NENA Communications Center/PSAP Daily Personnel Operations Model Recommendation

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Prepared by:
National Emergency Number Association (NENA) SOP Committee, Human Resources Sub-Committee, Daily Operations Workgroup.

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NENA’s Operations Committee has developed this document. Recommendations for change to this document may be submitted to:

National Emergency Number Association
4350 North Fairfax Drive
Suite 750
Arlington, VA 22203-1695
800-332-3911
Acknowledgments:

This document has been developed by the National Emergency Number Association (NENA) SOP Subcommittee, Human Resources Sub-Committee, Daily Operations Workgroup.

The following individuals are recognized for their contributions in development of this document.

<table>
<thead>
<tr>
<th>Members:</th>
<th>Company/Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve O’Conor – SOP Committee Chair</td>
<td>Brevard County, FL</td>
</tr>
<tr>
<td>Wendi Lively – Human Resources Sub-Committee Chair</td>
<td>Spartanburg, SC</td>
</tr>
<tr>
<td>Ed Marecki – Human Resources Sub-Committee Chair</td>
<td>Dover, DE</td>
</tr>
<tr>
<td>John Haynes – Chair, Daily Operations Workgroup</td>
<td>Chester County, PA</td>
</tr>
<tr>
<td>Paul Adams</td>
<td>Huntington County, IN</td>
</tr>
<tr>
<td>Mark Adler</td>
<td>Palm Beach County, FL</td>
</tr>
<tr>
<td>Marc Berryman</td>
<td>Greater Harris County, TX</td>
</tr>
<tr>
<td>Clay Carter</td>
<td>Huntington County, IN</td>
</tr>
<tr>
<td>Ruthie Doles</td>
<td>Pinellas County, FL</td>
</tr>
<tr>
<td>Tom Donohoe</td>
<td>Minneapolis, MN</td>
</tr>
<tr>
<td>Linda Draughn-Woloski</td>
<td>InterAct Public Safety Systems</td>
</tr>
<tr>
<td>Chuck Freeman</td>
<td>Pinellas County, FL</td>
</tr>
<tr>
<td>Roy Hamlin</td>
<td>Miami, FL</td>
</tr>
<tr>
<td>Sandi Hutchcroft</td>
<td>Dubuque, IA</td>
</tr>
<tr>
<td>Susan Makky</td>
<td>St. Charles, MO</td>
</tr>
<tr>
<td>Dick Nelson</td>
<td>Marion County, FL</td>
</tr>
<tr>
<td>Susan Pettingill</td>
<td>Orange County, FL</td>
</tr>
<tr>
<td>Benjamin Robinett</td>
<td>St. Charles County, MO</td>
</tr>
<tr>
<td>Fran Self</td>
<td>Palm Bay, FL</td>
</tr>
<tr>
<td>Julie Thruman</td>
<td>Rochelle, IL</td>
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</tbody>
</table>
# TABLE OF CONTENTS

1 EXECUTIVE OVERVIEW ..............................................................................................................................5

2 INTRODUCTION ........................................................................................................................................6
   2.1 PURPOSE AND SCOPE ...........................................................................................................................6
   2.2 REASON TO IMPLEMENT .......................................................................................................................6
   2.3 BENEFITS ..............................................................................................................................................6
   2.4 TECHNICAL IMPACTS SUMMARY ........................................................................................................6
   2.5 DOCUMENT TERMINOLOGY ..................................................................................................................6
   2.6 REASON FOR REISSUE .........................................................................................................................6
   2.7 COST FACTORS ..................................................................................................................................6
   2.8 COST RECOVERY CONSIDERATIONS .................................................................................................6
   2.9 ACRONYMS/ABBREVIATIONS .............................................................................................................7

3 DAILY PERSONNEL OPERATIONS .........................................................................................................7
   3.1 REPORTING FOR DUTY .........................................................................................................................7
   3.2 START OF SHIFT ..................................................................................................................................7
   3.3 END OF SHIFT ......................................................................................................................................7
   3.4 BREAKS ..............................................................................................................................................8
   3.5 SMOKING ..........................................................................................................................................8
   3.6 FOOD AND DRINK .............................................................................................................................8
   3.7 PERSONAL COMMUNICATIONS ..........................................................................................................8
   3.8 VISITORS ...........................................................................................................................................8
   3.9 UNIFORMS .......................................................................................................................................9
   3.10 TELEVISION/RADIO .........................................................................................................................9
   3.11 UNSCHEDULED LEAVE/ABSENCE (SICK LEAVE) ............................................................................9
   3.12 GENERAL RULES OF CONDUCT ....................................................................................................9

4 REFERENCES ..........................................................................................................................................11

5 EXHIBITS ..............................................................................................................................................11
1 Executive Overview

This document is provided as a Model Recommendation for the creation of the Daily Personnel Operations section of a Standard Operating Procedure (SOP) for use by Communications Centers and/or PSAPs as guidance in the formulation of an agency SOP.

Each agency is unique and this document is put forth as a Model Recommendation, some wording and sections will need to be changed to accommodate different modes of operation. This document includes guidelines and procedures on:

- Reporting for Duty
- Start of Shift
- End of Shift
- Breaks
- Smoking
- Food and Drink
- Personal Communications
- Visitors
- Uniforms
- Television/Radio
- Unscheduled Leave/Absence (sick leave)
- General Rules of Conduct.
2 Introduction
2.1 Purpose and Scope
The purpose of this NENA Model Recommendation for Daily Personnel Operations is to provide general guidelines for day-to-day operation of the Communications Center. These policies apply to all operational employees.

Each agency is unique and this document is put forth as a recommendation only, some wording and sections will need to be changed to accommodate different modes of operation.

2.2 Reason to Implement
This NENA Model Recommendation for Daily Personnel Operations is available to communications centers and/or PSAPs to provide standardized personnel guidelines for use in standard operating procedure manuals.

2.3 Benefits
Use of this NENA Model Recommendation for Daily Personnel Operations as a standard operating procedures guideline will:
- Assist agencies in the creation of a cohesive and comprehensive SOP.
- Standardize methods for defining operational procedures for communications centers and/or PSAPs.
- Reduce the work required for agencies in creating policies and procedures.

2.4 Technical Impacts Summary
Not applicable.

2.5 Document Terminology
The terms "shall ", "must " and "required" are used throughout this document to indicate required parameters and to differentiate from those parameters that are recommendations. Recommendations are identified by the words "desirable" or "preferably".

2.6 Reason for Reissue
NENA reserves the right to modify this document. Whenever it is reissued, the reason(s) will be provided in this paragraph.

2.7 Cost Factors
Not applicable.

2.8 Cost Recovery Considerations
Not applicable.
2.9 Acronyms/Abbreviations
The following acronyms/abbreviations used in this document have not as yet been included in the master glossary. After initial approval of this document, they will be included. Link to the master glossary is located at:

http://www.nena.org/9-1-1TechStandards/nena_recommended_standards.htm

<table>
<thead>
<tr>
<th>The following Acronyms are used in this document:</th>
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<td>SOP Standard Operating Procedures - A written directive</td>
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<td>for carrying out an activity. The guideline may be made</td>
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<td>mandatory by including terms such as “shall” rather than</td>
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<td>“should” or “must” rather than “may”.</td>
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3 Daily Personnel Operations

3.1 Reporting for duty
Employees shall report on time and fit for duty. On time means the employee will be fully briefed and prepared to assume responsibility of their position at the scheduled start time. Fit for duty means the employee will be rested and prepared to perform his/her duties. These duties include but are not limited to the following:

- Review the daily log (sign/initial).
- Review all communications/policy/procedures updates.
- Review on-going calls that may carry over.

3.2 Start of Shift
Employees shall be responsible for assuring they have all necessary tools and information to perform their duties. These duties include but are not limited to:

- Relieve the previous shift.
- Start a new shift log.
- Assure equipment is in working order (telephone, radio, recording and computer).
- Report any needs/problems to supervisor.

3.3 End of Shift
Employees shall be responsible for assuring that the on-coming shift is briefed and knowledgeable of issues that will carryover. These duties include but are not limited to:

- Shift log/paperwork complete.
- On coming shift fully briefed.
- Work area clean.
- Resources returned to their proper place.
- Loose or unwanted Teletypes/operation printouts posted or properly disposed of.
- Relieved by on coming shift/dismissed by supervisor.
3.4 Breaks
Employee breaks are encouraged and should be determined by the employing agency’s policy. Breaks shall be taken as approved by the supervisor.

Commentary:
In determining breaks, consideration should be given to available staffing, work load/call volume, hours of work, and other applicable issues.

3.5 Smoking
There shall be no smoking or use of any tobacco products in the communication center. The use of tobacco products will be permitted only in designated area(s).

3.6 Food and Drink
Food should preferably be consumed only in designated area(s). If circumstances dictate, food may be consumed in the center with the supervisor’s approval. If drinks are permitted in the communication center, they should preferably be in a spill proof container, and placed so as to avoid spills on the communication equipment.

3.7 Personal Communications
Personal communications shall not interfere with the operations of the communication center. Use of any personal communication device should be prohibited in the communications center. Used in this context, personal communications devices are defined as: cell phones, pagers, Personal Digital Assistant (PDA), and computers.

Commentary:
If personal calls are received they should preferably be limited to not more than 5 minutes unless it is an emergency situation. Employees should preferably place and/or receive personal calls during their break. It is recommended that if personal calls are allowed they should preferably be conducted in a break area or other than an active console area. Personal calls should not exceed the duration of an employee's scheduled break. Exceptions should be approved by the appropriate supervisor.

3.8 Visitors
Visitors shall not be permitted in secured areas of the communications center without the prior approval of the appropriate supervisor, and shall not interfere with communications center operations at any time.

Commentary:
It is recommended that visitors be issued a visitor pass and be escorted by appropriate personnel while in the communications center.
3.9 Uniforms
Assigned uniform shall be worn while on duty. Assigned uniform will be determined by the communication center administration. All uniforms shall be standard. Uniforms should not be worn during off duty hours or for personal use without the approval of the appropriate communications supervisor.

3.10 Television/Radio
It is recommended that television/radio be permitted in the communications center. During regular business hours, television/radio programs should be limited to news, weather and/or training programs. At all times, television/radio programs will be acceptable for public viewing (no nudity or highly suggestive programs) and not be offensive to any employees.

Commentary:
Television/radio can be a useful tool in communications centers. They provide access to breaking news, emergency weather reports and other useful information, can maintain employee alertness during periods of inactivity, and can improve employee morale.

3.11 Unscheduled Leave/Absence (sick leave)
Employees calling in for unscheduled leave must notify the appropriate supervisor in accordance with agency policy.

Commentary:
It is recommended that employees call in at the earliest possible time prior to the scheduled start of their shift.

3.12 General Rules of Conduct
The nature of Public Safety Communications requires that the public and field users respect and trust telecommunicators. Every Telecommunicator shall familiarize him or herself with, and follow all rules, regulations, policies, and directives. Employees shall conduct themselves in a professional manner. Employees will refrain from loud talking, boisterous laughter, improper comments, profanity, arguing, or horseplay.

Commentary:
General Rules of Conduct provide guidance in putting forth a positive public image and aid in fulfilling the agencies mission.

Examples of general rules of conduct:
- Consoles will be kept clean and uncluttered.
- Information will be kept confidential.
- Electronic and voice messages are subject to review and subpoena. All messages should be appropriate.
A Telecommunicator shall not knowingly violate any Federal or State law, or any ordinance of any city, county, or municipality, County Personnel Regulations, or any Communications Center rule or regulation.

- A Telecommunicator shall not engage in any criminal, dishonest, immoral or notoriously disgraceful conduct, or other conduct that would bring discredit to the Communications Center.
- Telecommunicators should conduct themselves, both on and off duty, in such a manner as to reflect favorably on the Communications Center.
- Telecommunicators shall avoid dealings with persons under criminal investigation or indictment.

A Telecommunicator shall not knowingly disobey or ignore the direction of a supervisor.

Threatening, abusive, or insulting language or behaving in an insubordinate or disrespectful manner will not be tolerated.

No Telecommunicator shall speak disrespectfully, publicly criticize, or ridicule any official action of the Communications Center or County.

No Telecommunicator shall attempt to originate, create, incite, cause, or join any seditious movement within the Communications Center.

Communications Center business is confidential and may not be discussed with those without legal cause for the information.

- The security of confidential and/or sensitive information must be ensured.
- Telecommunicators shall not give interviews or make public speeches concerning the Center without permission from their supervisor.
- No Telecommunicator shall write any article or book for publication, act as co-author or release any photograph relating to the Communications Center without permission from their supervisor.

Telecommunicators shall not drink alcoholic beverages while wearing Center uniform or identification.

Telecommunicators shall not drink alcoholic beverages while on duty.

Telecommunicators shall not report for duty while under the influence of intoxicants.

Telecommunicators shall not report for duty under the influence of any controlled substance, narcotic, or hallucinogens to the extent that it impairs their performance of duty. When the above are prescribed, the Telecommunicator will advise their supervisor.

No Telecommunicator shall join or otherwise affiliate themselves with any organization which may in any manner exact prior allegiance, or consideration which would prevent Telecommunicators from performing their duty.

No Telecommunicator shall, as a representative of the Communications Center, sign any petition without permission from their supervisor.

No Telecommunicator shall accept any bribe, gift, token, money, or other things of value intended as an inducement to perform or refrain from performing any official act, nor shall any Telecommunicator engage in action or extortion or other means of obtaining money or other things of value through their position.

No Telecommunicator shall, feign illness, be derelict in, or otherwise attempt to shirk their duty.
• No Telecommunicator shall knowingly make any false official statement or misrepresentation of facts.

• Telecommunicators shall be punctual and prompt in requirements of duty where time may be specified.

• The supervisor shall be immediately notified in writing by any Telecommunicator who:
  o Learns that he/she may be a party in any civil or criminal action.
  o Has been asked to testify in a non-Communications Center civil or criminal proceeding as an expert witness (with such expertise developed through their training and experience with the Communications Center).
  o Has received a summons for a traffic or criminal violation.
  o Has been contacted by a Federal agency or official concerning a civil rights investigation. The Federal agency or official will be referred to the County Attorney (who will arrange any interview concerning the Telecommunicator).

• Any Telecommunicator who feels that they are not being treated justly by a supervisor should communicate in writing with the next ranking supervisor, unless they themselves are involved. If such is the case, the Telecommunicator should notify the Director. The chain of command in all other cases.

• Telecommunicators will be courteous, kind, patient, and respectful in dealing with the public, field users and peers.

• Communications Center vehicles will be operated in a safe manner.

• Equipment, personnel, and vehicles may not be used for personal business.

4 References
Not applicable.

5 Exhibits
Not applicable.