



Santa Cruz Consolidated
Emergency Communications Center


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9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

**COMMUNICATIONS OPERATIONS
TRAINING POLICY/PROCEDURE**

Policy No. 8230	Date Issued: June 1, 1996
Section: 8200 – CTO Program	Date Revised: March 11, 2009
Accreditation Standards: CALEA 5.2.2, 5.2.11	
SUBJECT: DAILY OBSERVATION REPORTS	
APPROVED: 	
Scotty A. Douglass, General Manager	

1.0 Purpose

- 1.1 To provide trainees with immediate and direct feedback of their performance and activities for the shift in a daily report.
- 1.2 To identify tasks performed at expected levels of performance and areas that require additional training.

2.0 Procedure

- 2.1 CTO's will use the Daily Observation Report (DOR) form to prepare daily training evaluations.
- 2.2 Every DOR will reflect trainees' performance and activities for the shift, with appropriate coded or numerical grading for each category and comments as necessary.
 - 2.2.1 CTO's will balance their comments regarding trainees' performance, striving to make an equal number of comments for problem areas as well as areas that are being completed well. Comments documenting specific errors will include suggestions for improving performance.

2.2.2 CTO's will complete the DOR, including trainee's review and signature, as soon as possible, ideally by the end of their shift and no later than the end of the work week.

2.2.3 DOR's will be forwarded to the Support Services Manager.

2.3 The Support Services Manager will update trainee records and track the progress of active trainees.

2.4 Each trainee shall have a file (either paper or electronic) established that will contain all DOR's and tracking sheets.

2.5 All trainee records shall be considered developmental, and shall not be included in regular personnel files. Trainee files shall be considered confidential.