



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No.: 2040
Date Issued: March 21, 2001
Date revised: August 6, 2001

APPROVED: 
General Manager, SCCECC

SUBJECT: EXTRA HELP DISPATCHER REQUIREMENTS

1.0 Purpose

- 1.1 To provide minimum conditions and qualifications for active extra help dispatch employees.

2.0 Requirements and Conditions

- 2.1 All active extra help dispatchers shall attend all CE (Continuing Education) classes.
- 2.2 All active extra help dispatchers shall maintain minimum dispatcher qualifications and certificates, i.e.; CPR, First Aid and relevant DOJ (Department of Justice) and Authority standards.
- 2.3 All active extra help dispatchers shall be available (in advance) to the Administrative Supervisor for at least an amount of hours that is required overtime of all dispatchers (calculated from the "raw" monthly vacancies). This requirement must be satisfied prior to covering any individual time off requests.

3.0 Emergency Medical Dispatch (EMD) Requirements

- 3.1 All extra help EMD dispatchers must work a minimum of forty (40) hours per month in order to maintain active EMD status.

3.2 All extra help EMD dispatchers shall maintain minimum EMD qualifications and certificates in accordance with the guidelines established by the Santa Cruz County Health Services Agency.

4.0 Inactive Status

4.1 With approval of the General Manager, an extra help dispatcher may be placed in an inactive status.

4.2 On an individual basis, The General Manager may temporarily modify and/or abate certain provisions of this policy.

4.3 Extra help dispatchers in an inactive status may not work any hours until such a time that they are placed in an active status by the General Manager.

4.4 Extra help dispatchers who fail to comply with any provision of this policy will automatically be placed in an inactive status.