



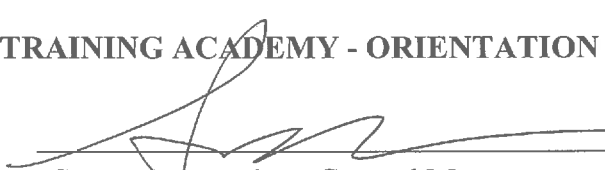
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Scotty A. Douglass
 General Manager

9-1-1 FIRE
 POLICE
 MEDICAL

**COMMUNICATIONS OPERATIONS
 TRAINING POLICY/PROCEDURE**

Policy No.	8111	Date Issued:	February 2, 1998
Section:	8100 – Training Academy	Date Revised:	March 11, 2009
Accreditation Standards:			
SUBJECT: TRAINING ACADEMY - ORIENTATION			
APPROVED:	 Scotty A. Douglass, General Manager		

All newly hired entry-level dispatchers are required to complete a designated training academy in accordance with Policy No. 8110 (Training Academy). An integral part of the academy is the orientation. The goal of the orientation is to provide new employees with a comprehensive orientation to the profession, organization and to ensure new employees understand what is expected of them.

1.0 Learning Objectives

- 1.1 The student will understand his/her role as the focal point of communications between the public and the User Agencies.
- 1.2 The student will identify the duties and responsibilities of a public safety dispatcher.
- 1.3 The student will become familiar with the SCCECC Safety Program, safety rules and safety practices.
- 1.4 The student will understand the concept of the Communications Training Officer (CTO) Program.
- 1.5 The student will become familiar with the geography of Santa Cruz County and User Agency boundaries.

- 1.6 The student will learn terminology and statutory codes commonly used in public safety.
 - 1.7 The student will understand the concept of the Emergency Medical Dispatch (EMD) program.
 - 1.8 The student will recognize symptoms of stress and be able to apply various techniques for stress management.
- 2.0 Topics
- 2.1 Professional Orientation
 - 2.1.1 This topic will include the organizational structure, types of Communications Centers, the role of civilians in law enforcement, the subculture of public safety, basic work rules and regulations, the work environment, and employee benefits.
 - 2.2 Safety Program
 - 2.2.1 This topic will cover safety rules, regulations and plans, employee compliance, work-related injuries and illnesses and ergonomics.
 - 2.3 Dispatch Policies and the CTO Program
 - 2.3.1 The dispatch policies section will provide an overview of how dispatch policies are formulated and the numbering plan.
 - 2.3.2 The section on the CTO Program will provide an understanding of the training program, the role of the trainer, evaluations and task lists.
 - 2.4 Geography
 - 2.4.1 This topic will orient the student to various cities and communities in Santa Cruz County, main arteries, city/county numbering, common locations, and responsibilities for agency response.
 - 2.5 Terminology
 - 2.5.1 This section will provide an understanding of various terms, acronyms, abbreviations, statutory codes and the phonetic alphabet.
 - 2.5.2 The ability to translate and apply public safety terms into terms easily understood by the public will be covered.
 - 2.6 Overview of Emergency Medical Services (EMS)

2.6.1 This topic will cover the concept of EMS and EMD. EMD policies and procedures will be reviewed.

2.7 Stress Management

2.7.1 This section will cover stress and the dispatch professional, attitude and demeanor, the impact of stress, recognizing symptoms of stress, and techniques for releasing stress.