

# COMMUNICATIONS POLICY AND STANDARD OPERATING PROCEDURE MANUAL

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# COMMUNICATIONS POLICY AND STANDARD OPERATING PROCEDURE MANUAL

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## INTRODUCTION

The primary purposes of the (name) Communication Center are protection of property and saving of lives, enforcement of the laws of the State/Providence of \_\_\_\_\_ and Ordinances relating to the (city, township or county).

A successful communication center must gain and hold the respect and confidence of the public whom it serves. To accomplish this, each communications officer and employee of the (name) Communication Center must perform their duties in an efficient, honest and businesslike manner. The communication officer constantly deals with people, and exemplary conduct is a must at all times to make the citizens realize the vital necessity of the communication officer to the public well-being.

It is the responsibility of every employee of the (name) Communication Center to read and become familiar with this manual's content, maintaining their assigned copy in good order and updating it as new or revised material is distributed. A current copy of the Policy and Standard Operating Procedure Manual will be kept at each radio console. If you have any questions about any of the policies, please feel free to discuss them with your supervisor.

Each member of the (name) Communication Center, in his performance of duty, will often be called upon to make difficult decisions. He must exercise discretion in making those decisions to protect himself, his department and the citizens. A communication officer must be faithful to his oath of office, the principles of the professional service, the objectives of the Department, and in the discharge of his duties must not allow personal motives to govern his decisions and/or conduct.

We welcome you to the (name) Communication Center and express our sincere hope that your employment will be a fulfilling experience.

## FOREWORD

This manual has been prepared to define departmental organization, establish personnel functions and responsibilities, delegate departmental procedure, and set forth department policies and procedures.

Every employee of the (name) Communication Center should consider himself the guardian of the character and reputation of the center. His position should be characterized by such traits as efficiency, loyalty, alertness, friendliness, cheerfulness, intelligence, unselfishness, honesty, and moral ascendancy. These virtues cannot help but reflect favorably upon the employee as well as the center.

It must be kept in mind that employees, in the general discharge of their duties, continually encounter situations not covered by this Manual. In such instances, the employees must then decide for themselves the proper approach and course of action which would best handle the situation in a competent and efficient manner.

All lawful rules, regulations, policies, procedures and orders shall be promptly obeyed. They should be carefully read, and when not thoroughly understood, a supervisor should be asked to explain and/or interpret them.

All previous rules, guidelines, job descriptions, orders, policies or procedures found to be in conflict with the contents of this Manual are hereby superseded.

## SECTION 1 - POLICY

### A. TERMINOLOGY

- (1) **Policy**  
A course of action, guiding principle, or procedure considered expedient or prudent.
- (2) **Procedure**  
A set of established forms or methods for conducting the affairs of a business, legislative body, or court of law.
- (3) **Shift**  
The designated span of time during which personnel are actually engaged in the performance of the assigned duty.
- (4) **Shall/Will**  
Indicates the action is mandatory.
- (5) **May**  
Indicates that the action is permissive, and/or discretionary.
- (6) **Gender**  
The use of the masculine gender in any directive or manual includes the feminine gender when it is applicable.
- (7) **Employee**  
Any person employed by the communication center.

### B. POSITIONS

- (1) **Communication Officer**  
As used in this manual, means any full time or part time employee that handles the day to day operation of receiving and dispatching emergency calls and is properly trained and approved in the operations of the communication center. This position reports to the Shift Supervisor.
- (2) **Shift Supervisor**  
The Shift Supervisor is responsible for the day to day operations on their shift and ensuring that operating procedures are followed. This position reports to the Communications Supervisor or 9-1-1 Coordinator.

- (3) Communications Supervisor or 9-1-1 Coordinator  
The Communications Supervisor or 9-1-1 Coordinator is responsible for all operations of the communication center. (This position will be referred to in this manual as Communications Supervisor). This position reports to the Director.
- (4) Director  
The Director is the head of the communication center.

## C. DAILY OPERATIONS

- (1) Reporting for duty  
Communication officers are expected to report on time for duty. They are expected to review the daily log, any communications and/or on-going calls that may carry over into their shift before the shift starts. Communication officers who do not follow this procedure shall be considered late for work and appropriate action will be taken.
- (2) Start of Shift  
Communication officer will:
  - relieve the previous shift
  - start a new shift log
  - test all equipment (telephone, radio, recording and computer), and
  - report any equipment that is out of service.
- (3) End of Shift  
Communication officer will relay any information that needs to be carried over to the next shift and complete any remaining paper work. It is also the communication officer's responsibility to:
  - clean up his or her work station
  - return all resources to their proper place
  - loose or unwanted Teletypes/operation printouts are to be either posted, placed in the wastepaper bin or shredded, and
  - any other items to be returned to their proper places.
- (4) Breaks  
Each communication officer will be permitted two (2) fifteen (15) minute breaks and one thirty (30) minute break for lunch per day. This break is to be taken when an appropriate relief has arrived. If there is more than one person on duty during a shift then the breaks will be worked out between the communication officers during their shift. Communication officers may not leave the building during a break unless authorized by the shift supervisor.



- (5) **Smoking**  
There shall be no smoking or use of any tobacco products in the communication center. The use of tobacco products will be permitted only in a designated area.
- (6) **Food and Drink**  
Food may be consumed in a designated break room, unless urgent circumstances dictate otherwise with the supervisor's approval. If drinks are permitted in the communication center, they must be in a cup or glass and placed on a form of coaster. Drinks must be kept at a distance from the console or any radio equipment to avoid spills on the communication equipment.
- (7) **Personal Telephone Calls**  
Personal calls are not to interfere with the operations of the communication center. They are highly discouraged during a shift. If personal calls are received they are to be limited to not more than 5 minutes unless it is an emergency situation. Communication officers may place calls or receive calls during their break. These calls must be conducted in a break area or area other than an active console area. These calls shall not exceed their break time. Any exception must be cleared with the shift supervisor.
- It is strongly urged that personnel closely follow the recommended length for personal telephone calls. Personnel who continually exceed the recommendations will be subject to disciplinary action.
- (8) **Visitors**  
Visitors are not permitted in the radio room of the communication center without the approval of the shift supervisor. Communication officers may have visitors, but they must meet in the lobby, break room, or outside area. Communication officers shall not leave their position without the approval of the shift supervisor. A visitors log shall be kept in the radio room of the communication center. All visitors to the radio room shall sign in and out in the log.
- (9) **Uniforms**  
Assigned uniform shall be worn while on duty. Assigned uniform will be determined by the communication center. From 0700 hours to 1600 hours standard uniform will be worn due to the traffic flow of public visitors. From 1600 hours to 0700 hours a more casual uniform, such as golf shirt with communication center logo and name, may be worn. All uniforms shall be standard. Any damaged or worn uniforms will be replaced upon approval of the communications supervisor. Uniforms may not be worn during off duty or for personal use without the approval of the communications supervisor.

## D. SUBSTANCE ABUSE

The word “drug” or “drugs” is meant to include but is not limited to:

- Legal drugs used illegally, or not as prescribed by a physician
- Illegal drugs
- Alcoholic beverages
- Any substance that adversely affects job performance or makes the employee unsuitable for emergency service work.

As an employee, you set an example to the public of all fellow employees of (name) Communication Center. There is a level of professionalism expected from you while you are off duty, therefore, all employees shall not consume alcoholic beverages while off duty to the extent the evidence of such consumption is apparent when reporting for duty, or to the extent their ability to perform duty is impaired. Employees while off duty shall refrain from consuming alcoholic beverages to the extent it results in obnoxious or offensive behavior which discredits the communication center, or renders the employee unfit to report to their next regular shift.

Employees shall not bring into or keep any drugs on the departmental premises. Employees shall not at any time be under the influence of drugs while on duty.

### (1) Pre-Employment Testing

- All offers of employment will be tendered contingent on testing negative for drugs.
- If a prospective employee tests positive he may have an independent test conducted from the same specimen at his expense.
- If the employee’s test is negative the communication center will pay for another test within seven (7) days.
- If the third test is negative the job offer will be tendered. If the test is positive the candidate will be denied employment.

### (2) Random Testing

- All employees will be subject to random drug tests.
- Each employee will be tested a minimum of once per year.
- Tests will be administered at the communication center while the employee is on duty.
- Employees who refuse a test are considered to be refusing a direct order and will be suspended without pay pending a decision of the Director.
- Any employee who tests positive will be suspended, with pay, pending final disposition.

(3) Reasonable Cause Testing

Any supervisor who has reason to believe an employee is using, or under the influence of, a prohibited drug and/or substance may direct that employee to submit to a screening test. A decision to test must be based on specific contemporaneous physical, behavioral and/or performance indicators of probable drug use.

The supervisor shall carefully document all factors that lead him to the decision that the employee is under the influence.

If a supervisor becomes suspicious of substance abuse, it should be communicated to the Director immediately. Do not wait for a specific event of obvious impairment.

(4) Suspicion of Drug Usage

If an employee is suspected of drug usage, it will be reported to the Director immediately.

If an employee reports for work under the influence of drugs he will be relieved from duty and the Director shall be notified immediately.

The supervisor should keep the employee under direct observation and not allow the employee to take anything by mouth.

The Director will come to the communication center and initiate the following actions:

- If alcohol is suspected the employee will be directed to take a breath test.
- If drug abuse is suspected a urine sample will be obtained
- The employee will not be dismissed from duty until the Director has been contacted.

The Director will then make the determination to suspend the employee with or without pay.

If the Director cannot be located the employee should be suspended with pay and directed to take a drug test as soon as practical.

(5) Employee Assistance Program

An employee who admits they have a substance abuse problem can choose to enter a treatment program, or resign, rather than be dismissed.

The treatment plan must be approved by the communication center's medical advisor.

Any costs associated with the treatment program will be the responsibility of the employee.

A leave of absence (without pay) to attend a treatment program will be granted after the employee has used all his leave time.

The total absence is not to exceed 60 consecutive calendar days.

Assignment to a different shift to accommodate treatment will be made if another employee agrees to the change; however, the re-assignment cannot be guaranteed.

The employee must successfully complete the treatment program as a condition of employment.

The employee will be subject to frequent drug tests at his expense.

Failure to successfully complete a treatment plan or testing positive for drugs will result in the employee being dismissed.

(6) General Procedures

The following are grounds for dismissal:

- Testing positive
- Refusing a test or failure to cooperate with a test
- Altering or adulterating a sample.

E. GENERAL CONDUCT

(1) Abuse of Position

Employees shall not abuse the use of their official position or identification. Employees shall not use their official position, official identification cards or badges, for personal or financial gain, for obtaining privileges not otherwise available to them except in the performance of their duty, or to avoid consequences of illegal acts. Employees shall not lend to another person their identification card or badges or permit them to be photographed or reproduced without the approval of the Director.

Employees shall not authorize the use of their names, photographs, or official titles which identify them as a communication officer, in connection with testimonials or advertisements of any commodity or commercial enterprises without the approval of the Director.

(2) Conduct Toward the Public

All employees shall conduct themselves in a professional manner while on duty. Employees shall be courteous and orderly in their dealings with the public. They shall perform their duties quietly, avoiding harsh, violent, profane, or insolent language and always remain in control of their behavior regardless of the provocation to do otherwise. Employees are not expected to take abuse from the public. If this occurs, they may be referred to the communication supervisor. Upon request they are required to supply their name and employee or badge number in a courteous manner. They shall attend to requests from the public quickly and accurately.

Angry or rude citizens are to be treated in a polite but firm manner. The communication officer will not engage in argumentative conversation or revert to the same behavior as the citizen. If the citizen continues in this manner, they may be referred to the communications supervisor.

(3) Personnel Conduct

Employees shall treat any officers, subordinates, and associates with respect. They shall be courteous and civil at all times in their relationships with one another. When on duty, and particularly in the presence of other employees or the public, officers shall be referred to by sir, ma'am or by their rank.

(4) Performance of Duty

All employees shall perform their duties as required or directed by departmental rule, policy or order, or by directive of chain of command. All duties required by competent authorities shall be performed promptly as directed, notwithstanding the general assignment, duties and responsibilities.

(5) Insubordination

Failure or deliberate refusal of any employee to obey a lawful order given by any officer or supervisor shall be considered insubordination. Ridiculing any officer/supervisor his/her orders, whether in or out of his/her presence, is also insubordination.

(6) Work Environment

It is the policy of (name) Communication Center to ensure that each employee is free to work without being harassed or intimidated. Harassment or intimidation of employees will not be tolerated and will result in disciplinary action to include dismissal.

(7) Causes For Disciplinary Action

Employees are expected to use reasonable judgement in carrying out their duties and not act in a manner contrary to the best interest of (name) Communication Center. The following activities include, but are not restricted to causes for disciplinary action:

- Sleeping on duty
  - Gossiping
  - Working for a political candidate while on duty or in uniform
  - Harassing other employees
  - Physical contact and “horseplay”
  - Practical jokes
  - Sexual harassment and/or harassment of any kind
  - Racial slurs and/or other such derogatory comments
  - Using abusive and/or obscene language
  - Failure to give proper notice of an absence which could be anticipated
  - Irregular attendance or excessive absenteeism without due cause
  - Repeated tardiness without due cause
  - Interference with the work of others, including but not limited to, offensive personal habits which interfere with efficient operations.
  - Excessive inefficiency including, but not limited to, waste, loafing, absence from assigned work area without permission, and defective workmanship
  - Violating of reasonable, normal or required safety practices, or the failure to report a work related accident or injury
  - Theft, destruction, careless or negligent use, or willful damage of communication center property
  - Misconduct, including but not limited to, lack of cooperation, contravention of statutory (civil or criminal) law, and any disgraceful or infamous conduct which reflects unfavorably on the communication center as an employer
  - Possession or use of alcohol, non-prescribed dangerous drugs, or similar intoxicants while on the communication center property or on duty
  - Operation of a communication center vehicle or equipment while under the influence of intoxicants such as alcohol, non-prescribed dangerous drugs, or prescribed drugs which cause an unsafe mental or physical state
  - Loss of a driver’s license or driving privileges by due process of law, when the employee’s job requires the regular operation of a motor vehicle in the performance of routine duties
  - Deliberate falsification of records or personal misrepresentation of fact to a supervisor, communication center official, the public or the Director
- 
- Dishonesty as related to an individual’s job duties or profession, or the use of one’s official position for personal advantages
  - Insubordination
  - Conviction of a serious criminal offense or of a misdemeanor involving moral wrong doing
  - Violation of safety practices that endanger the life or health or the employee or others
  - Violation of the (name) Communication Center Policy and Standard Operating Procedures, regulations, rules, lawful orders and/or directions made or given by a supervisor
  - Acceptance of any consideration of value or gratuity which was given to improperly influence the employee in the performance of duties
  - Refusal to be examined by a licensed physician when so directed by communication center officials or refusing to submit to blood, breath and/or urine tests for alcohol and/or drugs
  - Incompetency or repeated inefficiency in the performance of duties

- Abusive personal conduct or language toward the public or fellow employees, or abusive public criticism of a superior, communication center Director or elected official
- Willful violation of any duly adopted policy or State/Provincial or Federal law or regulation
- Conduct or actions determined to be a conflict of interest as defined by state law, communication center policy or standard operating procedures
- Fraudulent misrepresentation in securing an appointment or promotion
- Repeated and willful violation of relatively minor offenses
- Other conduct or activity that is not in the best interest of the communication center.

(8) Off Duty

Employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably upon themselves and the communication center.

Employees may pursue off duty jobs as long as they do not interfere with their duties at the communication center and do not bring discredit to the center. Employees are required to inform the communication center officials of any off duty employment that might be construed as a conflict of interest.

(9) Politics

Employees who desire to work for a candidate or political cause are encouraged to do so in a non-public capacity, so as to avoid involving the communication center. Prohibited activities include but are not limited to:

- Referring to the communication center when making endorsements or campaigning
- Political work or campaigning while in uniform or while on duty
- Anything that gives the impression that (name) Communication Center supports, or does not support, a particular candidate or slate of candidates, or issue.

F. DISCIPLINARY PROCEDURES

(1) Disciplinary Action

Employees who violate their oath and trust by committing an offense punishable under the law, or who violate any provision of the Policy and Standard Operating Procedure Manual, Personnel Code or any rules or regulations of the communication center or who disobey any lawful order, or who are incompetent to perform their duties, are subject to appropriate disciplinary action.

(2) Oral Reprimand

Oral Reprimand will be given when their performance does not meet standards. This may be an informal discussion, or a more formal session, depending on the nature of the problem. The communications supervisor will document the discussion in their personnel file. The communications supervisor may have the employee sign a memo if the problem is more serious, or is a recurring violation.

(3) Formal Disciplinary Procedures

The following procedures will be used when a serious violation occurs or when informal or formal discussion has failed to correct deficient performance. All formal disciplinary procedures will be signed by the employee, the communications supervisor and the Director and added to the employee's personnel file.

(4) Written Reprimand

A written reprimand is issued for serious violations and repeated violations of a minor nature. This form will be signed by the employee, the communications supervisor and the Director and added to the employee's personnel file.



- (5) **Suspension Without Pay**  
A suspension without pay is given for very serious violations that compromise the operation of the communication center or for continued violations. Suspensions are considered a last resort and further violations may result in dismissal.
- (6) **Suspension With Pay**  
Suspension with pay is given when a serious violation is alleged and it is felt that the best interest of the communication center would be served by not having the employee on duty until the matter can be investigated to determine if any action is warranted.
- (7) **Demotion**  
Demotions are given when an employee has not demonstrated satisfactory performance in his position but it is felt they could serve in a reduced capacity. There must be an opening in a lower ranking, and a lower ranking must exist, for this option to be used.
- (8) **Dismissal**  
A dismissal is used for extreme neglect to duty, conduct unbecoming an employee of the (name) Communication Center, or continued violation of the rules.
- (9) **Personnel Files**  
Communications Supervisor's File – used to document formal and informal sessions and the communications supervisor's observations of the employees performance. These files are for the private use of the communications supervisor and are not considered part of the employee's personnel file.

Personnel File – used for training, employee evaluations, employment related documents, payroll and insurance records, commendations, and formal disciplinary actions. This file is the property of (name) Communication Center and is maintained for the benefit of the organization. Employees may review their files but can not remove anything from those files. Requests to review personnel files are submitted to the communications supervisor and must be reviewed in the office.

## SECTION 2 – STANDARD OPERATING PROCEDURE

### A. CALLS FOR ASSISTANCE

It is the policy of (name) Communication Center to provide assistance to the public in all situations. To accomplish this goal the following policies and procedures will be used.

(1) Relaying Information

A communication officer's role in emergency services is to relay information from one person to another. To avoid giving wrong information, the communication officer will relay information exactly as it is given and will make clear who the source is.

(2) Making Assumptions

When relaying information, communication officers must be careful not to embellish facts with their assumptions or interpretations of the situation. If you have reason to suspect that the situation may be other than it appears, this should be relayed, but it must be made clear that it is your opinion, not fact.

(3) Radio Log Sheets

A radio log will be kept of all activity pertaining to the day to day operations of the center. Each communication officer will sign in at the beginning of their shift and will be responsible for the entering of all information along with the time (military time) the information is received. This will include but not be limited to:

- All emergency calls
- Emergency radio traffic
- Non-emergency radio traffic
- Equipment in/out of service
- Road closing
- Weather reports
- Hospital information
- Equipment malfunctions or trouble

This information will be kept in a CAD (Computer Aided Dispatch) system or in written form. If in written form, entries will be printed by hand and typed onto a log sheet for recording purposes.

## B. EMERGENCY CALLS

### (1) Communication Officer/Call Taker

A communication officer/call taker is responsible for answering all in-coming calls, and for taking all information from the caller.

Communication officer/call takers will answer all 9-1-1 calls after the first ring whenever possible. 9-1-1 lines take precedence over all other lines and non-emergency radio traffic.

All 9-1-1 lines will be answered: 9-1-1, what is your emergency?

All other lines will be answered: (name) Communication Center

### (2) Emergency/Non-emergency Calls

If the call is a non-emergency call and is received on an emergency telephone line the communication officer/call taker will notify the caller that they have called on an emergency line and will direct them to a non-emergency line.

It is imperative that only “legitimate” emergency calls be handled on the 9-1-1 system because:

- The 9-1-1 telephone network has a limited number of dedicated trunk lines – tying up these trunks with non-emergency calls could result in “real” emergency calls being blocked and, calls are answered by the PSAP (Public Safety Answering Point) in the order that they are received. Non-emergency calls on the 9-1-1 system will slow the speed of answer of legitimate emergency calls.

An emergency call is defined as a call that:

- requires the attention of the Fire Department’s emergency equipment
- requires the attention of Emergency Medical Services for other than routine transfers and;
- requires the attention of police where there is a degree of urgency.

If the call is an emergency call, the call taker will request the following information:

- Type of emergency
- Location of the incident (Always verify the location. Remember if the call is an E-9-1-1 call the address of the caller may not be the location of the incident. Never assume the location.)
- Call back telephone number
- Caller’s name and business name if applicable
- Any special information that might apply to the emergency such as suite/room number, cross streets, etc.

The communication officer/radio operator will then notify the appropriate agency by radio to respond to the emergency. They will relay all the information necessary. They will continue to handle all radio traffic.

If emergency calls are to be transferred to another PSAP, the communication officer will transfer the call. The communication officer will tell the caller “do not hang up, I am connecting you now”. The communication officer will then stay on the line until the connection is completed, the caller and the other PSAP communication officer are talking, and all information has been relayed.

(3) EMS Calls

On EMS calls, the communication officer/call taker may stay on the phone and talk through the situation, give special direction, and/or calm the caller as much as possible along with pre-arrival instructions if they are trained to do so. Any pre-arrival medical instructions must be approved by the Medical Advisor of the communication center.

The following is a list of possible EMS type calls. This is not a complete list and should only be used as an example of EMS calls. The response for these calls will come from the EMS division/department as to what equipment will respond to each type of call.

- Vehicle accident with injury
- Sexual assault
- Shooting or stabbing
- Suicide or suicidal
- Assault
- Drowning
- Medical emergencies (i.e., heart attack, stroke, breathing difficulties, bleeding, seizures, broken bones/fractures, etc.)
- Poisoning or overdose

(4) Fire Calls

When possible an attempt to obtain additional information should be made to assist the responding equipment, i.e. life hazards and hazardous materials. On all fires the communication officer/call taker will advise all occupants to evacuate the structure immediately and to wait outside at a safe location for help to arrive.

The following is a list of possible fire type calls. This is not a complete list and should only be used as an example of fire calls. The response for these calls will come from the fire division/department as to what equipment will respond to each type of call.

- Vehicle fire
- Bomb threats
- Grass fire
- Chemical spill/hazardous materials
- Electrical wires down
- Gas leaks
- Aircraft emergencies
- Structure fire
- Trench cave-in or building collapse
- Rescue situation

(5) Law Enforcement Calls

As in a fire situation, the communication officer/call taker is to obtain additional information to assist the responding officers for the safety of the officers and the people involved in the incident.

The following is a list of possible law enforcement type calls. This is not a complete list and should only be used as an example of law enforcement calls. The response for these calls will come from the law enforcement agency/department as to what equipment will respond to each type of call.

- Abandoned children
- Robbery, burglary, theft or shoplifting
- Traffic violations or hazard, reckless driving
- Prowler or suspicious person
- Hostage taking or kidnapping
- Fights or disturbances
- Missing person
- Homicide or body found
- Indecent exposure

Note – Some calls may require response from more than one agency (i.e., auto accident, aircraft emergencies, rescue situations, fights, structure fire, assault, suicide, shooting or stabbing, etc.). Therefore, it is important to ask the appropriate questions so that all the agencies that need to be dispatched will be dispatched at the same time in order to avoid any delay in responses.

(6) Wireless/Cellular Calls

ANI/ALI information that is displayed on wireless/cellular calls only gives the information of the wireless/cellular company and not that of the caller. Therefore, when dealing with wireless/cellular calls the communication officer must treat this call like a call from the seven (7) digit emergency number call. The communication officer must always make it a priority to obtain the location of the caller and their cellular call back number in the event contact is lost (so that contact may be re-established).

The wireless/cellular call may be from outside the jurisdiction of the (name) Communication Center. If a wireless/cellular call is received from outside the jurisdiction, the communication officer must first determine the correct jurisdiction then they need to take all the information and relay it to the appropriate agency. Again, it is important to get the phone number of the caller to pass on to the appropriate agency for their use if needed.

FCC has set requirements for wireless calls. Once the communication center, the wireless/cellular companies and the telephone companies have complied with these requirements the wireless/cellular call will provide more information about the call back number and the location. These requirements are as follows:

- Wireless Phase I - Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with call back number and identification of the cell sector from which the call originated. Call routing is determined by cell sector. The target date is April 1998.
- Wireless Phase II – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. The target date is October 2001.

(7) Dispatching Emergency Calls

All emergency communication on the radio will be repeated twice when dispatching an emergency. The communication officer will identify the center then the unit that it is dispatching. Next it will relay the emergency message to the unit(s) that is being dispatched.

If the unit(s) needs to be notified by paging first, the communication officer will set off the page then follow the above procedure. Repeat the page after two (2) minutes if there is not a response to the page.

The communication officer will repeat all radio traffic to the emergency unit to make sure that the communication traffic is understood correctly. All radio traffic is to be repeated at all times by the communication officer followed by the time (military time).

(8) Multiple Calls – Same Incident

When there are several calls regarding the same incident, the communication officer will make sure that the caller is reporting the same incident and not an unrelated one. Once you are sure the caller is calling about the same incident that has already been reported and you have obtained any additional pertinent information the caller may have, advise the caller that equipment is already dispatched and clear the call. Clear these calls as soon as possible in order not to tie up any 9-1-1 lines unnecessarily.

(9) Auto Dial Alarms

Alarms designed to dial a programmed number and play a recorded message will not be permitted on the 9-1-1 system. If an alarm is received by this method the alarm will be dispatched to the appropriate agency.

The communication officer will notify the communication supervisor of such calls and the supervisor will notify the owner of the alarm that alarm devices cannot be programmed to dial directly into the 9-1-1 system, and that alarms must be screened by an answering service or other third party, who in turn will notify the appropriate communication center.

(10) Premise Alarms

Premise alarm companies will not utilize 9-1-1 for the purpose of reporting alarms. They must use a seven (7) digit number to report all calls.

C. TDD – TELECOMMUNICATIONS DEVICE FOR THE DEAF

The purpose of this section is to meet all the ADA requirements.

The deaf, hearing impaired and/or speech impaired citizens are entitled to equal access to the 9-1-1 system. To accomplish this the following procedures will be used.

(1) TDD Training

All communication officers will be trained on the TDD. The communication officer will receive the test calls regularly to insure continuous training.

(2) Silent Calls

When a call is received with no voice response the communication officer can either press the space bar on the TDD to let the caller know that there is someone at the other end or send a pre-programmed message to the caller that they have reached the 9-1-1 communication center.

(3) TDD Calls

When it has been determined that the call is a TDD call, switch to the TDD mode on the computer or if you are using a stand alone TDD system place the receiver of the telephone in the acoustic cups on the TDD machine.

When the person calling for help has typed out their message, find out as much as you can from the caller.

Begin your contact with the caller on the keyboard as you would verbally by typing out the question "9-1-1, what is your emergency? GA". Make sure when you are done to type GA after the last sentence. Do not begin another sentence before receiving the "GA" signal from the caller.

Keep your questions short and to the point. Example:

Your address Q

Your name Q

The problem Q

Is problem at same address Q

Telephone number Q

If either party is prepared to end the conversation, "GA" is to be typed followed by typing "SK" at the end of the last sentence. If the other party is also prepared to end the conversation, "SK" should be typed twice: "SK SK". After both parties have received "SK SK" the call can be terminated.

(4) TDD Language

GA means Go Ahead.

Type "GA" when you want the person you are talking to, to start typing. When you read "GA" it is your turn to type.

Q means that you are asking a Question.

When asking a question after the "Q" you still must use "GA" for the caller to know that you are done.

SK means Stop Keying.

Type "SK" when you want to end your conversation. If someone types "SK" to you, type "SK" if you are finished talking. When both you and the person you are talking to have typed "SK SK" hang up your phone.



D. 9-1-1 PROBLEM CALLS (E-9-1-1 ONLY)

(1) No ALI & ANI

Treat this like a call received on the seven (7) digit emergency number. Request all the information that you would need to send the appropriate equipment.

All 9-1-1 telephone equipment problems that occur will be reported immediately to the supervisor. The communication officer will then follow the trouble report chart that is provided by the telephone company to verify that the problem is a technical one. The communication officer will then fill out the appropriate forms and notify the telephone company of the problem (there should be a list of telephone numbers to call for emergency problems on 9-1-1 listed at the console). The communication officer will then log on the information in the daily log identifying the date and time the problem occurred, details of the problem and time it was reported to supervisor and telephone company. Communication officers when calling the telephone company will identify themselves, provide a contact number and will provide the telephone circuit and/or the ID number of the equipment in trouble.

(2) Information on ALI Incorrect

If the data on the ALI screen is incorrect and does not reflect the caller's location, confirm the data and take the following steps:

- Handle the citizen's complaint
- Print the ALI screen
- Fill out the proper form to report the incorrect data
- Forward the information to the shift supervisor.

(3) Hang Up Calls

Immediately call back the ANI number. Speak with a responsible party, preferably an adult, to determine if an emergency exists. If you are not satisfied with the response you receive or you do not receive any response send a law officer to the location to check out the situation. If the number is busy call back in 10 seconds. If the number is still busy, and no contact can be made send a law officer to the location to check out the situation.

(4) No Voice

Communication officers must be especially careful when dealing with no voice or open line calls. This situation can result from a number of reasons including caller is afraid to speak because an intruder is in the house with them, caller is unable to speak due to an illness or medical problem that may have just occurred, or caller is speech impaired and unable to speak. The following procedures will be used on all calls that have an open line:

- The communication officer will say "9-1-1, what is your emergency?" in a loud voice two times. If this gets no response say "Press a number key on the telephone or make some noise if you can hear me"
- A TDD message will be transmitted to check for the possibility of a TDD user that has failed to press the space bar.
- If none of these procedures get a response the call should be referred to a law officer to respond to the location of the call. Keep the line open to hear for any sounds that might help you identify the problem. Periodically repeat steps above until someone answers or the law officer has arrived.

(5) Prank Calls

Call back the phone number and speak with an adult. Inform them that a prank call was received and explain the proper usage of 9-1-1. If there is not an adult home continue to call back until an adult is reached. Complete a report and turn it into the supervisor.

(6) False Reports

If a call is received that turns out to be a hoax or false alarm, the communication officer and supervisor will complete a report. The Director will file the appropriate law enforcement reports.

## E. DISASTER AND EMERGENCY PLANS IN THE COMMUNICATION CENTER

### (1) Evacuation Procedure

The communication center will be evacuated when the lives of personnel are threatened. The following procedure will be used if evacuation becomes necessary:

- The communications supervisor will direct all personnel to leave the communication center and report to a secondary location (secondary PSAP).
- The communications supervisor will then notify the telephone company and inform them that the communication center is being evacuated. (The communications supervisor is the only one that can make this call). This will cause all emergency calls to be forwarded to the secondary PSAP.
- The secondary will then be advised of the evacuation.
- If safety permits, the communications supervisor will then transmit on the radio to inform all agencies that the communication center is being evacuated. If the communications officer is unable to transmit on the radio he will instruct the secondary PSAP to inform all agencies of the situation.
- The supervisor will notify the Director of the situation.
- After confirmation from the telephone company the communications supervisor will also evacuate to the secondary position taking a cellular phone and portable radio with him.

### (2) Return Procedure

After the threat has passed, the communications supervisor will return to the communication center and notify the telephone company to restore service. Once verification is received from the telephone company all personnel should return to the communication center. The communications supervisor will notify all agencies and the Director that the communication center is back in operation.

### (3) Tornadoes and Severe Weather Conditions

The communication center is not evacuated for tornado warnings or severe weather conditions. Evacuate only upon damage to the building making it unsafe.

When a tornado or severe weather is reported by an official source the communication center will notify all appropriate agencies (i.e., fire departments, police, sheriff, EMS) of the weather conditions, and will give updates as they are received.

- (4) **Bomb Threats**  
If there is a reason to believe that there is a bomb in the communication center, everyone will evacuate, except the supervisor, who will implement the evacuation plan.
- (5) **Natural Gas Leaks**  
If the odor of natural gas is detected everyone will evacuate except the supervisor who will implement the evacuation plan. Do not turn on or off any lights or appliances.
- (6) **Hazardous Materials Incidents**  
Implement the evacuation plan if a Haz-Mat incident requires evacuating the communication center.
- (7) **Human Threats**  
To reduce the potential of human threats, unauthorized personnel are not allowed in the communication room. Doors to the communication room are to be kept locked at all times. If there is a threat to a communication officer or any communication center employee, the sheriff's office or police department will be notified immediately.
- (8) **Weather Related Staffing Problems**  
Weather emergencies often cause both increased call loads and travel problems for employees. The following procedures will be used for weather related problems:
- The Director will be notified as soon as it appears that travel conditions will prohibit normal travel by employees.
  - If an employee has not been contacted concerning travel arrangements, they should call in for instructions if it appears to them that travel would be hazardous.
  - Employees who report to work when travel problems are forecast should bring enough extra food and clothing to stay for 16 hours or more depending on the situation.