



**Santa Cruz Consolidated
Emergency Communications Center**

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General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS PERSONNEL
SAFETY PROGRAM PROCEDURE**

Procedure No: 2184

Date Issued: April 27, 1999

Date Revised:

APPROVED: _____

General Manager, SCCECC

SUBJECT: SAFETY PROCEDURE IN CASE OF VIOLENT INTRUDER

- 1.0 The on-duty Supervisor (or Dispatcher III, in the absence of the Supervisor) is responsible for directing and coordinating all activities relating to the emergency response and the return to normal operations.
 - 1.1 The Supervisor/Lead shall coordinate the emergency response, necessary evacuation and activation of the alternate site, and ensure that first-aid is rendered. The Supervisor/Lead shall notify the General Manager, as soon as it is safe to do so.
 - 1.2 The person(s) being threatened shall call for assistance and take evasive action if necessary.
 - 1.3 The Santa Cruz Police Department (SCPD) primary dispatcher shall radio a request to SCPD field units for immediate assistance, updating the responding units as needed, if it is safe to do so.
 - 1.4 Dispatch staff should consider personal safety and take evasive action as needed.