



**Santa Cruz Consolidated
Emergency Communications Center**

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9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Procedure No: 2130
Date Issued: September 3, 1997
Date Revised:

APPROVED: 
General Manager, SCCECC

SUBJECT: WELFARE CHECKS FOR ON-DUTY PERSONNEL

- 1.0 In order to determine the welfare of the immediate family of on-duty dispatchers, during a large scale emergency or countywide disaster the following procedure will be utilized:
 - 1.1 In the event that phone service is not available, or personnel are unable to reach immediate family members, calls-for-service will be created for welfare checks, and dispatched to the appropriate law authority.
 - 1.2 In the event that law agencies are too busy to deal with individual welfare checks, the on-call manager will be paged to welfare check the on-duty dispatchers family members. The on-call manager may designate alternate personnel to perform the necessary welfare checks.
 - 1.2.1 The on-call manager (or their designee) will be provided a means of communication with the Center (i.e., cellular phone, hand held radio, or car radio).
 - 1.2.2 All managers will be provided, and shall maintain a map of the Dispatchers (and other managers) places of residences. These maps shall be updated by the Systems Coordinator upon receipt of information from Authority employees.
- 2.0 In the event that all other attempts of securing safety have been exhausted, children may be brought to the Communications Center or alternate site as available. The Authority will provide space and a responsible person to monitor their welfare.