Beaumont Sport & Recreation Response Plan

Facility Procedure Index

3.1a Incident Management

Minor, Moderate, Major Incidents

Purpose:

To provide the staff of the Beaumont Sport and Recreation Center with definitions, responsibility for and who to notify for a minor, moderate and major incident.

Definitions:

1. **Minor Incident:** A minor issue that has a localized small impact on staff, visitors, contractors, volunteers, BSRC Aquatics and the public and may entail minor property issues.

   The event has been largely contained and is unlikely to escalate in severity but still requires response and management by local BSRC staff. It can usually be handled using standard operating procedures.

   A minor incident has minimal impact on the BSRC.
   - Impact on small number of persons or property
   - Event can be managed by responsible local staff or local City of Beaumont Departments
   - Emergency services may be notified likely response will be less than 1 hour

   First aiders may respond to minor incidents and record as required in BSRC processes and procedures

   Example: Minor First Aid, solid fecal/vomit, dry sauna not working.

2. **Moderate Incident:** A moderate issue that has a localized impact on staff, visitors, contractors, volunteers, the BSRC, the public and may entail some property damage.

   The moderate incident has largely been contained and is unlikely to escalate in severity but still requires response and management by BSRC personnel.

   It can usually be resolved using standard operating procedures.
   - Requires coordination of large volume of people
   - Coordination required to manage relocation from BSRC Aquatics
   - People have been injured, or there is potential of injury
   - Requires (multiple) emergency services
   - Requires management by City of Beaumont
   - Requires management of key stakeholders
   - Media exposure at the local or provincial level
   - Likely response will be less than 1 hour

   First Aiders, Emergency Services and City of Beaumont Facilities Department may respond to moderate incidents. The Direct Supervisor plays a coordinating role and ensures responses are recorded as required in BSRC processes and procedures and the Team Lead is notified.

   Example: Major First Aid, evacuation, theft, liquid fecal, broken pipe.

3. **Major Incident:** A major issue or series of issues that have the potential to severely damage BSRC people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and on-going management.

- Large scale impact on the BSRC
- Critical services impacted
- Coordination required for complete BSRC Aquatic evacuations or lockdowns
- May impact staff, public, physical or virtual infrastructure or reputation
- Requires management of key stakeholders and media
- Requires strategic management
- Media exposure at national or international level
- Likely response will be more than 4 hours

First Aiders, Emergency Services and City of Beaumont Departments respond to incidents. The Direct Supervisor plays a coordinating role and ensures responses are recorded as required in BSRC processes and procedures and the Team Lead is notified.

The Team Lead determines if the Critical Incident Stress Management Plan and the Critical Incident Management Response Team are activated. The Team Lead notifies the BSRC Facility Supervisor.

Example: Fatality, bomb threat, tornado, missing person(s), compromised building structure.
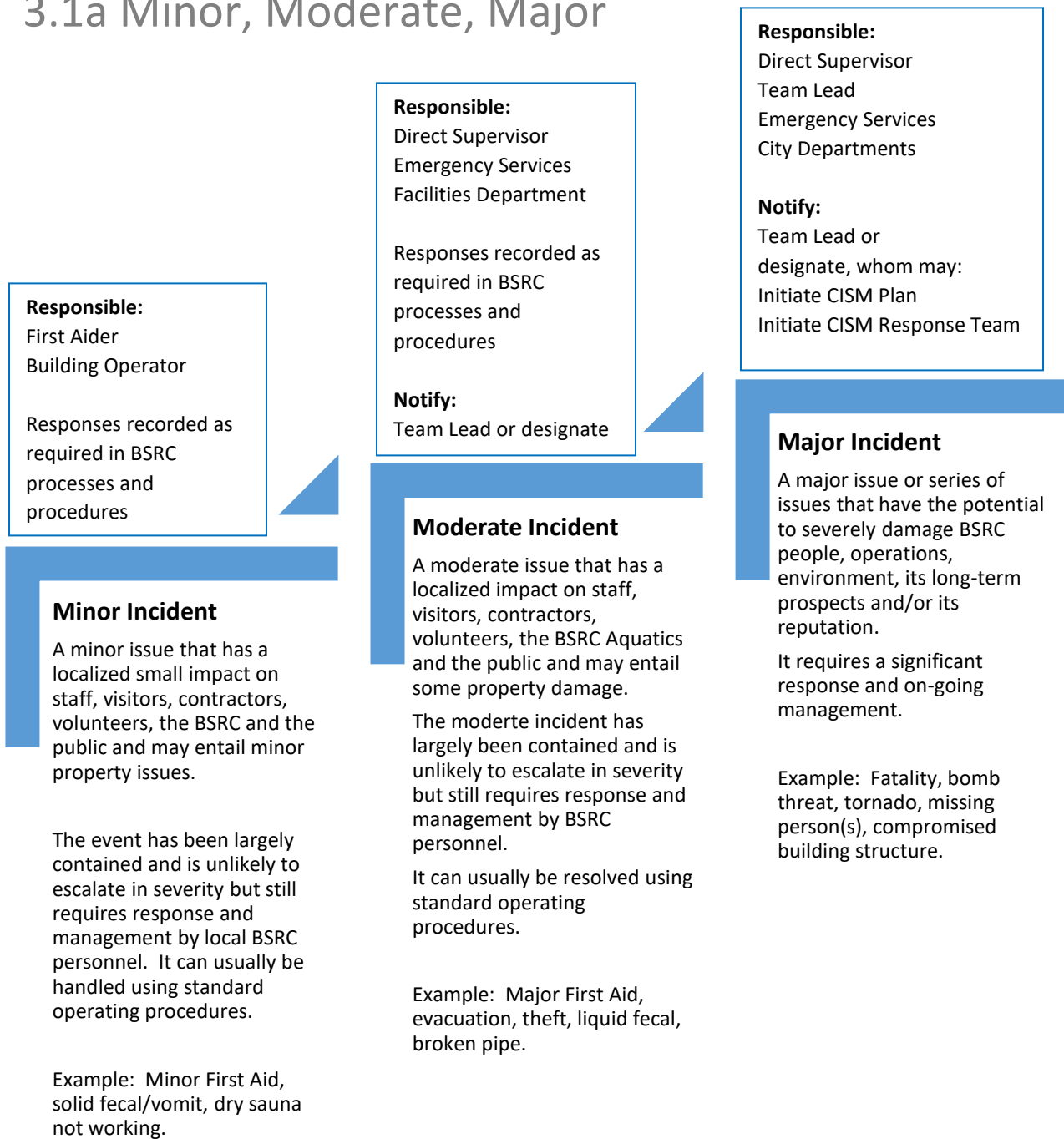
It is important to note that while the Critical Incident Stress Management Plan is typically initiated during critical incidents, any event that has an impact on the normal reactions of workers who experience or witness an abnormal, shocking critical incident or traumatic event may require the CISM Plan to be initiated.

Being involved in or responding to severe accidents, a direct injury to a worker or witnessing a catastrophic event such as the effects of a tornado or terrorist attack can cause critical incident stress.

Examples that cause critical incident stress in the workplace are:

- Death of a co-worker, either in the line-of-duty or other workplace incident
- Serious or life-threatening injury to oneself or to co-workers
- A near miss that threatens the health and safety of oneself or of co-workers
- Suicide of a co-worker
- Loss of a patient after rescue attempts
- Death of or critical incident involving children
- Violence inflicted on oneself or on a co-worker
- Violent crime in or near the workplace
- Events with excessive media interest
- Natural disasters that affect work
- Major First Aid

3.1a Minor, Moderate, Major

Responsible:
First Aider
Building Operator

Responses recorded as required in BSRC processes and procedures

Minor Incident

A minor issue that has a localized small impact on staff, visitors, contractors, volunteers, the BSRC and the public and may entail minor property issues.

The event has been largely contained and is unlikely to escalate in severity but still requires response and management by local BSRC personnel. It can usually be handled using standard operating procedures.

Example: Minor First Aid, solid fecal/vomit, dry sauna not working.

Responsible:
Direct Supervisor
Emergency Services
Facilities Department

Responses recorded as required in BSRC processes and procedures

Notify:
Team Lead or designate

Moderate Incident

A moderate issue that has a localized impact on staff, visitors, contractors, volunteers, the BSRC Aquatics and the public and may entail some property damage.

The moderte incident has largely been contained and is unlikely to escalate in severity but still requires response and management by BSRC personnel.

It can usually be resolved using standard operating procedures.

Example: Major First Aid, evacuation, theft, liquid fecal, broken pipe.

Responsible:
Direct Supervisor
Team Lead
Emergency Services
City Departments

Notify:
Team Lead or
designate, whom may:
Initiate CISM Plan
Initiate CISM Response Team

Major Incident

A major issue or series of issues that have the potential to severely damage BSRC people, operations, environment, its long-term prospects and/or its reputation.

It requires a significant response and on-going management.

Example: Fatality, bomb threat, tornado, missing person(s), compromised building structure.

3.1b Minor Incident

Quick Response Procedure:

During the Emergency:

Assess the Emergency

Get Back-up if Required

Obtain First Aid Equipment

Perform Treatment

Following Emergency:

Complete First Aid Report or Band-Aid/Nosebleed Form

Complete Documentation

Emergency Follow Up

3.1b Minor Incident

Detailed Emergency Response Procedure:

Prevention:

BSRC staff utilize supervision procedures and techniques to monitor patrons within the facility. Enforcing facility rules with the goal of preventing injury.

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

Get Back-up if Required:

Ensure the minor incident will not interfere with your primary task of supervising your zone of coverage. Get back-up if necessary to assist with the minor incident.

Obtain First Aid Equipment:

Get the trauma kit, AED and oxygen. Put on personal protective equipment. Utilize response equipment as required.

Perform Treatment:

Reference applicable First Aid Manual you were trained with if required. Respond appropriately by providing the treatment as outlined in the First Aid Manual you were trained with.

Following the Emergency:

Complete First Aid Report or Band-Aid/Nose Bleed form.
Complete documentation.
Management to complete follow up protocols with the injured party within 24 hours.

3.1c Moderate Incident

Quick Response Procedure:

During the Emergency:

Assess the Emergency

Activate Alarm / Call 911

Use radio if assistance with incident is required

Obtain First Aid Equipment

Perform Treatment

Meet Emergency Responders

Secure the Scene

Inform Management

Following Emergency:

Complete First Aid Report

Retain Staff & Witnesses

Complete Incident Reporting

Assess Pool & Staff – only re-open if safe

Emergency Follow Up

3.1c Moderate Incident

Detailed Emergency Response Procedure:

Prevention:

BSRC staff utilize supervision procedures and techniques to monitor patrons within the facility. Enforcing facility rules with the goal of preventing injury.

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

Activate Alarm/Call 911:

If injury is severe or life threating call 911.

Use radio if assistance with incident is required:

Use radio to contact aquatic personnel, GSR/Security, or others for back up.

Aquatics   Channel 5

Emergency   Channel 6

Using Interference Eliminator Code 1 for all channels.

(See ERP 3.20 Radio Operation)

Obtain First Aid Equipment:

Get the trauma kit, AED and oxygen. Put on personal protective equipment. Utilize response equipment as required.

Perform Treatment:

Reference applicable First Aid Manual you were trained with if required. Respond appropriately by providing the treatment as outlined in the First Aid Manual you were trained with.

Meet Emergency Responders:

Identify someone to meet and direct the emergency responders to the required location.

Secure the Scene:

Ensure scene is separated from public use/viewing.

Inform Management:

Call Direct Supervisor to inform them of the situation. Follow any additional directions provided.

Following the Emergency:

Complete First Aid Report.
   o   Ensure all AED's used during the incident are not turned off during or after the incident. The ambulance crew will take the AED's and download the information contained in the AED's.

Retain Staff and Witnesses.

Complete Incident Reporting.

Assess Amenity and Staff – re-open only if safe.

Management to complete follow up protocols with the injured party within 24 hours.

3.1d Major Incident

Quick Response Procedure:

During the Emergency:

Assess the Emergency

Activate Alarm / Call 911

Use Radio if assistance with incident is required

Obtain First Aid Equipment

Perform Treatment

Meet Emergency Responders

Secure the Scene

Inform Management

BSRC Management determines if the Critical Incident Stress Management Plan and the Critical Incident Management Response Team are activated

Following Emergency:

Complete First Aid Report

Retain Staff & Witnesses

Complete Post Major Incident Reporting

Assess Pool & Staff – only re-open if safe

Emergency Follow Up

3.1d Major Incident

Detailed Emergency Response Procedure:

Prevention:

BSRC staff utilize supervision procedures and techniques to monitor patrons within the facility. Enforcing facility rules with the goal of preventing injury.

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

Activate Alarm/Call 911:

If injury is severe or life threating call 911.

Use radio if assistance with incident is required:

Use radio to contact aquatic personnel, GSR/Security, or others for back up.

Aquatics   Channel 5

Emergency   Channel 6

Using Interference Eliminator Code 1 for all channels.

(See ERP 3.20 Radio Operation)

Obtain First Aid Equipment:

Get the trauma kit, AED and oxygen. Put on personal protective equipment. Utilize response equipment as required.

Perform Treatment:

Reference applicable First Aid Manual you were trained with if required. Respond appropriately by providing the treatment as outlined in the First Aid Manual you were trained with.

Meet Emergency Responders:

Identify someone to meet and direct the emergency responders to the required location.

Secure the Scene:

- o   Ensure scene is separated from public use/viewing. Close amenity if required.
- o   Direct all media inquiries to City of Beaumont Communications Department or a designate.
- o   Staff are not to provide the media with any information other than they need to speak with the City of Beaumont Communications Department or a designate.

Inform Management:

Call the Direct Supervisor or the next person up the "Chain of Command" until someone is reached to brief them on the critical incident and to determine if further information needs to be provided to staff.

(BSRC Management determines if the Critical Incident Stress Management Plan and the Critical Incident Management Response Team are activated.)

Following the Emergency:

Complete First Aid Report:
Ensure all AED's used during the Major Incident are not turned off during or after the incident. The ambulance crew will take the AED's and download the information contained in the AED's and a report is generated for the medical examiner.

Retain Staff and Witnesses:
- o Police will determine when staff and witnesses may leave after a Major Incident. They will also indicate when the scene may be cleaned or if it must remain closed and evidence protected.
- o All staff must remain in the facility to give statements and until released by the Direct Supervisor or a designate.
- o Any public witnesses to the incident must be asked to remain in the facility to give statements and until the RCMP release them.

Complete Post Major Incident Reporting:
- o All staff involved in the Major Incident, are to be placed into separate rooms and complete an incident report stating only the facts concerning their involvement in the incident.
- o Each staff member keeps a copy of their report.

Assess Amenity and Staff – re-open only if safe:
- o Depending on the Major Incident, the amenity may be closed for an extended period of time. BSRC Management or a designate will determine if the amenity is to be closed and will notify all staff when the amenity is to re-open.
- o If the amenity is to reopen immediately, BSRC Management or a designate is to ensure all employees on shift at the time of the major incident are willing to work. If unable to continue to work for any reason, ensure that they are able to get home safely, and are aware of counselling available.
- o Bring in replacement staff if required.
- o The amenity will reopen only when the appropriate amount of staff are ready to work.
- o It may be necessary to open the amenity with a cap until replacement staff arrives.

Management to complete follow up protocols with the injured party within 24 hours.

3.2 Calling 911 from any Desk Phone

Any BSRC Desk Phone	**Dial 911**

1. 911 is called when the police, ambulance or fire department is needed for an emergency.

Examples of when you should call 911:

- **An event that involves an immediate threat to a person or property:** (e.g. bomb threat, attack, gun shot, fire, feeling threatened).
- **Medical emergency**: (e.g. fall, head trauma, severe burn, uncontrollable bleeding, persistent or sudden chest pain, breathing emergency, severely altered level of consciousness)
- **A serious crime that is in progress or that has just occurred**: (e.g. sexual assault, robbery, fight).

2. Is it an emergency? Error on the side of caution and call 911 if unsure.

3. Answer dispatchers' question.

4. Stay online until 911 dispatcher tells you can hang up.

3.3 Problem/Abusive Patron

Purpose:

To provide a clear understanding of how to deal with problem/abusive patrons in terms of number of incidents and progression through discipline.

Procedure:

The most important thing is to remain calm and professional during the situation and be positive. If at any time the situation escalates and your personal safety or the safety of other staff or patrons is jeopardized, ensure that the RCMP is called in to help.

For most incidents, speak directly to patron(s) indicating that their action or behavior is a problem – outline what your concern is and make expectations clear. If the incident happens again on the same visit or on a subsequent visit, use these 'Fair Play Program' steps.

First Incident: After 3 warnings for incidents such as; not following rules, excessive noise/inappropriate language, dangerous horseplay, not paying to use facility, not willing to leave at end of swim, or rude/sexual gestures, etc.

Ask the patron to leave the facility for the day, contact parent/guardian if applicable, complete an Incident Report Form, and place in the Team Lead's mailbox.

Second Incident: After 3 warnings, ask the patron to leave the facility for the day, contact parent/guardian if applicable, complete an Incident Report Form, and place in the Team Lead's mailbox.

Third Incident: Let the patron know that the third strike involves up to a 1 week suspension and a mandatory meeting with the Team Lead. (Give out the Team Lead's business card for them to call and set up that meeting). Complete an Incident Report Form, and place in Team Lead's mailbox. Suspension is authorized by the Team Lead.

Fourth Incident: Let the patron know that the fifth incident involves up to a 1 year suspension and a mandatory work back to privilege program. Suspension is authorized by the Manager or Director.

Position	Authority
Fitness & Child Mind Coordinators Guest Services & Child Mind Staff Facility Attendant Lifeguard	Request to leave facility May ban up to 1 day based on severity of incident
Team Lead all Departments	Request to leave facility May ban up to 1 week based on severity of incident
Manager Recreation & Culture	May ban up to 1 year or longer based on severity of incident

3.4 Blood-Bodily Fluid Precautions

What are blood and body fluid precautions?

Blood and body fluid precautions are recommendations designed to prevent the transmission of HIV, hepatitis B virus (HBV), hepatitis C virus (HCV), and other diseases while giving first aid or other health care that includes contact with body fluids or blood. These precautions treat all blood and body fluids as potentially infectious for diseases that are transmitted in the blood. The organisms spreading these diseases are called blood-borne pathogens.

Blood and body fluid precautions apply to blood and other body fluids that contain visible traces of blood, semen, and vaginal fluids. They also apply to tissues and other body fluids, such as from around the brain or spinal cord (cerebrospinal fluid), around a joint space (synovial fluid), in the lungs (pleural fluid), in the lining of the belly and pelvis (peritoneal fluid), around the heart (pericardial fluid), and amniotic fluid that surrounds a fetus.

Why are blood and body fluid precautions important?

Although skin provides some protection from exposure to potentially infectious substances, it is strongly recommended that health professionals use blood and body fluid precautions for further protection when they are providing health care. These precautions also help protect you from exposure to a potential infection from your health professional in the unlikely event that you come in contact with the health professional's blood.

Are blood and body fluid precautions always needed?

The best practice is to always use blood and body fluid precautions, even when you can't see any blood and there's no chance that blood is present. But the precautions aren't absolutely needed if you don't see any blood when you come in contact with other body fluids, such as:

- Stool.
- Breast Milk.
- Mucus from the nose or lungs.
- Sweat.
- Tears.
- Urine.
- Vomit.

How can you reduce your risk of exposure to blood and body fluids?

Blood and body fluid precautions involve the use of protective barriers such as gloves, gowns, masks, and eye protection. These reduce the risk of exposing the skin or mucous membranes to potentially infectious fluids. Health care workers should always use protective barriers to protect themselves from exposure to another person's blood or body fluids.

 • **Gloves** protect you whenever you touch blood; body fluids; mucous membranes; or broken, burned, or scraped skin. The use of gloves also decreases the risk of disease transmission if you are pricked with a needle. ◦Always wear gloves for handling items or surfaces soiled with blood or body fluids.

- Wear gloves if you have scraped, cut, or chapped skin on your hands.
- Change your gloves after each use.

- Wash your hands immediately after removing your gloves.
- Wash your hands and other skin surfaces immediately after they come in contact with blood or body fluids.

• **Masks and protective eyewear**, such as goggles or a face shield, help protect your eyes, mouth, and nose from droplets of blood and other body fluids. Always wear a mask and protective eyewear if you are doing a procedure that may expose you to splashes or sprays of blood or body fluids.

3.5 Locker Incident

Purpose:

To ensure the personal belongings of BSRC patrons are protected from fraudulent claims in terms of possession.

In the event of items missing from a wallet locker or public locker or having to cut a lock off, the BSRC and its staff are properly documenting the incident.

Procedure:

1. Retrieve an Incident Report and a second staff member to act as a witness.

2. If items are missing from an unlocked locker:
   a. Get a detailed description of the items missing and record on the incident report.
   b. Do a thorough check of surrounding areas such as other lockers, stalls, garbage's etc. for the missing items.
   c. If unable to locate missing items, ensure all contact information is on the incident report.
   d. Contact a family member who can bring clothes and pick up patron.
   e. If any items are still missing after searching for them, it is up to the patron to report to the police.

3. If items are in a locked locker:
   a. Get a detailed description of the items inside of locker (ask if they have ID in locker) and record on the incident report.
   b. When cutting a lock, 2 staff members must be present and names recorded on incident report.
   c. Cut lock with bolt cutters and ensure ID and/or items are in locker.
   d. Have patron show ID and/or make sure items match the description.

4. If the wrong lock has been cut off:
   a. Get a temporary lock from the GSR.
   b. Write a note on the locker notifying the patron that the lock has been cut in error and to see a BSRC staff member.
   c. If the patron is upset that their lock has been cut, have the GSRs offer a replacement lock.

3.6 Theft Response

Purpose:

To assist and record information for a patron who has experienced a theft of personal property.

Procedure:

Collect Information:

Determine what was stolen, where it was located, if it was secured, how it was secured, time it was last seen, and estimated value.

Inspect Area:

Inspect the area where the theft occurred, determine if the lock was cut or if the locker was pried open. Check the immediate area including garbage cans to see if any of the items can be located. If car keys were stolen check the parking lot to see if the car is still there.

Reporting:

Complete an incident report documenting the theft and include as much information as possible.

Advise patron they can contact police to complete a police report if they choose to. The BSRC is not responsible for lost or stolen items.

If provided, record police file number on the report.

3.7 Bomb Threat Response

Quick Response Procedure:

During the Emergency:

Assess the Emergency

Activate Alarm / Call 911

Do not open suspicious packages

Keep caller on phone as long as you can and gather information

Evacuate Building

Meet responding Police

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

3.7 Bomb Threat

Detailed Emergency Response Procedure:

During the Emergency:

Assess the Emergency:
Determine the severity, if hazards are present, if additional staff are required for the response.

Activate Alarm/Call 911:
If injury is severe or life threating call 911.

Do not open suspicious packages:
Notify Direct Supervisor immediately and await further instructions.

Keep caller on phone as long as you can and gather information:
Do not transfer the call or hang up
Listen to what the caller says and try to record the exact words used, particularly details (HS006-4 form attached)
Ask questions – as to where or when the bomb may detonate
Record information about the caller.

Evacuate Building:
As evacuating, if you notice a suspicious package inform the police.

Meet responding police:
Identify someone to meet and direct the emergency responders to the required location.
Provide information to police

Inform Management:
Call the Direct Supervisor or the next person up the "Chain of Command" until someone is reached to brief them on the critical incident and to determine if further information needs to be provided to staff.

Following the Emergency:

Complete Post Major Incident Reporting.
Resume Facility Operations as appropriate.

HS006-4 Bomb Threat/Anonymous Telephone Call Record

- Listen and remain calm
- Do not interrupt caller
- Attempt to keep caller talking
- Record as much information as you can while call is in progress
- Signal someone to call the police (911)

Date and Time: _____

Is the caller male or female? _____

Approximately age? (Best guess): _____

Any type of accent or speech identifier? _____

What is the threat? (Exact wording as best as possible)

_____

_____

_____

Questions to ask the caller (keep them talking):

What time will the bomb explode? _____

Where is it located? _____

What does it look like? _____

What kind of bomb is it? _____

Why did you plant the bomb? _____

Where are you calling from? _____

What is your name? _____

Did the caller reveal any identifying particulars (e.g. nickname, occupation, familiarity with staff, etc.)?

_____

_____

_____

Were you able to see the origin of the call on your phone call display (e.g. name, number, local or long distance)?

_____

Did the caller appear familiar with Beaumont property by description of bomb location? Y/N

Circle the terms that best describe the caller under each heading:

VOICE	SPEECH	LANGUAGE	MANNER	BACKGROUND
Loud	Fast	Excellent	Calm	Office machines
Soft	Slow	Good	Angry	Factory machines
High-pitched	Distinct	Fair	Rational	Street traffic
Deep	Distorted	Poor	Irrational	Airplanes
Raspy	Stutter	Foul	Coherent	Trains
Pleasant	Nasal	Use of certain Words/phrases	Incoherent	Animals
Intoxicated	Slurred		Deliberate	Bedlam
			Righteous	Party atmosphere
			Laughing	Music
				Voices
				Mixed
				Quiet

Additional observations:

_____

_____

_____

_____

The average number of words in a bomb threat call is 8-17. We need as much information as possible and as much time as possible to trace the call.

As you ask the questions listed on the report form, attempt to collect all of the impressions and information about the caller that you can. These include such items as male - female, old - adult - teenager, foreign or localized accent, illiterate - intelligent, peculiar personnel speech defect (lisp, stutter, etc.) tone (high, fast, bass, etc.) and temper (angry, vindictive, joking, etc.)
Also listen or note any noticeable or predominant background noise such as heavy traffic, low flying aircraft, trains, construction activity, loudspeakers, cheering crowds, etc.

To the extent possible, write the exact words spoken by the caller in response to these questions immediately while recall is fresh. Note also which line the call is on and, if possible, whether the call was local or long-distance.

GET SOMEONE TO CALL 911! Immediately notify your supervisor or get a fellow employee to summon your supervisor and attempt to keep the caller on the line.

3.8 Active Shooter Response

Quick Response Procedure

During the Emergency:

Assess the Emergency

Call 911 When Safe

Run – Protect your own life. Others will follow

Hide – if Evacuation is not possible

Fight – Last resort

When police arrive empty hands, raise hands and spread fingers

Provide information to police

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume facility operations as appropriate

3.8 Active Shooter

Detailed Emergency Response Procedure

During the Emergency:

Assess the Emergency:
Determine the severity, if hazards are present, if additional staff are required for the response.

Call 911 when safe:
Phone Emergency Services when you are safe - 911..

Run – Protect your own life. Others will follow:
Protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.
If there is an accessible escape path, attempt to evacuate the premises.
Evacuate regardless of whether others agree to follow.

Hide – if Evacuation is not possible:
Find a place to hide where the active shooter is less likely to find you.
Lock the door.
Silence your cell/radio.

Fight – Last resort:
As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

When police arrive empty hands, raise hands and spread fingers:
Put down any items in your hands (i.e. bags, jackets).
Immediately raise hands and spread fingers.

Provide information to police:
Description of the active shooter.
Number of shooters.

Inform Management:
Call the Direct Supervisor or the next person up the "Chain of Command" until someone is reached to brief them on the critical incident and to determine if further information needs to be provided to staff.

Following the Emergency:

Complete Post Major Incident Reporting.
Resume facility operations as appropriate.

3.9 Robbery Response

Quick Response Procedure

During the Emergency:

Call 911 if safe – if not, wait till safe

Stay Calm

Obey Robbers Commands

Consider all firearms to be loaded

Look at the Robbers – Note details

Watch direction Offenders leave in

Do not follow - Lockdown Facility when Robbers Leave

Protect the Crime Scene – Do not touch anything

Save any notes that were used – Do not handle it

Following Emergency:

Ask witnesses to wait for police

Provide information to police

Inform Management

Complete Post Major Incident Reporting

Reopen facility as appropriate

3.9 Robbery

Detailed Emergency Response Procedure

Prevention:

Video surveillance, training, following best practices.

During the Emergency:

Call 911 if safe – if not, wait till safe.

Stay Calm:

Let the robber know you intend to co-operate.

Obey Robbers Commands:

Follow orders precisely.

Consider all firearms to be loaded.

Look at the Robbers – Note details:

Observe the robbers description, what they sounded like, any markings such as tattoos and scars, jewelry, type of weapon.

Watch direction Offenders leave in.

Do not follow - Lockdown Facility when Robbers Leave.

Protect the Crime Scene – Do not touch anything:

Ensure scene is separated from public use/viewing.

Direct all media inquiries to City of Beaumont Communications Department or a designate.

Save any notes that were used – Do not handle it.

Inform Management:

Call the Direct Supervisor or the next person up the "Chain of Command" until someone is reached to brief them on the critical incident and to determine if further information needs to be provided to staff.

Following the Emergency:

Ask witnesses to wait for police.

Provide information to police.

Complete Post Major Incident Reporting.

Reopen facility as appropriate.

3.10 Power Outage Response

Quick Response Procedure

During the Emergency:

Stop all Activities

Emergency Lighting / Get Flashlights

Gather Everyone at Staging Areas

Stay out of the Elevator

Inform Facility Operator

Prepare for outage of more than 30 minutes

Inform Management

Following Emergency:

Assess if Facility/Amenity Lighting is sufficient to operate prior to opening

Incident Reports

3.10 Power Outage

Detailed Emergency Response Procedure

Prevention:

Monitoring of lights by having a staff member walk around check for flickering or burnt out lights. Regular maintenance and inspection of electrical system

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

Emergency Lighting / Get Flashlights

Flashlights are located by each desk phone and designated areas.

Emergency lighting will turn on within 1 minute and lasts for 30 minutes.

Stop all Activities: Prevent accidents due to lowered level of lighting.

Gather Everyone at Staging Areas: To ensure safety of all patrons and staff. To prepare for evacuation of facility if required.

Stay out of the Elevator: To keep patrons from being trapped in elevator.

Inform Facility Operator: Call a facility operator to inform of the situation. Follow any additional directions provided.

Prepare for outage of more than 30 minutes:

- o Emergency lighting only lasts 30 minutes.
- o Prepare to evacuate and close amenity/facility to the public.
    - ▪ Minors under the age of 17, must be picked up by a parent or legal guardian.
    - ▪ Parents may give verbal consent for a minor to leave.
- o You can contact Fortis Alberta – 780-310-9473 to find out when power may be restored.

Inform Management: Call a management supervisor to inform of the situation. Follow any additional directions provided.

Following the Emergency:

Assess if Facility/Amenity Lighting is sufficient to operate prior to opening. All staff involved to complete an incident report.

3.11 Natural Gas Leak Response

Quick Response Procedure

During the Emergency:

If you Detect or Suspect a Natural Gas Leak

Leave the Area and Sound the Fire Alarm

Immediately Evacuate Building

Call 911 Outside of Building

Meet & Assist Emergency Responders

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

3.11 Natural Gas Leak

Detailed Emergency Response Procedure

During the Emergency:

If you detect or suspect a Natural Gas Leak:

- Do not turn electrical switches on or off.
- Do not use a phone or a cellular phone inside the building.
- Do not use any potential ignition sources or open flames.
- Use common sense and never take risks that may endanger you or others, do not return to the building.
- If it is possible, open the doors and windows, to ventilate the building. However, do not spend additional time opening doors or windows if there is an imminent danger of explosion or fire that would jeopardize your safety.
- Always leave the building quickly by the fastest possible route.

Leave the area and Sound the Fire Alarm.

Immediately Evacuate Building to Muster Point.

Call 911 outside of building.

Meet & Assist Emergency Responders:

Identify someone to meet and direct the emergency responders to the required location.
Emergency crews (Fire) take control of scene.

Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following Emergency:

Complete post major incident reporting.
Resume facility operations as appropriate.

3.12 Lockdown Response

Quick Response Procedure

During the Emergency:

Assess the Emergency

Physical Threat Outside

Lock all doors into Facility

Move to a safe place away from external windows

Physical Threat Inside

Move people into safe rooms, close & lock doors if safe to do so

When person with weapon leaves building, lock all doors into Facility

Activate Alarm/Call 911

Wait for Emergency Responders to come to you

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

3.12 Lockdown

Detailed Emergency Response Procedure

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

Physical Threat Outside:

Lock all doors into Facility.

Move to a safe place away from external windows. Close curtains and doors.

Stay low.

Only follow instructions from emergency personnel.

Physical Threat Inside:

Hide, drop low, stay in a safe place.

Move people into safe rooms, close and lock or barricade doors if safe to do so.

Put cell phones on quiet or vibrate.

If fire alarm is activated, stay where you are and await instructions from emergency personnel.

When person leaves facility, lock all doors into the facility and stay away from windows.

Activate Alarm/Call 911.

Wait for Emergency Responders to come to you:

To avoid potential contact with threat, wait for emergency responders to come to you.

Follow instructions from police at all times to avoid harm and ensure the best possible response.

Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following Emergency:

Complete post major incident reporting.

Resume facility operations as appropriate.

3.13 Severe Weather Response

Quick Response Procedure

During the Emergency:

Assess the Emergency

o   Severe weather watches and warning information can be monitored at
www.weatheroffice.gc.ca/warnings

A - If a weather watch is issued monitor on National Weather Service

Monitor conditions, prepare for elevated status

B - If a Severe Weather Warning is issued:

Initiate Lockdown and move public/staff to change rooms

(Arena & Sport Field and Pool's Women's & Family Change Rooms)

Adult patrons may leave, advise them of the risks

Minors (age17 & under) may only leave with a Parent or Guardian

Remain in Change Rooms until Threat is Over

If Building is Damaged Assess the Situation and Respond

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

3.13 Severe Weather

Detailed Emergency Response Procedure

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

A watch means conditions are favorable for the development of severe weather.

A warning is issued when severe weather is approaching our area.

Severe weather watches and warning information can be monitored at

www.weatheroffice.gc.ca/warnings

Severe weather includes blizzards, thunderstorms, high winds, large hail or tornados. Severe weather watches and warnings are issued by the National Weather Service.

If a weather watch is issued monitor on National Weather Service.

Monitor conditions, prepare for an elevated status

If a Severe Weather Warning is issued:

Initiate Lockdown and move public/staff to change rooms.

Utilize arena, sports field and pool's Women's & Family Change Rooms.

Stay away from windows, skylights and doors.

Take evacuation kits, cell phones and two-way radios with you.

Adult patrons may leave, advise them of the risks.

Minors (age17 & under) may only leave with a Parent or Guardian.

Remain in change rooms until threat is Over.

If Building is damaged assess the situation and respond:

May be necessary to evacuate building.

Treat injured persons.

Call 911.

Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following Emergency:

Complete post major incident reporting.

Resume facility operations as appropriate.

3.14 Damaged Building Structure Response

Quick Response Procedure

During the Emergency:

Assess the Emergency

Secure Area Impacted by Damage

Call Emergency Services if Needed – 911

Contact City of Beaumont Building Services

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

3.14 Damaged Building Structure

Detailed Emergency Response Procedure

During the Emergency:

Assess the Emergency:

Determine the severity, if hazards are present, if additional staff are required for the response.

Secure Area Impacted by Damage:

Evacuate public/staff from impacted areas.

Close off access into impacted areas.

Close building and stop operations if required.

Call Emergency Services if Needed – 911

For impacted utilities. (For example gas, water, electrical)

Contact City of Beaumont Building Services

For building security, assessment of impact on services or repairs.

Inform Management:

Call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following Emergency:

Complete post major incident reporting.

Resume facility operations as appropriate.

3.15 Suspicion of Child Abuse

Government of Alberta

Child abuse is defined by the Child, Youth and Family Enhancement Act. Anyone can contact Child Intervention when they are worried about the safety or well-being of a child or youth.

There are 4 types of child abuse and neglect:

1.neglect

2.emotional abuse

3.physical abuse

4.sexual abuse

Know who it affects:

Child abuse and neglect can happen to any child or youth:

•up to 18 years of age

•living full-time or part-time, with or apart, from their parents or guardians

•of all abilities, gender identities and cultural and spiritual backgrounds

Reporting:

If you witness or suspect child abuse, notify your direct supervisor immediately.

1.   Call 911 if you or the person you are reporting is in immediate danger.

2.   If you suspect child abuse ensure your concerns meet the criteria listed below and call the Child Abuse Hot Line at 1-800-387-5437.

Contact Information:

Connect with the Child Abuse Hotline:

Hours: 24/7 all year

Toll free: 1-800-387-5437 (KIDS)

To get assistance in your area during business hours:

Children's Services offices

3.16 Fire Response

Quick Response Procedure

During the Emergency:

A - If you Hear the Fire Alarm – Evacuate Zone

B - If you discover Fire or Smoke - Stay Calm

Pull Fire Alarm and initiate 911 Call

If Fire is Small (waste basket size) Use buildings Firefighting Equipment

If Fire cannot be contained – Evacuate Zone

Alert nearby occupants of Emergency and of Staging Area.

Do Not Re-Enter Building

Inform Management when Safe To Do So

Following Emergency:

When an alarm is proven to be false, stage everyone until responding Fire crew gives the all clear announcement to resume activities

City of Beaumont Fire Department resets the Fire Alarm panel and pull box(s)

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

3.16 Fire

Detailed Emergency Response Procedure

During the Emergency:

A - If you hear the Fire Alarm – Evacuate Zone:
Evacuate your zone to Staging Area and report to Emergency Warden.
Use the stairway to evacuate – do not use the elevator.

B - If you discover Fire or Smoke - Stay Calm:
Never open a closed door without checking it for heat first.
If door is hot, do not open it. If it's not hot, open it slowly, standing behind and to one side and be prepared to shut it quickly if fire is present.

Pull Fire Alarm and initiate 911 Call:

If Fire is Small (waste basket size) Use buildings Firefighting Equipment:
Only use a Fire extinguisher if you are confident and it is safe to do so.
Only use a Fire extinguisher if you have an unobstructed exit route behind you.
Fire extinguisher discharge range is about 10 – 20 feet and last 12-15 seconds.
Use the PASS steps:
> **Pull** the pin.
> **Aim** the nozzle at the base of the fire.
> **Squeeze** the handle.
> **Sweep** from side to side.

If Fire cannot be contained – Evacuate.
To help contain the fire, close windows and doors that are near you on your way out, but only if it is safe to do so.
Use the stairway to evacuate, do not use the elevator.

Alert nearby occupants of Emergency and of Muster Point.

Do not re-enter building.

Inform Management when safe to do so:
Call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following the Emergency:

When an alarm is proven to be false, stage everyone until responding Fire crew gives the all clear announcement to re-enter building.
City of Beaumont Fire Department resets the Fire Alarm panel and pull box(s)
Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

Other important Fire Response notes:

If trapped in a room by fire:
Block smoke from entering the room by closing doors and placing damp cloth material around/under doors.
Signal your location – phone 911 and give the fire department your exact location; if this is not possible, be prepared to signal from a window.
Do not open the window or break glass unless absolutely necessary – outside smoke may be drawn inside of building.

If you are caught in smoke:
Drop to your knees and crawl.
Breathe shallowly through your nose, holding your breath for as long as possible. Use a damp cloth over your mouth and nose to filter out smoke.

If your clothing catches on fire:
STOP where you are.
DROP to the floor.
ROLL on the floor.

If someone else's clothing catches on fire:
Grab a blanket, rug or coat and wrap them in it to smoother the flames.

3.17 Missing Person Response

Quick Response Procedure

During the Emergency:

Obtain Missing Person's Critical Information

Notify All Facility Staff a Building Announcement will be made

As soon as Lifeguards are notified they will Conduct Pool Bottom Checks

Search your Zone

Area	Staff Member
Aquatics	Pool, hallway, pool change rooms, event room, washroom
Child Mind	Child mind attendant
Main floor	Operator
2nd floor	Laborer
Other areas	All other staff working are to assist operator and laborer to clear their specific area

If unable to locate call Police

Inform Management

Following Emergency:

Incident Reporting

3.17 Missing Person

Detailed Emergency Response Procedure

Prevention:

All children under the age of 8 are required to remain within arm's reach of a caregiver while in the facility. If staff notice unattended children in the facility they assist the child in finding their caregiver and provide education on the importance of keeping young children within arm's reach.

During the Emergency:

Obtain Missing Person's Critical Information:

Collect information on the last known location and description of the individual (age, gender, height, etc.). A staff member will remain with the individual who reported the missing person throughout the emergency and will keep them appraised in regards to the facility search.

Notify Staff:

All facility staff will be notified of the missing person through the radio system.

As soon as Lifeguards are notified they will Conduct Pool Bottom Checks:

Lifeguards will immediately check the bottom of the pools when informed of a missing person emergency.

Search your Zone:

Emergency Warden will coordinate a building search utilizing the building evacuation checklist to check all areas of the building for the missing person. If the individual is not found, attempts will be made to call home or any nearby residence the person may have gone to.

While building search is coordinated, a Building Announcement will be made:

Staff utilize the PA system to inform the public of the missing person emergency. Public will be advised to look for an individual matching the description of the missing person and notify a staff member if they spot someone matching the description.

If unable to locate call Police:

If the individual is not found the Police will be contacted to continue the investigation.

Inform Management:

If the individual has not been found call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following Emergency:

All staff involved must complete an incident report

3.18 Evacuation Response

Quick Response Procedure

During the Emergency:

Ask Everyone to Proceed to Staging Area

Staff Complete Coordinated Search of Evacuation Zones

Incident Commander: Operator or Laborer on Duty

Fire Wardens: GSR (Main Level)

Head Guard (Pool Area)

Operator or Laborer on Duty (Second Floor)

Staging Area: Pool deck

Lobby between Field House and Guest Services

Ask Everyone to Proceed to Staging Area

Staff Complete Coordinated Search of Evacuation Zones

Area	Staff Member
Aquatics	Pool, hallway, pool change rooms, event room, washroom
Child Mind	Child Mind Attendant
Main Floor	Guest Service Representative
2nd Floor	Security
Other Areas	All other staff working are to assist Fire Wardens to clear areas

Incident Commander takes charge of Evacuation

<div style="text-align:center; color:red;">

Organize Staging Area

Prepare to Evacuate Building to Muster Point

Inform Management

</div>

Following Emergency:

<div style="text-align:center; color:red;">

Incident Commander and Fire Wardens complete post incident report in BIZ

Resume Facility Operations as Appropriate

</div>

Evacuation

Detailed Emergency Response Procedure:

During the Emergency:

Incident Commander (IC):

This is either the Operator or Laborer on duty, one person takes the IC position the other supports the evacuation.
Incident Commander check's location of the alarm on the fire panel.
Incident commander stays at the front entrance to meet Fire department.
Incident waits for radio communication from Fire Wardens that all areas are clear, and all individuals are at the staging areas.
Emergency Services are met and provided status report.

Fire Warden:

Announce to public and staff to proceed to staging area.
Use the stairway to evacuate – do not use the elevator.
Direct all other staff to assist in coordinated search of the facility.
Bring emergency equipment – trauma kits, blankets, towels etc
Bring attendance/contractor sign-in sheets, secure cash.
Know what rooms have been searched in the specific zone.
Close room doors once evacuated and do not lock doors
Use radio's to communicate to Incident Commander that your specific area is clear "Aquatics is cleared" meaning all individuals are at the staging area.

Staff Complete Coordinated Search of Evacuation Zones:

Evacuate your zone to staging area and report to Fire Wardens.
Know what rooms have been searched and who's still in the building.
Close room doors once evacuated and do not lock doors.

Prepare to Evacuate Building to Muster Point
Incident Commander or Fire Services will make the decision to evacuate the building if necessary.
Bring emergency equipment – trauma kits, blankets, etc.
Bring attendance/contractor sign-in sheets.
Do not re-enter facility until safe to do so.

Inform Management:
Call management (Supervisor / Team Leads / Managers) to inform them of the situation. Follow any additional directions provided.

Following the Emergency:
Incident Commander and Fire Wardens complete post incident report in BIZ
Resume Facility Operations as Appropriate

3.19 Ammonia Release Response

Quick Response Procedure

During the Emergency:

If ammonia alarm activates or Suspect an ammonia release

Contact Facility Operator: operator to check ammonia room level, contact service contractor. If 60 ppm or more, initiate alarm and evacuation

If there are noticeable odors in any areas outside of ammonia plant room: Immediately Evacuate Building

Call 911 Outside of Building

Meet & Assist Emergency Responders

Inform Management

Following Emergency:

Complete Post Major Incident Reporting

Resume Facility Operations as Appropriate

Ammonia Release

Detailed Emergency Response Procedure:

During the Emergency:

If the ammonia alarm is activated, or if there is any suspicion of an ammonia leak or release:

- Immediately contact the Facility Operators to inform of the alarm.
- Operator to check the ammonia detector readings, call CIMCO for immediate service.
- If levels in room measure 60 ppm or higher, Operator will activate fire alarm and initiate evacuation, as this suggests a serious leak/release
- Ammonia should be contained in plant room, **if there is any evidence of ammonia outside of the room (e.g. smell), activate the fire alarm and initiate evacuation**
- Always leave the building quickly by the fastest possible route.

Immediately Evacuate Building to Muster Point(s).

Call 911 outside of building.

Meet & Assist Emergency Responders:
Identify someone to meet and direct the emergency responders to the required location.
Emergency crews (Fire) take control of scene.

Inform Management:
Call a management supervisor to inform them of the situation. Follow any additional directions provided.

Following Emergency:

Complete post major incident reporting.
Resume facility operations as appropriate.

3.20 Radio Operation

Assigned Channels:

Emergency   Channel 6

Aquatics   Channel 5

Using Interference Eliminator channel 1 for all channels

(Radios should be locked onto the appropriate channel and interference eliminator code to ensure immediate communication.)

Turning on Radio and Setting Volume

1. To turn on the radio, turn the rotary knob clockwise.
2. In the **ON** position, the radio chirps and briefly shows all features that are enabled. The radio is now in **TWO-WAY** mode.
3. To turn the radio off, turn the rotary knob counterclockwise.
4. From any mode, to increase the volume is by turning the rotary knob clockwise. To decrease the volume, turn the rotary knob counterclockwise.

Talking & Listening:

Note: To communicate, all radios in your group must be set to the same channel and interference eliminator code. (See radio specific instruction manual attached to this document to set channel and interference eliminator code).

1. **Press** the Push to Talk button to speak.
2. **Release** the Push to Talk button to listen.

For maximum clarity, hold the radio one inch away from your mouth and speak directly into the microphone. Do not cover the microphone while talking.

Radio Testing / Check in

When fire wardens (Guest Services, Head Guards, Operators, Labourers) arrive on duty they are to preform a radio check.

"**Guest Services / Head Guard/Operator** Fire Warden checking in, please respond"

All other Fire Wardens respond with "**your location** Received"

If no response from Fire Wardens (Guest Services / Head Guard/Operators) preform check in again. If second attempt results in no response, physically go to the area to check status of the Warden.

Operators Manual:

See attached Operators Manual to this document

TALKABOUT® TWO-WAY RADIO T47X SERIES

| en-US | fr-CA | es-LA | pt-BR |

MOTOROLA SOLUTIONS

SAFETY AND GENERAL INFORMATION

Caution

Before using this radio, read this booklet which contains important operating instructions.
For information on product details, brochures, user manuals and approved accessories. Please refer to www.motorolasolutions.com.

Compliance with RF Exposure Standards

National and international regulations require manufacturers to comply with the RF energy exposure limits for portable two-way radios before they can be marketed. Your Motorola Solutions two-way radio is designed, manufactured, and tested to comply with all applicable national and international regulations for human exposure to radio frequency electromagnetic energy.

RF Energy Exposure Awareness and Control Information and Operational Instructions for General Population and Uncontrolled Environment Use

For more information on what RF energy exposure is, see the following websites:
- https://www.fcc.gov/
- http://www.who.int/peh-emf/project/en/
- http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf11467.html
- http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html

For additional information, see https://www.motorolasolutions.com/en_us/about/company-overview/corporate-responsibility/governance-and-policies.html

Operating Instructions

- Transmit no more than 50% of the time. To transmit (talk), press the Push-To-Talk (PTT) button. To receive calls, release the PTT button.
- Hold the radio in a vertical position in front of the face with the microphone (and other parts of the radio including the antenna) at least 1 in. (2.5 cm) away from the nose or lips. Antenna should be kept away from the eye.
- When worn on the body, always place the radio in a Motorola Solutions-approved clip, holder, holster, case, or body harness for this product.
- DO NOT hold the antenna when the radio is transmitting.
- DO NOT use any portable radio that has a damaged antenna. If a damaged antenna comes into contact with your skin, a minor burn can result.
- To ensure continued compliance with applicable RF exposure limits, use only Motorola Solutions-approved, supplied or replacement antennas, batteries, and accessories.
- For a list of Motorola Solutions-approved accessories please refer to your user manual or visit www.motorolasolutions.com

1

Acoustic Safety

Exposure to loud noises from any source for extended periods of time may temporarily or permanently affect your hearing. The louder the volume of the radio, the sooner your hearing will be affected. Hearing damage from loud noise is sometimes undetectable at first, and can have a cumulative effect.

To protect your hearing, follow these precautions:
- Use the lowest volume necessary to do your job.
- Turn up the volume only if you are in noisy surroundings.
- Turn down the volume before putting on a headset or headphones.
- Limit the amount of time you use a headset or headphones at high volume.
- When using the radio without a headset or headphones, do not place the speaker of the radio directly against your ear.

Medical Devices

If you use a personal medical device, such as a pacemaker or hearing aid, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

Holsters Incorporating Magnets

Some Motorola Solutions holsters incorporate strong, neodymium magnets. If you use a personal medical device, such as a pacemaker or hearing aid, consult the manufacturer of your device to determine if it can be used in close proximity to magnets. Your physician may be able to assist you in obtaining this information. Also be aware that magnets can damage other products, including cell phones, computers, hard drives, and other electronic devices, as well as credit cards and magnetic media. Keep the holster away from any mechanical device that could be affected by a magnetic field. Consult the manufacturer of your product to determine if your device or product can be used in close proximity to magnets.

Operational Warnings

The following explains the operational warnings:

For Vehicle With Air Bags

Warning:
- Refer to vehicle manufacturer's manual prior to installation of electronic equipment to avoid interference with air bag wiring.
- DO NOT place a portable radio in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable radio is placed in the air bag deployment area and the air bag inflates, the radio may be propelled with great force and cause serious injury to occupants of the vehicle.

2

Potentially Explosive Atmospheres

Warning:
- Do not carry a radio that is not certified for Hazardous Locations into a potentially explosive atmosphere. It could result in a serious injury or death. You should only use a radio certified for hazardous locations in potentially explosive atmospheres.
- Explosive atmospheres refer to hazard classified locations that may contain hazardous gas, vapors, dusts, such as fueling areas below decks on boats, fuel or chemical transferor storage facilities, and areas where the air contains chemicals or particles such as grain, dust or metal powders. Areas with potentially explosive atmospheres are often, but not always, posted.
- DO NOT remove, install, or charge batteries in such areas, or remove or install antennas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

Blasting Caps and Blasting Areas

Warning: To avoid possible interference with blasting operations, turn off your radio when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

Batteries

Caution
Use only Motorola Solutions approved batteries. Risk of explosion if the battery is replaced by an incorrect type.

- Charge your battery using the approved Motorola Solutions charger.
- Use the battery in accordance with its water and/or dust Ingress Protection (IP) rating.
- DO NOT discard your battery into a fire.
- DO NOT replace the battery in any area labeled "Hazardous Atmosphere".
- DO NOT disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.
- DO NOT dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
- DO NOT allow conductive material such as jewelry, keys, or beaded chains to touch exposed battery terminals.
- Do not dispose of batteries with household waste.

3

English

Safety Instruction for Power Supply

1. The power supply is for use with equipment according to IEC/EN/UL 62368-1/60950-1.
2. The power supply is for indoor use in dry locations.
3. The equipment should be connected to a nearby and easily accessible socket outlet.
4. If the power supply is damaged or defective, do not repair or use the power supply.

Do Not Substitute Options or Accessories

The Motorola Solutions communications equipment certified as intrinsically safe by the approving agency (FM, UL, CSA, CENELEC) is tested as a complete system which consists of the listed agency approved portable, approved battery, and approved accessories or options, or both. This approved portable and battery combination must be strictly observed.

There must be no substitution of items, even if the substitute has been previously approved with a different Motorola Solutions communications equipment unit. Approved configurations are listed by the approving agency (FM, UL, CSA, CENELEC).

The Intrinsically Safe Approval Label affixed to radio refers to the intrinsically safe classification of that radio product, and the approved batteries that can be used with that system.

The manual PN referenced on the Intrinsically Safe Approval Label identifies the approved accessories and or options that can be used with that portable radio unit.

4

Using a non-Motorola Solutions-intrinsically safe battery and/or accessory with the Motorola Solutions-approved radio unit will void the intrinsically safe approval of that radio unit.

European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) Directive

The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases). As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste. Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Supplier's Declaration of Conformity

Supplier's Declaration of Conformity
Per FCC CFR 47 Part 2 Section 2.1077(a)

FC

Responsible Party
Name: Motorola Solutions, Inc.
Address: 2000 Progress Pkwy,
Schaumburg, IL, 60196.
Phone Number: 1-800-927-2744
Hereby declares that the product:
Model Name: **T470, T475, T471, T472, T473.**
conforms to the following regulations:
FCC Part 15, subpart B, section 15.107(a), 15.107(d), and section 15.109(a)

Class B Digital Device

For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

English

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice to Users (FCC and ISED)

This device complies with Part 15 of the FCC rules and iSED's license-exempt RSS's per the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

LICENSING INFORMATION

USA (FCC)/CANADA (ISED)

According to FCC Part 95, FRS devices do not require a license. Use of Motorola radio in Canada is subject to the rules and regulations in ISED RSS 210 and do not require a license.

Changes or modifications not expressly approved by Motorola Solutions may void the user authority granted by the FCC or ISED to operate this radio and should not be made. To comply with FCC or ISED requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs in the private land mobile and fixed services as certified by an organization representative of the user of those services. Replacement of any transmitter component (crystal, semiconductor, etc) not authorized by the FCC or ISED equipment authorization for this radio could violate FCC or ISED rules.

Note: Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited
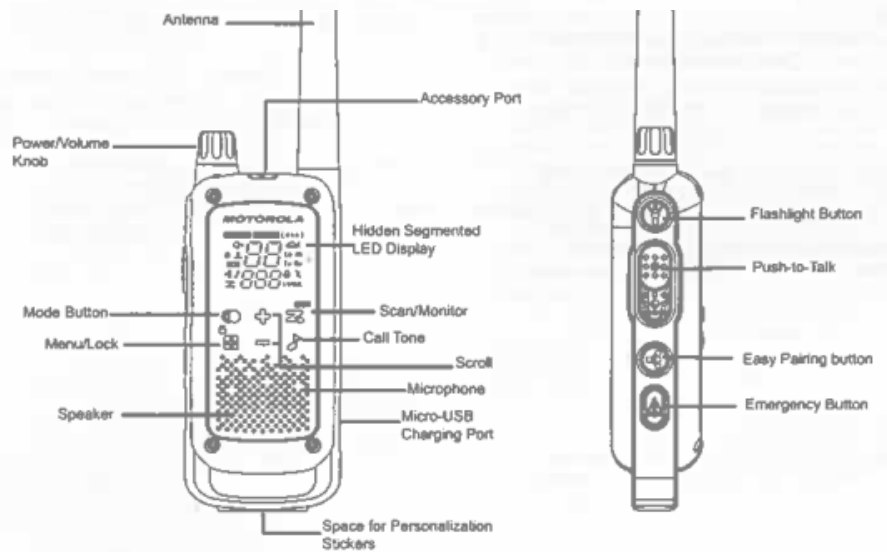
6

Mexico and Panama
Mexico and the Republic of Panama do not require authorization to use FRS radio equipment frequencies.

Colombia
Operacion itinerante de baja potencia frequency use is subject to CRC Resolución 002190 de 2003. No license is required for use in Colombia. Consult CRC at www.crcom.gov.co for more information.
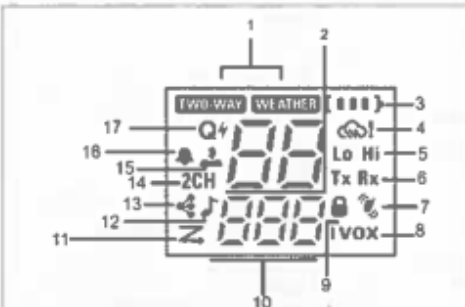
Brazil
The frequency general use is subject to the Resolution n° 680 and to the Act n° 14448, Item 15 - Radio Communication Equipment of General Use. It is not required use license in Brazil. See the Anatel site for more information: http://www.anatel.gov.br.
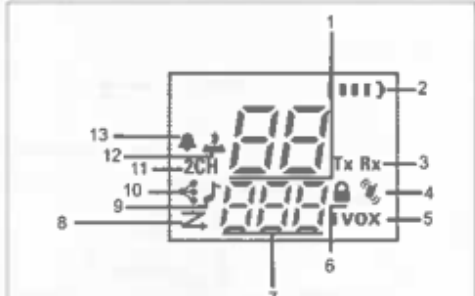

8

English

Display Screen Guide
USA, Canada, Mexico, and Panama

1. Mode	10. Interference Eliminator Code Number (used for Call Tone) On/Off OFF/L1/L2/L3 (used for iVOX and VOX)
2. Channel	
3. Battery Indicator (3 Battery Levels)	
4. Weather Alert	
5. Power (High-Low)	11. Scan
6. Status (Transmit/Receive)	12. Call Tone [number]
7. Vibracall [On/Off]	13. Easy Pairing [On/Off]
8. iVOX [OFF, L1, L2, L3] VOX [OFF, L1, L2, L3]	14. Dual Watch [On/Off]
	15. Keypad Tone [On/Off]
9. Keypad Lock	16. Roger Tone [On/Off]
	17. Quiet Charge

10

Brazil and Columbia

1. Channel	7. Interference Eliminator Code Number (used for Call Tone) On/Off OFF/L1/L2/L3 (used for iVOX and VOX)
2. Battery Indicator (3 Battery Levels)	
3. Status (Transmit/Receive)	
4. Vibracall [On/Off]	8. Scan
5. iVOX [OFF, L1, L2, L3] VOX {OFF, L1, L2, L3]	9. Call Tone [number]
	10. Easy Pairing [On/Off]
6. Keypad Lock	11. Dual Watch [On/Off]
	12. Keypad Tone [On/Off]
	13. Roger Tone [On/Off

Note: The radio screen dims five seconds after the last button is pressed. Radio screen turns off after another five seconds for battery saving purposes, with only LED blinking. Press any button (except Flashlight button) to resume the display.

GETTING STARTED

Weatherproof

This radio is weatherproof to IP-x4 standards. It is splash-proof from any direction. The radio is resistant to water and rain splashes only when the battery cover, headset accessory port, and micro-USB ports are sealed. Open the battery compartment door or headset port cover only when the radio is dry. Use of a headset accessory should be in dry environments only.

The micro-USB adaptor is not weatherproof. Therefore:
· DO NOT expose to rain or snow.
· Charge the radios only in a dry location.
· DO NOT charge wet radios.

Personalization Stickers

16 stickers provided in order to personalize and keep track of the radios. Use permanent marker for the blank stickers.

Installing the Batteries

Discard the retailer tag (loose in one of the battery compartments) before installing the batteries. Each radio can use either one NiMH rechargeable battery pack or three AA alkaline batteries and beeps when the batteries are low.

1. Turn the radio off.
2. With the back of the radio facing you, push the latch on battery cover to the left to unlock the battery cover.
3. For NiMH battery pack, insert the battery pack by following the instruction on the battery pack. Observe the polarity. For AA alkaline batteries, insert the batteries and observe polarity.
4. The ribbon should be underneath the battery pack or batteries and must wrap around the right side of the pack or batteries for easy removal.
5. Close the battery cover and push the latch to the right to lock the battery cover.

Radio Battery Meter

The number of bars (0–3) on the Radio Battery icon shown indicates the charge remaining in the battery. When the radio battery meter shows one segment left, the radio chirps periodically or after releasing the PTT button (Low Battery Alert).

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English

Battery Capacity Maintenance

1. Charge the NiMH batteries once every 3 months when not in use. After longer lapse, the start of charging in radio is delayed and can take up to five minutes.
2. Before placing the radio in storage, remove the battery.
3. Batteries corrode over time and may cause permanent damage to your radio.
4. Store the NiMH batteries in temperature between -20 °C to 35 °C and in low humidity. Avoid damp conditions and corrosive materials.

Using the Micro-USB Charger

The micro-USB charger allows you to conveniently charge your NiMH battery pack.
1. Power OFF your radio before you start charging.
2. Plug the micro-USB cable into the micro-USB charging port on your radio. `
3. Connect the USB charger to a nearby and easily accessible wall power outlet.
4. An empty battery is fully charged in 8 hours.
5. The battery meter bar scrolls when the battery is charging.

Note:

- When moving between hot and cold temperatures, do not charge the NiMH battery pack until the battery temperature acclimates (usually about 20 minutes).

- For optimal battery life, remove the radio from the charger within 16 hours. Do not store the radio while connected to the charger.

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Attaching and Removing the Belt Clip

1. Attach the belt clip to the belt clip slot at the back of the radio until the clip clicks in place.
2. Attach the belt clip to pocket or belt strap until the clip clicks in place.

To Remove

1. Pull the release tab on top of the belt clip to release the latch.
2. Push the belt clip with the other hand towards the top of radio.

Turning your Radio On and Off

1. To turn your radio ON, turn the rotary knob clockwise.
2. In the ON position, the radio chirps and briefly shows all feature icons available on the radio.
3. The display screen then shows the current channel, code and all features that are enabled. The radio is now in Two-Way mode.
4. To turn your radio OFF, turn the rotary knob counterclockwise.

Setting the Volume

From any mode, to increase volume is by turning the rotary knob clockwise. To decrease volume, turn the rotary knob counterclockwise.

Note: DO NOT hold the radio close to your ear. If the volume is set to an uncomfortable level, it could hurt your ear.

TALKING AND LISTENING

To communicate, all radios in your group must be set to the same channel and Interference Eliminator Code.

1. Press and hold the PTT button to talk. When transmitting, screen displays **Tx** icon and blinks **TWO-WAY** icon. If it is a high power transmission, **Hi** icon is displayed. If it is a low power transmission, **Lo** icon is displayed. Screen time out except **Tx**, **Hi/Lo** and battery icons. These remains lit until PTT button is released.
2. When you are finished talking, release the PTT button.
3. When receiving, **TWO-WAY** icon blinks and **Rx** is shown. If it is a high power channel, **Hi** is shown. If it is a low power channel, **Lo** is shown.

For maximum clarity, hold the radio one inch away from your mouth and speak directly into the microphone. Do not cover the microphone while talking.

Talk Range

Your radio is designed to maximize performance and improve transmission range. Do not use the radios closer than 5 ft apart.

Power Boost

To boost the power of your radio to high power, press the top portion of the PTT button when talking (labeled H). If you know your party is close by, you can conserve the energy of your battery by pushing the lower part of the PTT button to use less power (labeled L).

Note: If you are on an 467 MHz channel (see "Channels and Frequencies") the radio uses low power when either portion of the PTT button is pressed.

Monitor Button

Press and hold Scan/Monitor button for three seconds to enter Monitor mode and listen for weak signals on the current channel. You can also listen to the volume level of the radio when you are not receiving. This allows you to adjust the volume, if necessary.

Push-to-Talk Timeout Timer

To prevent accidental transmissions and save battery life, the radio emits a continuous warning tone and stops transmitting if you press the PTT button for more than 60 continuous seconds.
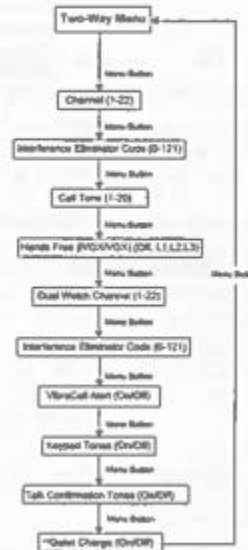
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Mode Button

By pressing **Mode** button, the user seamlessly switches between two-way and weather mode. When radio is in two-way mode, `TWO-WAY` is shown. When radio is in weather mode, `WEATHER` ** is shown. Corresponding setting and information is shown on the display.
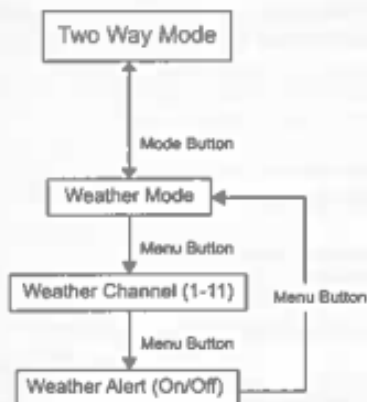
MENU OPTION

USA, Canada, and Latin America
Two-Way Menu

Note: **Applies to US, Canada, Mexico, and Panama countries only.

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Note: Weather channel broadcasts is available in US and Canada only.

Selecting the Channel

Your radio has 22 channels. The channel is the frequency the radio uses to transmit. (See the "Channels and Frequencies" table on overleaf for details).

1. With the radio on, press Menu/Lock button until the channel number starts to flash. When the radio is on a 0.5 W channel, display shows **Lo**. When the radio is on a 2 W channel, display shows **Hi**. The current channel flashes.

2. Press ✛ or ⇔ to change the channel. Long press on these keys allows you to scroll through the channels rapidly.

3. Press the PTT button to save the channel setting and exit Menu or Menu/Lock button to continue set up.

Selecting the Interference Eliminator Code

Interference Eliminator Codes help minimize interference by blocking transmissions from unknown sources. Your radio has 121 Interference Eliminator Codes. Codes 1–38 are standard analog codes that appear on other FRS radios. Codes 39–121 are additional digital codes added for superior interference protection. 0 is the off position, no analog or digital codes are enabled.

To set the code for a channel:

1. Press Menu/Lock button until the code starts to flash.

2. Press ✛ or ⇔ to select the code. Long press on these keys allows you to scroll through the codes rapidly.

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English

3. Press the PTT button to save the code setting and exit Menu or 🔒 Menu/Lock button to continue set up.

You can set a different code for each channel using this procedure.

Note: On a radio that uses Interference Eliminator Codes, the code must be set to 0 to communicate with radios that do not have Interference Eliminator Codes. Select 0 for "no tone, no code" on the display of your radio.

Setting and Transmitting Call Tones

Your radio can transmit different call tones to other radios in your group so you can alert them that you want to talk. Your radio has 20 call tones from which to choose.

To set a call tone:

1. Press 🔒 Menu/Lock until ♪ appears. The current call tone setting flashes.
2. Press ✛ or ⚊ to change and hear the call tone.
3. Press the PTT button to set the new call tone and exit Menu or 🔒 Menu/Lock button to continue set up.

To transmit your call tone to other radios set up to the same channel and Interference Eliminator Code on your radio, and press ♪ **Call Tone** button.

Note: Setting the call tone to 0 disables the call tone feature.

16

1. Press 🔒 Menu/Lock until 2CH appears. The 2CH flashes.
2. Press ✛ or ⚊ to select the channel, then press 🔒.
3. Press ✛ or ⚊ to select the code.
4. Press the PTT button or wait until the time out to activate Dual Watch. The screen alternates between Home Channel and Dual Watch Channel.
5. To end Dual Watch mode, Press 🔒 icon.

Note: If you set the same channel and code as current channel, Dual Watch does not work.

VibraCall™ Alert

VibraCall™ is a vibrating alert that notifies you that your radio is receiving a message. This is useful in noisy environments. The Vibrate Alert is triggered when you received a call. It is triggered again if there is no activity within 30 seconds after the previous call.

1. To turn vibrating alerts on, press 🔒 Menu/Lock button until 📳 is displayed. The current setting flashes.
2. Press ✛ or ⚊ to change the setting to On/Off.
3. Press the PTT button to confirm and exit Menu or 🔒 Menu/Lock button to continue set up.

Internal Voice Operated Transmission/ Voice Operated Transmission (iVOX/vox)

Transmission is initiated by speaking into the microphone of the radio/audio accessory instead of pushing the PTT button.

| L3 = High Sensitivity for quiet environments |
| L2 = Medium Sensitivity for most environments |
| L1 = Low Sensitivity for noisy environments |

1. Press 🔒 Menu until the iVOX icon appears on the display. When audio accessory is connected, the VOX icon is shown. The current setting (Off, L1–L3) flashes.
2. Press ✛ or ⚊ to select the sensitivity level.
3. Press the PTT button to exit menu or 🔒 Menu to continue set up.

Note: When using iVOX/VOX, there will be a short delay.

Dual Watch Mode

Enables you to scan the current channel and another channel alternately.
To set another channel and start Dual Watch.

Keypad Tones

You may enable or disable the speaker key tones. You hear the key tone each time a button is pushed.

1. Press 🔒 Menu/Lock button until 🔑 appears. The current setting On/Off flashes.
2. Press either ✛ or ⚊ to turn On or Off.
3. Press the PTT button to confirm and exit Menu or 🔒 Menu/Lock button to continue set up.

Note: When the keypad tone feature is off, the following are not disabled:
- Transmit timeout alert tone
- Call tone
- Low battery alert tone or
- The transmitted talk confirmation tone

Transmitting a Talk Confirmation Tone

You can set your radio to transmit a unique tone when you finish transmitting. It is like saying "Roger" or "Over" to let others know you are finished talking.

1. Press 🔒 Menu/Lock button until the 🔔 appears. The current setting On/Off flashes.
2. Press ✛ or ⚊ to turn On or Off.
3. Press the PTT button to set and exit Menu or 🔒 to continue set up.

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English

SPECIAL FEATURES

Emergency Alert Mode

The Emergency Alert feature can be used to signal members in your group of your need for urgent help. T47X series radios operate in an automatic "hands-free" emergency control mode for a total of 30 seconds after activating the Emergency Alert. T47X series radios in your group automatically advances the speaker volume to the maximum setting and sound a warbling alert tone for 8 seconds. The alert tone is emitted from your own radio speaker and the receiving radios in your group. After the 8 second alert, any spoken words or incidental sounds at your end is transmitted to the group for 22 seconds. For the 30 second duration of Emergency Alert mode, T47X series radio controls and buttons is locked to maximize reception of the emergency message.

1. Press and hold the **Emergency Alert** button for 3 seconds.

2. Release the button and the alert tone begins to sound. There is no need to continue to hold the Emergency Alert button or use PTT for your message to be transmitted.

3. After the alert tone ends you may speak into the microphone. Your voice or incidental sounds is transmitted.

4. After 30 seconds your radio speaker emits a Talk Confirmation Tone. Operation then returns to normal two-way mode.

Note: All Motorola Solutions Talkabout EM, MJ, MR, MT, MU, T400, T500, T600, T800 series radio (except for model T400) are fully compatible with the Emergency Alert feature. Radios other than EM, MJ, MR, MT, MU, T400, T500, T600, T800 series can receive the emergency alert signal, but does not respond with adjusted volume settings, locked controls or a warbling alert tone. Users of other radio models set to the same channel and Interference Eliminator Code hears a steady tone for eight seconds followed by the voice transmission for 22 seconds.

WARNING: The Emergency Alert feature should only be used in the event of an actual emergency. Motorola Solutions is not responsible if there is no response to the emergency alert from the receiving group.

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Built-in LED Flashlight

1. Press the flashlight button to turn the light ON.

2. Press the flashlight button again to turn the light OFF.

Note: Turn off the flashlight when not in use to conserve battery power.

Keypad Lock

To avoid accidentally changing your radio settings:

1. Press and hold 🔒 **Menu/Lock** button until 🔒 displays.

2. When in lock mode, you can turn the radio ON and OFF, adjust the volume, receive, transmit, send a call tone, send Emergency Alert, turn the LED flashlight ON and OFF, and monitor channels. All other functions are locked.

3. To unlock the radio, press and hold 🔒 **Menu/Lock** button until 🔒 is no longer displayed.

Easy Pairing

The Easy Pairing feature allows a group of radio users to program all their radios to the same Channel and Interference Eliminator Code settings quickly and simultaneously. Any one radio within the group can be designated as the "Leader's radio" and have it's Channel and Interference Eliminator Code settings transmitted to and copied by all the other radios in the group (Members' radios).

1. Pick any one of the radios as the "Leader's radio". On this radio, program the Channel and Interference Eliminator Code to the desired settings.(See "Selecting the Channel" and "Selecting the Interference Eliminator Code" sections in this user manual).

2. To copy the channel and Interference Eliminator Code combination to all the other "Members' radios", press and hold the ◄ button on the Members' radios until you hear a beep. Release the button after the beep, and wait for the transmission from the Leader's radio.

Note:

- The ◄ icon blinks on the display. This confirms that the radio is in Easy Pairing mode waiting to receive the Channel and Interference Eliminator Code settings from the Leader's radio. All Members' radios remains in this mode for 3 minutes.
- A group with many radios should have all users take this step at the same time, so all radios can be programmed in one go.

3. On the Leader's radio, press and hold down the ◄ button until you hear a double beep.

Note:

- At the double beep, this radio's Channel and Interference Eliminator Code settings is transmitted, which is received and copied by all the other (Members') radios.
- The Leader's radio must make this transmission when all the Members' radios are still in the Easy Pairing mode, otherwise the transmission is not picked up.
- On the Leader's radio, user must remember NOT to release the button on the first (single) beep, otherwise this radio becomes another Member's radio. If that happens, you can press PTT to escape, and retry step 3.

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Scanning Channels

English

Use scan to search all channels for transmissions from unknown parties, to find someone in your group who has accidentally changed channels or to quickly find unused channels for your own use.

There is a priority feature and two modes of scanning (basic and advanced) to make your search more effective. The Basic Scan mode uses the channel and code combinations for each of the channels as you have set them (or with the default code value of 1). The "Advanced Scan" mode scans all channels for any and all codes, detect any code in use and use that code value temporarily for that channel.

Priority is given to the "home channel", that is, the channel (and Interference Eliminator Code) your radio is set to when you start the scan. This means the initial channel (and code settings) is scanned more often than the other channels and your radio responds quickly to any activity occurring on the home channel as a priority.

To start Basic Scanning:

1. Briefly press the ⤢ Scan/Monitor button. The scan Z appears in the display and the radio begins to scroll through the channel and code combinations

2. When the radio detects channel activity matching the channel and code combination, it stops scrolling and you can hear the transmission.

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3. To respond and talk to the person transmitting, press the PTT button within five seconds after the end of the transmission.

4. The radio resumes scrolling through the channels 5 seconds after the end of any received activity.

5. To stop scanning, briefly press the ⤢ Scan/Monitor button.

To start Advanced Scanning:

1. Set the Interference Eliminator Code to "zero" or OFF.

2. Briefly press the ⤢ Scan/Monitor button. The scan Z appears in the display and the radio begins to scroll through the channels. No Interference Eliminator Codes filters what is heard.

3. When the radio detects channel activity with ANY code (or NO code), it stops scrolling and you can hear the transmission. Any Interference Eliminator Code that may be in use by that party is detected and displayed.

4. To respond and talk to the person transmitting, press the PTT button within 5 seconds of the end of the transmission. The radio transmits using the newly detected Interference Eliminator Code.

5. The radio resumes scrolling through the channels 5 seconds after the end of any received activity.

6. To stop scanning, briefly press the ⤢ Scan/Monitor button.

Scanning Notes:

1. If you press the PTT button while the radio is scrolling through inactive channels, the transmission is on the "home channel". Scanning resumes five seconds after the end of your transmission. You may press the ⤢ Scan/Monitor button to stop scanning at any time.

2. If the radio stops on an undesired transmission, you may immediately resume the scan by briefly pressing ◇ or ⊐

3. If the radio repeatedly stops on an undesired transmission, you may temporarily remove that channel from the scan list by pressing and holding ◇ or ⊐ for 3 seconds. You may remove more than one channel in this way.

4. To restore the removed channel(s) to the scan list, turn the radio off and then turn back on, or exit and re-enter the scanning mode by pressing ⤢ Scan/Monitor button.

5. You cannot remove the home channel from the scan list.

6. In Advanced Scan, the detected code is only used for one transmission. You must note that code, exit scan and set that detected code on that channel to permanently use the detected code

DeWALT

Instruction Manual

TWO-WAY RADIO MODEL
DXFRS800

Backlit LCD Display

Features

- 22 Channels
- 121 Privacy Codes (38 CTCSS codes/ 83 DCS codes)
- IP67 Water Proof and Dust Proof Rating
- Hands-Free Operation (VOX)
- Backlit LCD Display
- Call Alert
- Button Lock
- Speaker/ Microphone/ Charge Jack
- Roger Beep
- Battery/Power Saver
- Keystroke Tones
- Battery Level Indicator
- Low Battery Audible Alert
- Auto Squelch
- Holster

1. Lock Icon
2. Transmit Icon
3. Receive Icon
4. Battery Level Indicator
5. VOX Icon
6. DCS Icon
7. CTCSS Icon
8. DCS / CTCSS Privacy Code Numbers
9. Power Saver Icon
10. Vibration Alert Icon
11. Channel Numbers

A-3

Important Safety Instructions

⚠ WARNING: *To reduce risk of injury:*
Before any use, be sure everyone using this unit reads and understands all safety instructions and other information contained in this manual. Save these instructions and review frequently.

1. Only accessories included in this package or specified by the manufacturer should be used with the radio. The 5V USB-C charging input is compatible with most high quality USB-C chargers that fully conform to the USB standards.
2. Do not use cleaners or solvents to clean the exterior of the radio. Use only a damp or dry cloth.
3. Do not expose this product to splashing or dripping water.
4. Do not attempt to service the receiver yourself. Removing the cover will void the warranty. Changes or modifications not expressly approved by DeWALT may void the user's authority granted by the FCC to operate this device and should not be made.
5. Do not plug the wall adaptor into the power outlet if the outlet is wet.
6. Do not use any portable radio that has a damaged antenna. If a damaged antenna comes into contact with your skin, a minor burn can result.

Important Safety Instructions for Battery

⚠ WARNING: *Read all safety warnings and all instructions:*
Failure to follow the warnings and instructions may result in fire and/or serious injury

- Do not incinerate the battery even if it is severely damaged or is completely worn out.
- Do not discard battery in a fire. The battery pack can explode in a fire.
- Do not replace battery in any area labeled "Hazardous Atmosphere". Any sparks created in a potentially explosive atmosphere can cause an explosion or fire.
- Do not disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.
- Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
- A small leakage of liquid from the battery cells may occur under extreme usage or temperature conditions. This does not indicate a failure. Do not open, deform or mutilate the battery as there may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.

However, if the outer seal is broken and this leakage gets on your skin:
a. Wash quickly with soap and water.
b. Neutralize with a mild acid such as lemon juice or vinegar.
c. If battery liquid gets into your eyes, flush them with clean water for a minimum of 10 minutes and seek immediate medical attention.

This product uses Lithium Polymer Battery. Do not transport package if damaged, a fire hazard could exist.
For more information, please call our customer support line at (855) 224-5127, or email us at cs@shineflexglobal.com.
Recycle Battery
Local, state or federal laws may prohibit disposal of batteries in ordinary trash. Consult your local waste authority for information regarding available recycling and/or disposal options.

A-4

Introduction

Making Life Easier and Safer

Staying in touch is convenient and easy when using your radio. Some of the many uses you will discover include:
Communicating with others while hiking, biking, and working; keeping track of family and friends at a crowded public event; checking with travel companions; connecting with neighbors; arranging meeting spots with others while shopping at the mall, talking with your colleagues in store or warehouse.

Secure your radio while on the go.
Carrying your radio with you is easy when using the holster.
The holster easily attaches to your belt, purse, or backpack.

Customer Assistance
Product Service & Support

For any questions about operating this new DeWALT branded product, PLEASE CONTACT US FIRST... do not return this product to the retail store. The contact information for support will vary depending on the country in which you purchased and utilize the product.

To obtain warranty service or other information for products purchased from Shine Flex itself or through its authorized reseller or agent and utilized in the U.S.A., please email us at cs@shineflexglobal.com. You will receive instructions on how to ship the products at your expense to an our Authorized Service Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; and, most importantly; (c) your address and telephone number.
For further information needed on its features, please visit www.shineflexglobal.com for frequently asked questions and the electronic manual.
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⚠ CAUTION:

Exposure to high volume sound levels may cause temporary or permanent damage to your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your radio with the volume set at low level and avoid prolonged exposure to high volume sound levels.

1. Set the volume control in a low position and use as low a volume as possible.
2. Avoid turning up the volume to block out noisy surroundings. Whenever possible, use your radio in a quiet environment with low background noise.
3. Limit the amount of time you use headsets or earpiece at high volume levels.
4. When using the radio without a headset or earpiece, do not place the radio's speaker directly against your ear.
5. Observe all signs and instructions that require an electrical device or RF radio product to be switched off in designated areas, such as gas/refueling stations, hospitals, blasting areas, potentially explosive atmospheres, or aircraft.
6. If you experience a skin irritation after using this product, discontinue use and seek medical attention.
7. If the product or charger: overheats; has a damaged cord or plug; has been dropped or damaged; has been dropped into water, disconnect any charger from its power supply, discontinue use of the product.

Electromagnetic Interference

Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility. Turn off your radio in any facility where posted notices instruct you to do so. These facilities may include hospitals or health care facilities that may be using equipment that is sensitive to external RF energy.

- When instructed to do so, turn off your radios when on board an aircraft. Any use of a RF device must be in accordance with applicable laws, regulations and airline crew instructions.
- Some radios may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer or physician to discuss alternatives.
- If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your doctor or physician may be able to assist you in obtaining this information.

A-6

Introduction
Caring for Your Radio

Your radio will give you years of trouble-free service if cared for properly. Handle the radio gently. Keep the radio away from dust. Never put the radio in water or in a damp place. Avoid exposure to extreme temperatures.

Installing Batteries

1. Remove Holster by releasing the belt clip latch and slide the holster downward.
2. Unscrew 3 screws at battery door with Philips #1 screwdriver, then open the battery compartment cover. Connect the connector of the battery to the socket of the radio inside the battery compartment.
3. Place the battery inside the battery compartment and align the wire as shown.
   (Make sure the wire does not block the screw holes)
4. Replace the battery compartment cover, screw down the screws mildly.
   (Screw nuts may be damaged if applying too strong force when tightening)
5. Re-attach the holster

To charge batteries in radio:
1. Check to see that the batteries have been inserted properly.
2. Insert the cable into the charge jack located at the left side of the radio.
3. Plug the cable into USB-compatible power port.

Only use the supplied rechargeable batteries and desktop charger for recharging your DEWALT radio.

DEWALT recommends your radio is turned off while being charged.

NOTICE: To protect the lithium battery, the charging circuit allows the battery to be charged in environments ranging from 50°F (10°C) to 113°F (45°C).

1

Operation
Using Your Radio

For charging radio(s) in desktop charger:
1. Insert radio(s) into desktop charger as shown.
2. Insert the USB-C cable into jack on back of charger.
3. Plug the cable into USB compatible power port. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

To protect the lithium battery, the charging circuit allows the battery to be charged in environments ranging from 50°F (10°C) to 113°F (45°C).

If charging light is not on, check position of radio. Radio should be upright. The charge indicator light will stay on as long as the radio is in the charging mode, and the light will go off when charging is complete.

Note: To charge a single radio, you can bypass the desktop charger and simply insert the USB-C connector directly into the charge jack located on the left side of the radio.

The radio will display flashing battery icon while charging.

DEWALT recommends your radio be turned off while being charged.

Quick Start
1. Turn On/Off VOL Knob clockwise to turn the radio on and counter clockwise to turn the radio off.
2. Select a desired channel.
   Both radios must be tuned to the same channel/privacy code to communicate.
3. Press and hold the Talk button while speaking into the microphone.
4. When finished talking, release the Talk button and listen for a response.

This radio is equipped with default Privacy Code on each channel for minimizing unwanted signals from others. See page 8 to 9 for procedures changing your radio from default Privacy Code to a different Privacy Code or disabling Privacy Code.

2

Turning on Your Radio

Turn clockwise to turn the radio on and counterclockwise to turn the radio off.

1. In the ON position, the radio chirps and briefly shows all feature icons available on the radio.
2. The display screen then shows the current channel, code and all features that are enabled.

Battery Low

When battery power is low, the final bar in the Battery Low icon will blink and an audible tone will sound twice before the radio shuts off. Your batteries need to be recharged.

The radio will display flashing battery icon while charging if the radio is on.

Auto Battery Save

If there are no transmissions within 10 seconds, the radio will automatically switch to Battery Save mode and the Power Saver icon will flash in the display. This will not affect the radio's ability to receive incoming transmissions.

Helpful Tip
Accessories

Recommended accessories for use with your radios are available from your local dealer or authorized service center.

If you need assistance regarding accessories, please visit www.shineflexglobal.com

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Communicating with Another Person
1. Press and hold the Talk button.
2. Position the microphone about two inches (5 cm) from your mouth, speak in a normal voice.
3. Release the Talk button when you are finished talking and listen for a response.

You cannot receive incoming calls while pressing the Talk button.

Both radios must be tuned to the same channel and privacy code to communicate.

To Select a Channel

Press Mode button once, then press Up button or Down button.

Both radios must be tuned to the same channel to communicate.

See page 12 for frequency allocations charts.

Listening for a Response

Release the Talk button to receive incoming transmissions. Your radio is always in Standby mode while the Talk or Call buttons are not pressed.

To Adjust Volume
1. Rotate clockwise to increase the volume.
2. Rotate counterclockwise to decrease the volume.

Do not hold the radio close to your ear. If the volume is set to an uncomfortable level, it could hurt your ear.

4

Call Button

Press and release the **Call** button.

The other person will hear a three second call tone. This tone is used only to establish voice communications.

Auto Squelch

Your radio will automatically shut off weak transmissions and unwanted noise due to terrain, conditions limit.

Lock Function

The **Lock** function locks the **Up, Down** and **Mode** buttons to prevent accidental operation.

To turn the lock on or off:

– Press and hold the **Lock** button for three seconds.

A double beep sound is used to confirm your lock **enabled.** When in **Lock** mode, the **Lock** icon will be displayed also.

Range

Your range will vary depending on terrain and conditions.

In flat, open country your radio will operate at maximum range.

Buildings and foliage in the path of the signal can reduce the range of the radio.

Dense foliage and hilly terrain will further reduce the range of the radio.

On Channels 8 through 14, your radio automatically switches to low power, which will limit the range the radio can communicate.

5

Operation
Mode Functions

Scrolling Through the Mode Function

By scrolling through the **Mode** function, you will be able to select or turn **on** preferred features of your radio. When scrolling through the **Mode** function, your radio features will be displayed in the same predetermined order:

Channel	22 channels with default privacy code
VOX on/off	On or off shown on LCD
VOX sensitivity	5 levels
Vibration Alert selection	0:Off, 1:Enable
CTCSS code setting	38 codes for setting
DCS code setting	83 codes for setting

6

Privacy Codes

Your radio incorporates two advanced coded squelch systems that can help to reduce interference from other users on any given channel. CTCSS (Continuous Tone Coded Squelch System) provides 38 privacy codes and DCS (Digitally Coded Squelch) provides 83 privacy codes. This provides a total of 121 **Privacy Codes.** Either system can be used on all channels, but both systems cannot be used on the same channel at the same time.

For ease of use and reduce interference from other users, the 22 channels of your radio has been customized, see **Channel and Default Privacy Code Table.**

Channel and Default Privacy Code Table

Channel	Privacy Code Type	Privacy Code Number	Channel	Privacy Code Type	Privacy Code Number
1	CTCSS	1	12	DCS	77
2	CTCSS	11	13	CTCSS	1
3	CTCSS	22	14	CTCSS	11
4	CTCSS	33	15	CTCSS	22
5	DCS	1	16	CTCSS	33
6	DCS	11	17	DCS	1
7	DCS	22	18	DCS	11
8	DCS	33	19	DCS	22
9	DCS	44	20	DCS	33
10	DCS	55	21	DCS	44
11	DCS	66	22	DCS	55

You can change your radio to a different Privacy Codes for working with other radio with different privacy code or without privacy code. See page 8 and 9 for procedures.

7

Set CTCSS Privacy Codes

To select a CTCSS privacy code:

1. After selecting a channel, press the **Mode** button until the **CTCSS** icon appears and the small numbers next to the channel number flash on the display.

If DCS is turned on at the channel selected, the display will flash the CTCSS icon and "OFF." To switch from DCS to CTCSS, press the **Up** or **Down** butto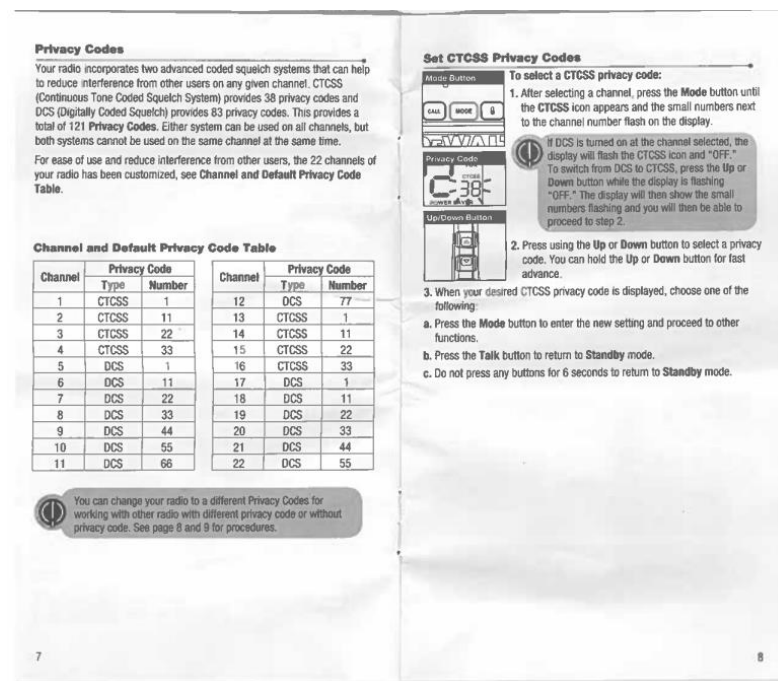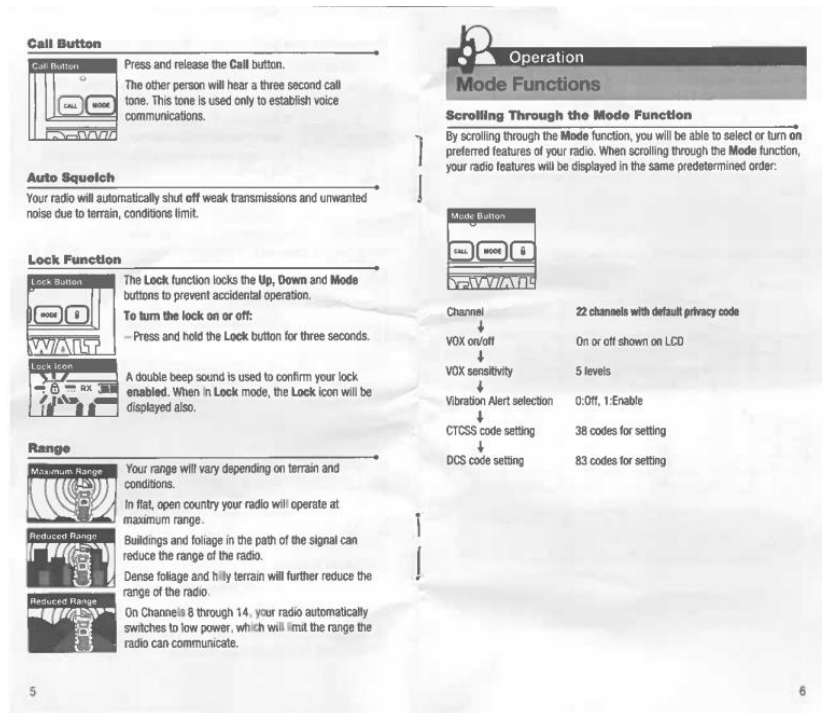n while the display is flashing "OFF." The display will then show the small numbers flashing and you will then be able to proceed to step 2.

2. Press using the **Up** or **Down** button to select a privacy code. You can hold the **Up** or **Down** button for fast advance.

3. When your desired CTCSS privacy code is displayed, choose one of the following:

a. Press the **Mode** button to enter the new setting and proceed to other functions.

b. Press the **Talk** button to return to **Standby** mode.

c. Do not press any buttons for 6 seconds to return to **Standby** mode.

8

Set DCS Privacy Codes

To select a DCS privacy code:

1. After selecting a channel, press the **Mode** button until the DCS icon appears and the small numbers flash on the display (00 through 83).

If CTCSS is turned on at the channel selected, the display will flash the DCS icon and "OFF." To switch from CTCSS to DCS, press the Up or Down button while the display is flashing "OFF." The display will then show the small numbers flashing and you will then be able to proceed to step 2.

2. Press the **Up** or **Down** button to select a DCS privacy code. You can hold the **Up** or **Down** button for fast advance.

3. When DCS privacy code is displayed, choose one of the following:

   a. Press the **Mode** button to enter the new setting and proceed to other functions.

   b. Press the **Talk** button to return to **Standby** mode.

   c. Do not press any buttons for 6 seconds to enter the new settings and to return to **Standby** mode.

To successfully communicate using a privacy code, both the sending and receiving radios must be tuned to the same channel and to the same privacy code system (CTCSS or DCS) and privacy code number. Each channel will remember the last privacy code system and number you select.

The privacy code 00 is not a privacy code, but allows all signals to be heard on a channel that is set to 00 on both the CTCSS and DCS systems.

9

Voice Activated Transmit (VOX)

In VOX mode, your radio can be used "hands-free," automatically transmitting when you speak. You can set the VOX sensitivity level to fit the volume of your voice and avoid transmissions triggered by background noise.

To turn VOX mode on or off:

1. Press the **Mode** button until the VOX icon shown on the display. The current **On** or **Off** setting is displayed.

2. Press the **Up** or **Down** button to turn VOX **On** or **Off**.

3. Choose one of the following:

   a. Press the **Mode** button to enter the new setting and proceed to other functions.

   b. Press the **Talk** button to return to **Standby** mode.

To set VOX sensitivity:

1. Press the **Mode** button until the VOX icon flashes and the current sensitivity level is displayed.

The current VOX sensitivity level is displayed with Number 1 through 5, with Number 5 being the most sensitive level and Number 1 being the least sensitive level.

2. Press the **Up** or **Down** button to change the setting.

3. Choose one of the following:

   a. Press the **Mode** button to enter the new setting and proceed to other functions.

   b. Press the **Talk** button to return to **Standby** mode.

   c. Do not press any buttons for 6 seconds to return to **Standby** mode.

10

Vibration Alert and Call Alert

Your radio can alert you to incoming signals by sounding an audible call tone or an audible tone with Vibration Alert.

To change call settings:

1. Press the **Mode** button until the **Call Setting** icon is shown on the display. The current setting ("0" ring only, "1" vibrate + ring) is displayed.

2. Press the **Up** or **Down** button to change the call setting.

3. Choose one of the following:

   a. Press the **Mode** button to enter the new setting and proceed to other functions.

   b. Press **Talk** button to return to **Standby** mode.

   c. Do not press any buttons for 6 seconds to return to **Standby** mode.

Note: Vibration Alert will be suspended during charging

Roger Beep Confirmation Tone

Your listener will hear an audible tone when you release the **Talk** button. This alerts the other party that you have finished talking and it is OK for them to speak.

Key Tone

Key Tone is an audible tone which will sound each time a button is pressed.

NOTE: Both Roger Beep and Key Tone can be toggled (Enabling or Disabling) as following.

To turn both Roger Beep and Key Tone on or off:

1. Turn **OFF** the radio.

2. Press and hold the **Call** button, and then turn **ON** the radio at the same time, tones enabling or disabling confirmation would be heard.

3. Release the **Call** button.

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Operation

General Specifications

Frequency Allocation and Compatibility

A = Channel No. for 22 Channel Models
B = Frequency in MHz
C = Power Output

A	B	C
1	462.5625	High
2	462.5875	High
3	462.6125	High
4	462.6375	High
5	462.6625	High
6	462.6875	High
7	462.7125	High
8	467.5625	Low
9	467.5875	Low
10	467.6125	Low
11	467.6375	Low
12	467.6625	Low
13	467.6875	Low
14	467.7125	Low
15	462.5500	High
16	462.5750	High
17	462.6000	High
18	462.6250	High
19	462.6500	High
20	462.6750	High
21	462.7000	High
22	462.7250	High

IMPORTANT NOTICE:

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

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⚠ Safety Information for Radios

Your wireless handheld portable transceiver contains a low power transmitter. When the talk button is pushed, it sends out radio frequency (RF) signals. The device is authorized to operate at a duty factor not to exceed 50%. In August 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for handheld wireless devices

Important

FCC RF Exposure Requirements: For body-worn operation, this radio has been tested and meets the FCC RF exposure guidelines when used with DeWALT accessories supplied or designated for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Use only the supplied antenna. Unauthorized antennas, modifications or attachments could damage the transmitter and may violate FCC regulations.

Normal Position

Hold the transmitter approximately 1 inch (25mm) from your face and speak in a normal voice, with the antenna pointed up and away.

FCC Part 15.21 Warning Statement-

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

ISEDC Warning

This device complies with Innovation, Science, and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

ISEDC Radiation Exposure Statement

For body worn operation, this model device has been tested and meets the ISED RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that Contains no metal and that positions of the face up minimum distance is 25 mm.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Your wireless handheld portable transceiver contains a low power transmitter. When the talk button is pushed, it sends out radio frequency (RF) signals. The device is authorized to operate at a duty factor not to exceed 50%.

MODEL: DXFRS800:
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) this device must accept any interference received,including interference that may cause undesired operation.
FCC Warnings: Replacement or substitution of transistors, regular diodes or other parts of a unique nature, with parts other than those recommended by DeWALT may cause a violation of the technical regulations of part 95 of the FCC rules, or violation of type acceptance requirements of part 2 of the rules.

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Warranty & Trademark Acknowledgment

Limited Lifetime Warranty on Radio

Shine Flex warrants to the original consumer purchaser only that this product and the component parts thereof, will be free from defects in workmanship and materials. During this period, Shine Flex will, repair or replace, at its sole option and discretion, this product or any defective parts. Shine Flex's liability hereunder shall be limited to repair or replacement of the defective part or parts, and such correction shall constitute a fulfillment of all of Shine Flex's warranties hereunder.

This limited warranty does not apply to accessories and consumables and is only valid for the original consumer purchaser in limited jurisdictions and is not transferrable. This limited warranty will automatically terminate prior to expiration if this product is sold or otherwise transferred to another party. The product must be purchased from Shine Flex or an authorized dealer or the warranty is void. This limited warranty is valid only for products purchased and utilized in specific jurisdictions. Please visit our website at www.shineflexglobal.com for a list of jurisdictions wherein this limited warranty is valid.

This limited warranty does not cover damage due to misuse, abuse, negligence, acts of God, accident, commercial use or modification of, or to any part of this product. This warranty does not cover damage due to improper operation, maintenance or installation; ordinary wear and tear; or attempted alterations or repairs by anyone other than Shine Flex or someone authorized by Shine Flex to do warranty work. Any unauthorized alterations or repairs will void this warranty. This limited warranty does not cover product sold AS IS or WITH ALL FAULTS. This limited warranty is invalid if the factory applied serial number or date stamp has been altered, defaced or removed from this product. This limited warranty does not cover product purchased or utilized in a jurisdiction not covered.

The procedure for obtaining service and support, and the applicability of this warranty, will vary depending on the country or jurisdiction in which you purchase and utilize the product. For details on obtaining product service, support and other warranty information please visit www.shineflexglobal.com.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and country to country.

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Some states and countries do not allow limitations on how long an implied warranty lasts and do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and country to country.

Provided that the product was purchased from Shine Flex itself or through its authorized reseller or agent and utilized in the U.S.A., Shine Flex will, without charge, repair or replace, at its option, defective products, products or component parts upon delivery to the authorized Shine Flex Authorized Service Center, accompanied by proof of the date of first customer purchase, such as a duplicated copy of a sales receipt.

You must pay any initial shipping charges required to ship the product for warranty service, but the return charges, to an address in the U.S.A., will be at Shine Flex's expense, if the product is under warranty.

For Products Purchased Outside the U.S.A.

Please contact your authorized local reseller or agent for warranty information.

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Notes

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Appendix 1: Minor-Moderate-Major Incidents Flow Chart 1

Appendix 2: Minor-Moderate-Major Incidents Flow Chart 2