



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. 8630 Date Issued: July 1, 1998
Section: 8600 In-Service Training Date Revised: September 1, 2009
Accreditation Standards: 6.5.2

SUBJECT: TDD VALIDATION

APPROVED:


Scotty A. Douglass, General Manager

1.0 Purpose

- 1.1 To ensure our Center is able to provide equal access to hearing-impaired or speech-impaired callers.
- 1.2 To provide regular, ongoing coaching to Operations personnel for handling calls from the hearing-impaired community.
- 1.3 To supplement actual TDD calls so all Operations personnel have an opportunity to handle TDD calls on a regular basis.

2.0 TDD Validation

- 2.1 Each dispatcher is required to make and receive a minimum of one TDD call per quarter. Acceptable calls may be:
 - 2.1.1 Actual calls received from the public.
 - 2.1.2 Simulated calls between dispatchers, other agencies or arranged with TDD callers in the community.
 - 2.1.2.1 A list of phone numbers to use for TDD calls between agencies that have agreed to participate in the practice will be maintained in the reference phone listings.
- 2.2 A CAD incident will be initiated for any call received, whether real or simulated.

- 2.2.1 If the call is a valid TDD caller, the call will be processed in accordance with current SCCECC Operational Policies and Procedures.
- 2.2.2 If the call is simulated, the following will serve as a guideline:
 - 2.2.2.1 Contact the agency you wish to practice with and advise them you wish to make a TDD practice call. This will ensure the practice does not interfere with any working emergencies that agency may currently have.
 - 2.2.2.2 Use the incident type "TDD" and force the call to "NC" regardless of the location.
 - 2.2.2.3 Use terms and grammar that are common to TDD use.
 - 2.2.2.4 Obtain the information and close the call with a disposition of "HBD".
- 2.2.3 For all TDD calls, real or simulated, complete the TDD validation form and attach an IR printout of the call. Forward the form to the Lead Dispatcher or Operations Supervisor who will validate the call and forward it to the Support Services Manager or their designee.
- 2.3 The Support Services Manager or their designee will maintain a list of dispatchers who have validated their TDD training.
 - 2.3.1 The list will be kept on file for no less than 6 months.
 - 2.3.2 After the first of each month, the previous month's list will be printed and distributed to each Operations Supervisor for review.
- 2.4 To ensure the TDD equipment is functional, the Systems Manager or their designee will verify that dispatcher use of the TDD system (either testing or actual) is at least monthly.