



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

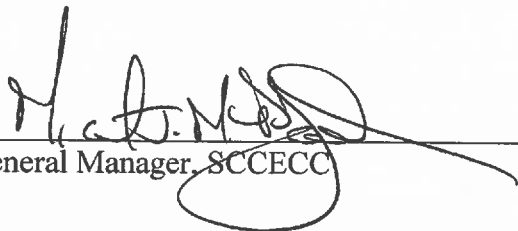
COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No.: 8114

Date Issued: December 22, 1999

Date Revised:

APPROVED:


General Manager, SCCECC

SUBJECT: TRAINING ACADEMY – TELEPHONE PROCEDURES

All newly hired entry-level dispatchers are required to complete a designated training academy. The goal is to provide new employees with a comprehensive orientation to telephone procedures.

1.0 Learning Objectives

- 1.1 The student will understand the purpose of the 911 system and the Authority's philosophy on its use.
- 1.2 The student will demonstrate proper listening techniques.
- 1.3 The student will apply the proper line of questioning when interrogating a caller.
- 1.4 The student will identify a "dispatchable" call for service from a referral call.
- 1.5 The student will utilize proper techniques for handling callers and maintaining control of conversations.
- 1.6 The student will apply the proper format for descriptions of persons and vehicles.
- 1.7 The student will correctly prioritize calls by identifying the nature of the call and the time element.
- 1.8 The student will understand the concepts of the Standardized Emergency Management System (SEMS)

- 1.9 The student will correctly apply procedures for handling specific incidents identified as critical.
- 2.0 Topics
 - 2.1 Call Taking Procedures
 - 2.1.1 This topic will encompass non-emergency and emergency calls for service, referable calls, informational calls, and calls for which there is no resolution.
 - 2.2 Domestic Violence
 - 2.2.1 This topic will provide an overview of domestic violence calls and meet the required training for state mandates.
 - 2.3 Missing Persons
 - 2.3.1 This section will provide an overview of missing persons calls and meet the required training for state mandates.
 - 2.4 Fire and Medical Calls
 - 2.4.1 This section will provide the procedures for handling fire calls, medical aid and an overview of emergency medical dispatching (EMD).
 - 2.5 Cultural Diversity
 - 2.5.1 This section will provide an overview of the diversity of Santa Cruz County.
 - 2.5.2 This section will include sexual harassment issues and hate crimes.