

Radio Communication Procedures

Our zoo uses portable radio units to maintain contact between staff. These radios are assigned to certain individuals and locations on zoo grounds. All employees have a radio for daily use. Volunteers may be issued a radio as needed and available. There will always be one within the Children's Zoo area. Additional radios will also be kept at the veterinary hospital, gift shop, and the Habitat, for emergency purposes. These additional radios are not for general use and must remain at their locations. We share our radio frequency with parks, animal control, building maintenance, and planning and zoning. The city of Idaho Falls is licensed by the Federal Communications Commission (FCC), and as such must follow all applicable FCC regulations.

- Keep radio turned on at all times and make sure it is on channel 1.
- This is expensive equipment; treat it as such. Do not abuse the radio. Keep it dry and clean.
- Initiate radio calls using your Z number followed by the Z number(s) of the person(s) you are calling. Acknowledge receipt of a message. "Clear" at the end of the conversation. For example:
 - "Z2 to Z4"
 - "This is Z4"
 - (communication)
 - "Copy. Z4 clear"
 - "Z2 clear"
- Radios are for necessary internal business only. Keep conversations to the point and as brief as possible. Use codes (on next page) when appropriate. Remember that other city departments can hear your conversations!
- Do not attempt to repair a radio yourself if you have any problems or if it malfunctions. Turn it in.
- Know and use your call number. **Junior Zoo Crew is Z23**
- Give a person time to answer back in case they are on the phone, holding an animal, etc.
- Keep in mind that use of this equipment is regulated by the federal government.



CALL SIGNS OF OTHER VOLUNTEER GROUPS IN THE ZOO

Z24 = Docents are adult volunteers, managed by the Education Curator, who conduct many of our public education programs including tours, teachable moments, Zoo-to-You, etc., and provide much of the care of our education animals in the Habitat. They are trained animal handlers. The group known as the Touch, Learn, and Care (T.L.C.) crew are authorized to supervise your handling/husbandry of some of the education animals.

Z34 = ZooCorps are adult volunteers who help out the zoo in a variety of ways including gardening, exhibit construction and maintenance, special events, and other projects. ZooCorps are not trained animal handlers. ZooCorps are under the direction of the General Curator.

Emergency Radio Codes

Radio codes are used to quickly relay important information to other zoo employees/volunteers to alert them to possible emergency situations. As much as possible avoid giving specific details or sensitive information over the radio. **The phrase “Priority One” is to be used whenever immediate assistance is required.** These codes are intended to cover five types of emergencies. Always remember two things - **STAY CALM** but **WILD ANIMALS ARE DANGEROUS**. During an emergency your composure, or lack of it, can be heard by others over the radio and will affect their reactions to your instructions. Always follow the instructions given to you by a keeper/staff member.

DISPOSITION: Used to report an animal has died. Notify the General Curator and/or Superintendent via radio upon discovery of a dead zoo animal. Use “**priority one**” if immediate assistance is needed (example: to remove a large animal from its exhibit before the public arrives).

CODE BLUE: Used to report an animal is injured, ill, or in distress and requires attention. Notify the Animal Care Supervisor, General Curator, Vet Tech. or the senior animal care staff member on grounds. Identify the type of animal involved and its location. Use “**priority one**” if immediate attention is required and “**vet required**” if the veterinarian needs to be called in immediately.

CODE GREEN: Used to report an animal escape. Call “all Z units, Code Green” and state the animal(s) involved, location and any other pertinent information. The senior staff member on grounds will answer and direct the response. A code green should be called any time an animal gets outside of its exhibit or holding area. When in doubt call a code green. If immediate assistance is needed broadcast "Code Green Priority One". Once a "Code Green" message has been broadcast, all unrelated radio communication shall be stopped until the animal escape emergency has been resolved.

CODE YELLOW: Used to report a visitor or employee is injured or ill and assistance is required. It is automatically assumed that all code yellow alerts are “priority one”. Call “all Z units, Code Yellow” and give location and brief description of situation. The senior staff member on grounds will answer, dispatch first aid equipment, and direct the response. If immediate emergency medical attention is required you may call 911 before reporting a code yellow.

CODE RED: Used to alert all zoo staff of an emergency situation that requires immediate response. It is automatically assumed that all code red alerts are “priority one”. Call “all Z units, Code Red” and give the nature and location of the emergency. The senior staff member on grounds will answer and direct the response. Code red situations include:

- **Animal Attack:** A person(s) is being attacked or is in eminent danger of attack (inside an exhibit). This can refer to visitors, volunteers, and staff.
- **Fire**
- **Criminal Activity:** Assault, armed robbery, public intoxication, or any other activity that may pose a danger to zoo visitors, volunteers, staff, animals, or facilities.

Note: The codes are guidelines only. In any emergency situation the important point is to remain calm and relay your message clearly and concisely so that staff members can respond in an appropriate manner. USE COMMON SENSE. Do not overreact. The purpose of the codes is for the zoo staff to be able to react to emergencies competently without drawing unwanted/unneeded public attention while resolving the situation.