



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8225	Date Issued:	September 27, 1999
Section: 8200 – CTO Program	Date Revised:	September 24, 2008
Accreditation Standards:	None	

SUBJECT: SUBSTITUTE TRAINERS

APPROVED:



Scotty A. Douglass, Interim General Manager

- 1.0 When the primary Communications Training Officer (CTO) is unavailable for any reason, it may be necessary to use a substitute trainer. The use of a certified CTO is preferred, but if necessary, substitute trainers can be used. If a CTO is scheduled off (vacation, holiday, etc.) the CTO should work with the Support Services Manager to make training arrangements for his/her trainee, but ultimately it is the primary CTO's responsibility to find coverage during their scheduled absence.
- 2.0 A Lead Dispatcher or Operations Supervisor may designate a substitute trainer. A CTO should recommend a substitute trainer when s/he notifies the Lead or Supervisor that s/he will be absent from his/her shift. Being a substitute trainer is also an excellent opportunity for a dispatcher to "try on" being a CTO, if s/he is considering becoming a CTO in the future. If a dispatcher does not voluntarily accept the designation of "substitute trainer", an Operations Supervisor, Lead Dispatcher (or acting Lead) will be the substitute trainer.
- 3.0 Before plugging in to work a position with a trainee, the substitute trainer should take a few minutes to talk with the trainee and find out what amount of supervision and help s/he thinks s/he needs. The substitute trainer should use the first part of the shift to work with the trainee and discover where s/he is in his/her training. The substitute trainer should then coach the trainee in areas where the trainee has already had some initial training. It would be frustrating to both the substitute trainer and the trainee to over assist with basic, already mastered tasks. Likewise, it would be frustrating to introduce a complex and completely new task.
- 4.0 The substitute trainer should keep notes on the trainee's strengths and weaknesses, with enough detail to later back up the substitute trainer's observation report with concrete

examples. The substitute trainer will complete the Substitute Trainer Observation Report (STOR) sometime in the last hour of the training shift. Both the substitute trainer and the trainee will sign the STOR. The completed STOR will be turned in to the Support Services Manager.

5.0 Any employee who is assigned to temporarily work as a Communications Training Officer (CTO) will receive the CTO premium as outlined in the current Memorandum of Understanding (MOU) for those actual hours worked as a trainer when all of the following conditions have been met:

- The assignment of an employee to work as a Substitute CTO is made by the Support Services Manager or an Operations Supervisor.
- The employee working as a Substitute CTO is required to complete a Substitute Daily Observation Report relating to the performance of the trainee. The completed Substitute Daily Observation Report will be forwarded, first, to the Operations Supervisor and then to the Support Services Manager.

6.0 In order to properly reconcile time cards and authorize the premium to be paid, the manager making the Substitute CTO assignment must forward a written memo to the payroll manager outlining the specific time period (date & time) and name of the employee authorized to receive the premium.