



Department of Justice and Public Safety
Adult Custody Services

Policy: **Radio Communications D34**
Effective: March 2001
Revised: December 2022

MISSION STATEMENT

Adult Custody Services is committed to providing professional practices that respect human rights and ensure safety for all. To be successful we will deliver fair practices, incorporate transparent policies and procedures, ensure independent quality assurance processes, and provide program access that allows for educational, cultural, traditional, and faith-based services as well as mental wellness and community re-entry assistance.

PURPOSE

To establish procedure guidelines in reference to portable communication equipment.

LEGISLATIVE AUTHORITY

[NB Corrections Act.](#)

SCOPE

This policy applies to all employees of the Adult Custody Services division of the Department of Justice and Public Safety.

POLICY GUIDELINES

Portable communication equipment is critical to the safe and effective operation of an Adult Custody facility. Staff will receive orientation on radio protocol, terminology, and local procedures upon commencement of employment. Approved radio and telephone procedure will always be followed

PROCEDURE

Local policy

Procedures will be developed at each institution for.

- Storage.
- Maintenance.
- Assignment.
- Codes used; and
- Delegation of responsibility for radio/cell phone equipment.

Radio use

Staff assigned radios/cell phones will.

- Speak plainly, clearly, distinctly and at a speed which will be understood
- Keep transmissions short and to the point



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- Do not discuss personal information - staff or clients – on the radio
- Do not shout.
- Use no profane language or derogatory terms
- Hold mic 1” to 2” from your mouth
- Spell words which may be confused with similar sounding words
- Test your radio/cell phone at the commencement of every shift
- Use a cell phone for business calls only

10 codes

Signal Codes:

10-4 Affirmative (OK)

10-7 On break

10-10 Negative

10-20 Location

10-33 Fire

10-66 Medical emergency

10-99 Trouble – come quick

RELATED POLICY

<http://intranet.gov.nb.ca/finance/fincorp/adminman/1603.htm>

Radio Communications System Manual Volume #1 Section 1603