



**COMMUNICATIONS OPERATIONS
TRAINING POLICY/PROCEDURE**

Policy No. 8216	Date Issued: September 27, 1999
Section: 8200- Communications Training Officer	Date Revised: September 27, 2014
Accreditation Standards: None	
SUBJECT: TRUSTY ASSISTANT PROGRAM	
APPROVED: _____ Dennis Kidd, General Manager	

1.0 Purpose

The intent of this policy is to provide an advocate for a trainee newly released to Operations. The Trusty Assistant (TA) should act as the facilitator to help the trainee smoothly transition from Training Program graduate to fully trained Dispatcher. The main duty of the TA is to insure the newly released dispatcher continues on their upward trajectory of success in our organization. The TA will act as a guide/back-up/mentor while the newly released dispatcher gets acclimated to working without a Communications Training Officer and enters the “time and experience” portion of their employment.

2.0 Procedure

2.1 The Trusty Assistant will be identified by the Operations/Training Supervisor before the trainee is released to Operations. A typical assignment would be for approximately one month.

2.1.1 A Trusty Assistant can be any member of the newly released dispatcher’s team, as this is not considered a training assignment.

2.2.1 The Trusty Assistant will be scheduled to sit in close proximity to the newly released dispatcher.

2.2.2 The TA is expected to run excessive warrants, and make phone calls as necessary to insure the newly released dispatcher does not get overwhelmed.

- 2.2.3 The TA will endeavor to be available to the newly released dispatcher to answer any questions they may have regarding new situations they may not have been exposed to while assigned a CTO. If the TA goes on a break or is temporarily reassigned elsewhere in the room, another TA selected by the current one will be assigned to take their place.
- 2.2.4 Operations Supervisors will meet weekly with the TA to identify any areas in the newly released dispatchers' performance in which feedback would be helpful to resolve any issues.