



Santa Cruz Consolidated Emergency Communications Center

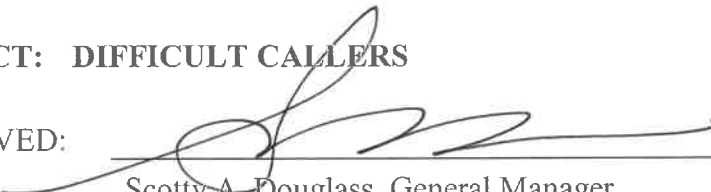
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9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

COMMUNICATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No. 7407	Date Issued:	December 10, 2003
Section: 7400 – Telephone Procedures	Date Revised:	June 17, 2009
Accreditation Standards: CALEA 6.2.7, 6.2.8		
SUBJECT: DIFFICULT CALLERS		
APPROVED: 		
Scotty A. Douglass, General Manager		

1.0 Purpose

Public Safety Dispatchers are the public's critical link to help. Many callers will be frightened, angry, confused, elderly or hard of hearing, or very young; some will be rude, obscene, drunk, under the influence of drugs and/or alcohol, or difficult for a variety of other reasons (diminished capacity). No matter how frustrating a caller is, dispatchers will maintain their professionalism and treat all callers courteously, efficiently and in accordance with the following procedure.

2.0 Procedure

- 2.1 All callers will be treated courteously and efficiently in accordance with the SCCECC Customer Bill of Rights.
- 2.2 Employees must provide an appropriate response to all calls for service. An appropriate response may be to create a dispatchable incident or to provide an appropriate referral, depending upon the circumstances presented by callers.
- 2.3 If callers are unable to provide sufficient information for dispatchers to determine an appropriate response, dispatchers will dispatch personnel to check the callers' welfare.
 - 2.3.1 Responding units will be advised of all pertinent information and any previous incident/premise history information.