



Santa Cruz Consolidated
Emergency Communications Center

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General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE

Procedure No: 2170
Date Issued: September 3, 1997
Date Revised:

APPROVED:


General Manager, SCCECC

SUBJECT: OFF DUTY DISPATCHER RESPONSE IN A DISASTER OR LARGE SCALE INCIDENT

- 1.0 In the event of a disaster or a large scale incident (Examples: Large scale rioting, earthquake, severe countywide flooding, or major fire), on duty dispatchers are subject to shift extensions as ordered by management staff (as outlined in Policy No. 2070). Off-duty dispatchers are expected to respond to the Center by one of the following methods for work assignments and additional coverage:
 - 1.1 By phone to the on duty Operations Supervisor.
 - 1.1.1 Off-duty Dispatchers living in the proximity of the Authority's alternate site are encouraged to use this method, as they may be asked to respond to the alternate site.
 - 1.2 By responding in person to the Operations Supervisor, or in their absence the Lead Dispatcher, for work assignment.
 - 1.3 By responding to the nearest fire department or police authority and contacting the Operations Supervisor (or in their absence the Lead Dispatcher) by radio, for work assignment.
- 2.0 If a dispatcher has family members or damage to his/her home that require immediate attention before s/he is able to report to work, s/he will advise the Operations Supervisor (or in their absence the Lead Dispatcher), of the earliest time that s/he is available for work assignment.