



Public Health
Prevent. Promote. Protect.

Department of: HEALTH

Phone: (609) 265-5548
Fax: (609) 265-3152
E-Mail: bchd@co.burlington.nj.us
<http://www.co.burlington.nj.us/health>

Board of Chosen Freeholders County of Burlington New Jersey



Physical Address:
15 Pioneer Boulevard
Westampton, NJ 08060

Mailing Address:
49 Rancocas Road
P.O. Box 6000
Mount Holly, NJ 08060-6000

TWO-WAY JUST IN TIME TRAINING

The information provided in the training materials seems like common sense, but there are a few important tips to consider when using two-way radio communication in an emergency situation:

- **LESS IS MORE.** Be brief and efficient; know what you are going to say before using the radio so you do not tie up the channel while you are thinking of what to say.
- **DON'T MIND YOUR MANNERS.** It is not necessary to be polite, saying "please" and "thank you."
- **REPETITION ROCKS.** Repeat back information you receive to confirm that you heard the correct information.
- **NO PRIVACY POLICY.** Be aware that conversations are not private on these open channels and may be heard by others picking up your frequency.

HOW TO USE THE RADIO:

Push and hold the transmit button before starting to talk. Wait a few seconds before you start talking. Hold the radio 3–4 inches away from your mouth.

Do not yell into the radio. Speak slowly and clearly.

Remember only one person can talk at a time.

Simultaneous communication will cancel each talker out, and both talkers will be unaware that their messages did not go through.

WHAT TO SAY:

Communicate where you are and your request/problem.

Use location identifiers

Know what you want to say before you press the transmit button.

HOW TO SAY IT:

Be brief and efficient: Reduce the use of air time as much as possible.

Keep the length of the transmission to a minimum.

Communicate essential information only.

Use this standard protocol for speaking:

Sender: —Hey Fred, it is me George. (receiver's name first, then yours)

Receiver: —Go ahead, George.

Sender: State the message (only pertinent, specific information).

Receiver: Repeat the information back.

Sender: Correct or confirm the information.

Receiver: Simply states what will be done