

**Jewish Community Housing Corporation
of
Metropolitan New Jersey
Superintendent and Security Guard
Orientation**

Name of Employee: _____

Date of Orientation: _____

JCHC Building: _____

Department: _____

Check off each area that has been reviewed with employee.

- Conflict Resolution Protocol
- Incident Reporting Protocol
- Security Systems – Pendants, Surveillance Cameras, Parking Lot Barrier Operations
- Fire/Disaster Response Coordinator Responsibilities
- Proper use of Two Way Radios
- Work Order System Training
- Electronic Equipment Policy
- Security / Concierge Guidelines

I have completed the Superintendent and Security Team Orientation.

Employee/Date

Manager/ Date

July 22, 2013

Conflict Resolution Protocol

- a) Identify the situation:
 - a) If situation is resident-related, report to Administrator/ Manager on Duty
 - b) Medical: AL- Contact Wellness Center
IL- Contact 911 and Family Contact in Emergency Book
 - c) Staff Conflict with Resident: Contact Administration, or Manager on Duty or On-Call
 - d) If life threatening or physical aggression, dial 911. Manager or Administrator must be called for each incident. If no response, Facilities Manager will be contacted.
 - e) Unusual incident Report for all details. That to be routed to Administrators office on Second floor before the shift is done.
 - f) Do not handle on your own; or give directives. Your role is to report and allow us to respond to all emergencies or conflicts.

NOTE: Log Book is for reporting general information. Incident report is for unusual incidents.

.....
By signing this form I acknowledge I have read and understand the context of this document and will abide by the policy contained there in.

Print Name _____ Date _____

Employees Signature _____

HOW TO FILL OUT AN INCIDENT REPORT

GOOD HANDWRITING Is KEY! Makes sure your reports are legible!!

1. **Contact Authorities** Contact the appropriate JCHC manager or Fire/ EMS or Police, as per the physical plant emergency protocol and the fire/ disaster. Provide your contact information. Indicate your name, title, JCHC building address. Explain how you may be contacted for more information and the best times to reach you.
2. **List the names of the person(s) involved in the incident.** If unknown, describe the appearance and characteristics of the person(s), such as height, weight, hair color and approximate age. Limit the description to factual observations and avoid adjectives that express your negative feelings about the person. If any witnesses were present, include their information as well.
3. **Provide Details.** Provide details about the event. Indicate what happened by describing the situation. Include the a) exact nature of the injury, b) description of items stolen or c) the damages incurred. Physical or verbal abuse, ongoing late-night noises from an apartment, and non- approved visitors are a few examples. Explain the facts of the incident in chronological order. Note: Take Photos or Video, Check the Surveillance Cameras
4. **Location:** Describe the location. Include the exact address and room number, if applicable. Explain exactly where in a building, on the road or outdoors the incident occurred. If the incident is related to an online offense, document the website and email addresses
5. **Report the date and time of the incident.** Be as exact as possible. When unsure about the time, write down your best guess and state that it is an approximation. If you do not remember the time, try to recall your activities before the incident. Maybe just prior to the incident you ate lunch at a specific time with a friend, and can approximate the time accordingly. When unsure, you might indicate a general time, such as "late morning" or "early evening."
6. **Resolution of Incident** Explain how the incident was handled. If you verbally reported it to Super, Regional Facilities Director, Site Manager, write down the names and titles of all involved. Explain what the reporting contacts instructed you to do and the steps you took as a result. If you acted on your own to address the situation, write down your exact actions.
7. **Submit your incident report.** Incident Reports must be kept in the Security Guard Log Book. The incident report must be reviewed by Super, Site Manager and Regional within the same day; or the next morning. When possible, submit an incident report in person and make yourself available to answer further questions or provide clarification.

RADIO VOICE PROCEDURE

Operating a two way radio is an art in which personality plays an important part. Proper voice procedure training will provide radio operators with the basic knowledge of how to improve their skills in the use of two-way radio communication.

Even the best radio system can suffer from interference, because of this it is possible that others can hear anything that is said. Therefore it is of utmost importance that proper voice procedure is used to save time.

There are two basic considerations when talking on the air.

- (a) **WHAT TO SAY** Voice procedure
- (b) **HOW TO SAY IT** Voice Technique

1. WHAT IS VOICE PROCEDURE?

Voice procedure is a set of rules designed to provide **SECURITY, ACCURACY** and **DISCIPLINE** when speaking on the radio. If you neglect these rules then it will be SAD.

1.1 SECURITY

- (a) Think before you speak.
- (b) Use correct procedure
- (c) Be brief

1.2 ACCURACY

The necessity for clear speech on two-way radio cannot be over emphasised. Therefore the **RSVP** system should be used to enhance better voice procedure and technique.

R	RHYTHM	Adequate pauses.
S	SPEED	Slower than usual conversation.
V	VOLUME	Speak directly into the microphone.
P	PITCH	The voice should be pitched at a higher level than for normal conversation.

1.2 DISCIPLINE

Radio discipline is the responsibility of every operator, and should adhere to the following:

- (a) Listen before you speak.
- (b) Use correct voice procedure.
- (c) Answer all calls promptly.
- (d) Keep the airways free of unnecessary talk.
- (e) Be brief and to the point

2. PROWORDS

Prowords are used to indicate specific meaning that replaces abbreviated sentences or phrases. They are standard, easily pronounced words, which have been assigned special meanings and can speed up message handling on radio networks reducing the chance of an error being introduced into a message.

Standard Words and Phrases

Word or Phrase	Meaning
Affirmative	Normally used when a question is asked and the reply is YES
Break, Break,	Interruption to a transmission
Disregard	This transmission has been made in error – ignore
EMERGENCY EMERGENCY	Only to be used when there is 'grave or imminent danger to life'. Immediate assistance is required
Figures	Numbers to follow
Go ahead	I am ready to copy your message
I spell	Next word will be spelt out using the phonetic alphabet
I say again	I am repeating my transmission or portion requested
Negative	Normally used when a question is asked and the reply is NO.
Out	End of transmission, no answer is required or expected
Over	Invitation to transmit
Roger	Message was received and understood. Can be used with the words over or out
Roger so far	Confirm parts of long message before continuing with rest of message
Say again	Repeat all of your last transmission
Say all after	Repeat all after a certain word or key phrase
Say all before	Repeat all before a certain word or key phrase
Standby	Wait for a short period and I will get back to you.
Sitrep	Means a situation report at your location
Wait over	Wait for a short period and I will get back to you
Wait out	The waiting period is longer than "wait over" I will call you as soon as possible
Wrong	Indicates an error has been made and the message will be repeated from the last correctly transmitted word

Phonetic Alphabet

Just as in normal conversations, when someone has difficulty understanding an unfamiliar word or name, the best way to get it across is to spell it.

Therefore the only difference over a two-way radio system is these words are spelt phonetically to avoid confusion.

Example: ETA should be spoken as - Echo Tango Alpha.

Since many letters sound the same, phonetic alphabets have been developed to allow communicators to spell without confusion. The phonetic alphabet used by Hams is the same as used by the military services, aviation facilities and mariners worldwide.

	Phonetic	Spoken As		Phonetic	Spoken As
A	Alpha	AL FAH	N	November	NO VEM BER
B	Bravo	BRAH VOH	O	Oscar	OSS CAH
C	Charlie	CHAR LEE	P	Papa	PAH PAH
D	Delta	DELL TAH	Q	Quebec	KEH BECK
E	Echo	ECK OH	R	Romeo	ROW ME OH
F	Foxtrot	FOXS TROT	S	Sierra	SEE AIR RAH
G	Golf	GOLF	T	Tango	TANG GO
H	Hotel	HOH TELL	U	Uniform	YOU NEE FORM
I	India	IN DEE AH	V	Victor	VIC TAH
J	Juliet	JEW LEE ETT	W	Whiskey	WISS KEY
K	Kilo	KEY LOH	X	X-ray	ECKS RAY
L	Lima	LEE MAH	Y	Yankee	YANK KEY
M	Mike	MIKE	Z	Zulu	ZOO LOO

SIGNAL REPORTING

3. THE R-S-T SYSTEM

The International Telecommunication Union (ITU) dictates the standard of reporting signal readability strength and tone. This system for HF operation has three scales for SSB operation, 1 – 5 for readability and 1 – 9 for strength and tone. The tone report is used only for Morse code operations.

Whenever an initial radio check call is made the receiving station needs to inform the other station making the request how the receiving signal is being heard. To do this the following scale should be used.

3.1 READABILITY

- 1 Unreadable.
- 2 Barely readable some words now & then.
- 3 Readable with considerable difficulty.
- 4 Readable with practically no difficulty
- 5 Perfectly readable (Loud & Clear)

3.2 SIGNAL STRENGTH

- 1 Faint signals
- 2 Very weak signals
- 3 Weak signals
- 4 Fair signals
- 5 Fairly good signals
- 6 Good signals
- 7 Moderately strong signals
- 8 Strong signals
- 9 Extremely strong signals

4 INITIATING A CALL

Whenever you are using a radio for the first time, or there is doubt about the performance of your radio, the simplest check that can be done is what is known as a "RADIO CHECK". The call should consist of the following:

- The call sign of the station being called.
- The words "THIS IS."
- The call sign of the station calling.
- The words "RADIO CHECK."
- The proword "OVER"

EXAMPLE:

6Y5RL this is 6Y5AG radio check over.
6Y5AG this is 6Y5RL you are 5 by 9 over.
6Y5RL this is 6Y5AG roger out.

**Jewish Community Housing Corporation of Metropolitan New Jersey
E-MAILS, Social Media, Electronic Equipment
PROTOCOL**

JCHC has invested in E-Mail systems for efficiency and to better serve our customers. JCHC equipment including computer hardware and software are valuable assets of JCHC . The following guidelines, which are not inclusive, have been established to ensure that employees understand JCHC 's expectations with regard to use of its software, the Internet, and e-mail systems.

1. Any software that is purchased by JCHC may only be installed on JCHC 's personal computers or work stations, and only on those units for which it was purchased. Software is often governed by strict copyright and trademark laws and may not be copied unless authorized by its publisher in writing.
2. Downloading of any programs, data, or other material, unless expressly approved by management, is prohibited. Not only is JCHC concerned about inappropriate materials and copyright infringement, but special care is especially needed to protect against the spread of viruses.
3. Since confidentiality cannot be assured when using the Internet or e-mail, transmission of confidential or propriety information is discouraged unless appropriate precautions are taken.
4. JCHC 's policy against sexual and other harassment applies fully to the use of Internet and e-mail. Accordingly, acquisition and/or dissemination of inappropriate materials, including but not limited to those that contain sexual innuendo, pornographic material, improper jokes, harassing or threatening statements, or any statement that could be negatively perceived by others or considered hostile or offensive based on any protected classification, including but not limited to sex, race, color, age, religion, national origin, or disability, is strictly prohibited.
5. No abusive profane or offensive language is to be transmitted through the Internet or e-mail.
6. Solicitation of non-JCHC business, or any use of the Internet or e-mail for the non-JCHC business or personal gain is prohibited.
7. Employees should not share their passwords or review other employees' files without permission.
8. Visiting any game or entertainment sites is prohibited.
9. The sending of "chain letters" or "broadcast" messages to lists of individuals, or any other use that may cause congestion of the network, is prohibited.
10. All messages transmitted on the Internet and via e-mail should have your name attached and no messages should be transmitted under an assumed name.
11. Employees should be aware that e-mails are JCHC records and can be used as evidence in a court of law. Employees must not send communications by e-mail that they would not send via written memo.
12. Employee use of the Internet and e-mail is a privilege that may be revoked at any time.
13. JCHC reserves the right to view, monitor or block any communications, e-mail or Internet access to ensure compliance with this policy.
14. JCHC will notify the proper authorities concerning any and all illegal activity perpetrated over the internet or through JCHC 's email system.

Employees are requested to have all personal mail, faxes, e-mail, and package deliveries directed to their home address.