishing comm
- ▣ Unclear comm – speaking over the mike instead of ***into*** it
 - If you have an accent, speak slowly
- ▣ Busy channel – if needed “***break for emergency traffic***”



Practice Calls

- ▣ **Need an ambulance (10-95) upon arrival at room**
 - Female A&Ox2 with head trauma, 43yrs old, 15 minutes out
- ▣ **Skied up on incident that wasn't previously reported**
 - Male skier holding right knee on Central Park
- ▣ **Completed primary assessment & need equip/resources**
 - Need vacuum splint, O2, toboggan and traffic control



Practice Calls

- ▣ **On-scene of lift-related 10-42 requiring investigation**
 - Call for investigation due to MOI on unloading ramp of chairlift

- ▣ **Guest has informed you of a potential injury on mtn**
 - Male snowboarder in all black bleeding from leg on Westridge

- ▣ **Arrived at SS base w/ injured guest – left leg injury**
 - Call dispatch w/ 10-code closing detail & equip needed to transport guest from toboggan into patrol room



Practice Calls

- ▣ Respond to scene of reported injury but no one there
 - Respond w/ 10-code on Widowmaker – no joy on injured skier
- ▣ You want Phil Ben-Joseph to contact you by phone @ #402
 - Use the 10-code to take the conversation off radio to a phone line
- ▣ Need ambulance for pain management
 - 19yr old female w/knee sprain, pain level 9, A&Ox4, ETA 5 minutes