

**“The Best Possible Visitor Experience”
2019 Garden Docent Training
Hillwood Estate, Museum & Gardens**

Radio Procedures & Responding to an Incident

Garden docents utilize radios to perform radio-checks (i.e.: confirming the radio is functioning properly), contact visitor services regarding tour tickets, and report any incidents and emergencies to security. All radios come equipped with a clip on the back to hook onto a belt or waistband.

Conducting an Initial Radio-Check

1. Turn the radio on by turning the knob located on the left end of the top of the radio, in a clockwise fashion. This knob is also used to adjust the volume and it is recommended that you turn the knob at least 180°, listening to your first incoming transmission and then adjusting the volume to your preference.
2. The LCD screen on the face of the radio should read “Security”, and if not, adjust the selector knob until it does. The channel selector knob is in the center of the top of the radio.
3. Push and hold the talk button on the left side of the radio to talk.
4. While maintaining pressure on the talk button, say “This is [your name] to control for a radio-check” and then release the talk button.
5. The control room officer will state the condition of your transmission such as, “Loud and clear.”
6. Respond with “Copy” and then turn your radio off.



If you don't understand the control room's transmission or control gives you a condition for your radio that is not satisfactory like “You are not coming in clearly,” take your radio to the control room and inform them of the situation.

Note: Please remember the FCC has strict guidelines for radio usage. Transmissions must always be professional in nature and all profanity is against FCC Regulation and could lead to a fine or loss of license.

Situations that Merit a Radio Call to Security

Any incidents regarding a visitor, fellow volunteer, staff member, or yourself **must** be reported to security **immediately**. A volunteer's main responsibility in response to an incident is notifying security. Hillwood's security team will offer the necessary assistance and document the event for future reference. An incident includes:

1. Accidents – trip, fall, etc., no matter how minor.
2. All medical emergencies, including wasps and bee stings. **Helpful hint:** more information on how to manage a wasp and bee sting can be located in the Volunteer Handbook, page 16.
3. Suspicious behavior – if it is safe for you to do so. If not, wait until it is safe to use the radio. As a last resort, covertly press and hold the side button so we can hear what is going on where you are, realizing you may be unable to talk.
4. Lost visitor – do not delay the radio communication of critical data i.e. age, clothing, race, features, last known location, etc.

Overview of Responding to an Incident during a Garden Tour

	<p>1. If you are upset, try to calm yourself – take a deep breath and help the individual.</p>
	<p>2. Notify the visitor, that per Hillwood procedure, you are contacting security for assistance.</p>
	<p>3. Contact Security using one of the following means: radio, cell phone, or in-person.</p>
	<p>4. State your name, location, and give a brief description of the situation.</p>
	<p>5. Remain at the same location with the individual while you wait for security to arrive.</p>
	<p>6. Do not discuss with other visitors the cause or conditions of the incident and avoid unnecessary conversation about the incident.</p>
	<p>7. After the tour, please give security a thorough report of what you saw and heard during the incident.</p>

For full details of responding to an incident on a garden tour, see pages 17 and 18 in the Garden Docent Guidelines.