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### **1.0 MISSION AND VISION STATEMENT**

#### **1.1 PURPOSE AND SCOPE**

The West Cities Police Communications Center's Mission Statement is a written statement of the organization's purpose. It was developed collaboratively and reflects the primary role of the organization. The Mission Statement serves as a basis for making decisions, forming internal and external partnerships, and uniting the organization in the delivery of public safety services.

#### **1.2 MISSION STATEMENT**

The mission of the West Cities Police Communications Center is to provide effective, efficient service to all citizens in their time of need; ensure a safe environment for all JPA officers and field personnel; maintain professional conduct and commit to perform to the best of each individual's ability at all times.

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### **2.1 CUSTOMER SERVICE PHILOSOPHY**

West-Comm employees have a major impact on the perception held by the community of the performance of West-Comm. In all contacts, the employee is representing the Agency. Contacts with the public are to be courteous, diplomatic and professional.

Agency dispatchers play an important role since they spend the majority of their time in contact with the citizens and public safety entities they serve.

In stressful or emergency situations, control of the conversation is necessary to assist the caller. In all cases, the dispatcher is to remain calm, assertive and professional. In some cases, the dispatcher will encounter rude or abusive callers. Under no circumstances shall a dispatcher refuse service, threaten no response unless the citizen cooperates, or hang up on a caller. At the discretion of the dispatcher, the caller may be referred to the supervisor.

### **2.2 PROFESSIONAL CONDUCT STATEMENT**

The mark of every profession is a Code of Conduct and the communications field is no exception. The success or reputation of our agency is highly dependent upon the individual character, commitment to excellence and customer service philosophy of each employee.

### **2.3 EMPLOYEE CONDUCT**

Employees shall conduct themselves at all times, both on and off-duty, in such a manner as to reflect most favorably on this Agency.

Employee conduct during training sessions or academies shall be professional, participative and conducive to an academic environment. Disruptive behavior during training sessions, such as talking during lectures, will be noted by instructors and forwarded to the Administrator. Profanity and conduct unbecoming is prohibited.



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### **2.4 RELATIONSHIPS WITH OTHER EMPLOYEES**

As a West-Comm employee, all communications will be professional and courteous with co-workers and employees of the JPA agencies. Rudeness, demeaning behavior and the use of profanity is not acceptable. No employee shall make false statements, spread rumors or make comments of a negative nature about any other employee or supervisor. Complaints of instances of unprofessional or rude behavior shall be referred to the supervisor for appropriate action. "Rumor mongering" will not be tolerated.

### **2.5 TEAM EFFORT/COORDINATION**

In carrying out the mission of West Com, employees will cooperate and coordinate their efforts in a manner that will establish and maintain the highest possible standard of efficiency and conduct. Employees will cooperate with and assist other employees in their work. Any deliberate and unjustified withholding of information from other employees is strictly prohibited.

### **2.6 CONFLICT RESOLUTION**

An employee of the cities of Cypress, Los Alamitos, or Seal Beach may call directly into West-Comm for general information. If the employee feels there is a conflict during any conversation with a dispatcher, the employee shall end the conversation and contact his or her own immediate supervisor.

If an employee has a valid conflict or issue with a dispatcher, the employee will advise their immediate supervisor of the circumstances. It will be the responsibility of the supervisor to contact the on duty Dispatch supervisor to discuss the issue.

If a West-Comm employee has a valid conflict or issue with an employee of the cities of Cypress, Los Alamitos, or Seal Beach, the employee will advise their supervisor or lead dispatcher of the circumstances. It will be

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### **2.6 CONFLICT RESOLUTION (Con't)**

the responsibility of the supervisor or lead dispatcher to contact the on duty Watch Commander to discuss the issue.

### **2.7 CRITICISM OF OTHERS**

No employee shall publicly disparage or ridicule written or oral orders or instructions issued by their supervisor or administrator.

### **2.8 TRUTHFULNESS**

When asked by the Administrator or his/her designee, including supervisory personnel, employees will answer questions truthfully and to the full extent of their knowledge.

### **2.9 VIOLATION OF RULES**

West-Comm personnel shall not commit or omit any acts which constitute a violation of any of the rules, regulations, directives, orders or policies of this agency, whether stated in these Policies and Procedures or elsewhere. Employees shall be responsible for their own acts, and they shall not shift to others the burden, responsibility, for executing or failing to execute a lawful order or duty.

### **2.10 NOISE CONTROLLED ENVIRONMENT**

The communications area is a sound controlled environment. No loud noises, loud voices or disruptive noise is permitted.

The responsibility to maintain a sound controlled environment rests upon dispatch employees.

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### **2.10 NOISE CONTROLLED ENVIRONMENT (Con't)**

Supervisors will ask visitors to leave the center when their noise becomes disruptive to normal operations.

### **2.11 DRINKS AT WORKSTATIONS**

Beverages may be consumed at the workstation providing there are contained within a spill proof container fitted with a lid.

### **2.12 FOOD AT WORKSTATIONS**

Food is permitted in the comm center when necessary due to staffing shortages or with the approval of the on duty supervisor. All food containers shall be disposed of in a trash receptacle outside of the communications center.

### **2.13 USE OF TOBACCO**

The Seal Beach Police Department/West Comm is a tobacco free facility. Smoking not allowed inside, smoking is permitted on the outdoor balcony only.

### **2.14 NON-WORK RELATED MATERIALS**

Non-work related books, magazines or crafts are allowed at workstations at the supervisor's discretion's. Materials will be removed from view during all periods where visitors are present in the center. Supervisory approval shall be obtained before posting any item(s) on any bulletin board.

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### **2.15 POSTING OF MATERIALS AT WORKSTATIONS**

Non-work related papers such as cards, pictures or cartoons are not to be posted at the workstations. No tacks or tape shall be used on any wood surface or trim.

### **2.16 SUPPLIES AT WORKSTATION/COMM CENTER**

Dispatchers are responsible for ensuring that their workstations are stocked with the items necessary to perform their duties.

All employees are responsible for notifying the on duty supervisor when supplies are being depleted.

### **2.17 CARE OF EQUIPMENT**

Each employee is responsible for the proper maintenance and care of all equipment in the Comm center.

Dispatchers shall not rest their feet on the carpeted areas of the console.

Headsets are delicate and lightweight electronics and shall be handled as such. Dispatchers shall not over-extend or twirl the headset cords.

Workstations shall be maintained in a clean and orderly manner.

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### **3.0 UNIFORM SPECIFICATIONS/GROOMING STANDARDS**

Employees of the Agency shall maintain their personal hygiene and appearance to project a professional image appropriate for this Agency and for their assignment. Personnel shall take care that the apparel worn by them as authorized by this Agency fits properly, is neat, properly pressed and clean.

All articles of apparel and accouterments worn by West-Comm employees shall conform to Agency regulations, and shall be worn in accordance with instructions. All uniforms and equipment shall be maintained in a clean, serviceable condition. Leather equipment shall be kept dyed, shined, and shall be replaced when it is cracked, checked, or worn out.

No personnel will wear any apparel while on-duty that is not expressly permitted by this Agency. Appropriateness and acceptability of apparel or other accouterments worn by on-duty personnel shall remain discretionary with the Dispatch Administrator.

#### **3.1 STANDARD ISSUE UNIFORM**

Uniforms shall be made of the material and style specified and shall not be altered nor changed in any manner whatsoever unless authorized by the Dispatch Administrator. West-Comm will select and designate an authorized uniform vendor(s). The authorized uniform vendor(s) will maintain a current uniform specifications list. Personnel purchasing uniforms must purchase only from the authorized uniform vendor.

All personnel who are assigned or are performing uniform operations functions shall wear the following prescribed uniform and personal equipment during their tour of duty:

##### **Skirts/Pants**

Navy blue in color tailored to fit the dispatcher. Pants or slacks will touch the shoe laces or shoe top and skirts shall be no shorter than 2 inches above the knee.

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### **3.1 STANDARD ISSUE UNIFORM (Con't)**

#### **Class A Uniform Shirt**

Navy blue long sleeve and tailored to fit the dispatcher. Long sleeve shirts shall be worn with shoulder patches. A standard white crew neck T-shirt shall be the only clothing exposed underneath the uniform shirt.

When the long sleeve shirt is worn, all buttons except the neck collar button shall be buttoned.

When the long sleeve shirt is worn, the wearing of the necktie is optional with the shirt collar buttoned.

When wearing the long sleeve shirt, personnel will keep the sleeves down and buttoned at all times.

Long sleeve shirts may be worn throughout the year.

#### **Class B Uniform Shirt**

Navy blue short sleeve and tailored to fit the dispatcher. Short sleeve shirts shall be worn with shoulder patches. A standard white crew neck T-shirt shall be the only clothing exposed underneath the uniform shirt.

When the short sleeve shirt is worn, all buttons except the neck collar button shall be buttoned.

Short sleeve shirts may be worn throughout the year.

#### **Class C Uniform Shirt**

Approved Navy blue short sleeve Polo shirt from the authorized uniform vendor, tailored to fit the dispatcher. The West-Comm badge shall be embroidered above the left pocket area in gold writing. The employee's rank and last name shall be embroidered above the right pocket area in

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### **3.1 STANDARD ISSUE UNIFORM (Con't)**

gold writing. The font size and style shall be that which is designated on file with the authorized uniform vendor. The Class C uniform shirt may be worn in lieu of the Class A or Class B uniform shirt. The Class C uniform shirt shall be worn tucked in at all times. The Class C uniform shirt shall be worn with the standard issue uniform pant.

Dispatch Trainees are not authorized to wear the Class C uniform shirt until successful completion of the training program.

#### **Neckties**

The tie shall be black in color, of plain cloth material. Length of the tie visible beneath the knot shall be at the waistline. The tie shall be approximately 3 ½" to 4" wide at its widest point. Female dispatchers may wear crossbow ties, if so desired. The tie bar shall be gold in color.

#### **Sweaters**

Sweaters will be navy blue, long sleeve and purchased through the authorized uniform vendor. No other sweaters are authorized to be worn with the uniform.

#### **Sweatshirts**

Approved navy blue ¾" front zip long sleeve sweatshirt from the authorized uniform vendor. The design on file shall be embroidered on the back side of the sweatshirt in white writing. The employee's rank and last name shall be embroidered above the left pocket area in white writing. The sweatshirt has been approved to be worn over the Class B or Class C uniform shirt, and may not be worn in place of the Class B or Class C uniform shirt. The sweatshirt may be worn in lieu of sweaters, uniform field jacket or casual duty jacket. The sweatshirt shall be worn with the standard issue uniform pant.

#### **Uniform Field Jacket**

Uniform jackets will be black, long sleeve with shoulder patches and purchased through the authorized uniform vendor.

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### **3.1 STANDARD ISSUE UNIFORM (Con't)**

#### **Casual Duty Jacket**

The casual duty jacket authorized is a navy blue fleece zip-front jacket purchased through the authorized uniform vendor. The letters "West-Comm" shall be embroidered above the left pocket area in gold writing. The employee shall have the option of the first initial and last name embroidered above the left pocket area in gold writing. The font size and style shall be that which is designated on file with the authorized uniform vendor.

#### **Shoes**

Shoes worn with pants shall be smooth, plain toe and black in color, low cut or high cut, center lace type or loafers. Pumps or hi-heels will be permitted with skirts only. Shoes with a design or stitching on the toe shall not be permitted. Shoes shall be kept clean and polished.

#### **Socks/Nylons**

Socks worn with low shoes shall be black or navy blue in color. Nylons shall be of a natural skin color or sheer black with no noticeable pattern or sparkles, etc.

#### **Belts**

Belts shall be basket weave black leather, 1½" - 2" in width with a plain silver or black buckle or Velcro fastener.

#### **Badges**

Employees when in uniform shall wear their approved badge over the left front pocket of their uniform shirt.

#### **Name Plate**

The regulation nameplate shall be gold with blue lettering, ½" in width, engraved with employee's first initial and last name. Nameplate shall be worn above the right shirt and/or jacket pocket and centered over the middle of the pocket.



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### **3.1 STANDARD ISSUE UNIFORM (Con't)**

#### **Uniform pins**

Only those pins authorized by the Administrator may be affixed to the uniform.

#### **Service Years Insignia**

Yellow/gold five-pointed star for each full five years of service, worn on the left sleeve of long sleeve shirt, two full finger widths above the shirt cuff seam.

#### **Identification Card**

While on duty, all employees shall have in their possession the ID card currently issued to them.

#### **Court Attire**

Employees shall be in complete uniform or business suit whenever appearance is required in court.

### **3.2 ALTERNATE UNIFORM**

Approved polo shirt with the West-Comm logo and employee's name, blue jeans skirt or pants – the pants/skirt shall be in good condition, free from holes, rips, tears, etc. The pants/skirt shall be light, medium or dark blue in color. No patterns or trim allowed. Pants will touch the shoe laces or shoe top and skirts shall be no shorter than 2 inches above the knee. Any closed toe shoes appropriate for a professional business environment.

The shirt is to be worn tucked in at all times, and the pants/skirt shall be of a proper fit. The alternate uniform shall not be mixed with any portion of the standard issued uniform. The Class C Polo Shirt may be worn in lieu of the Alternate Uniform polo shirt.

The alternate uniform will be worn on the selected days approved by the Dispatch Administrator.

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### **3.3 MATERNITY UNIFORM**

Dispatchers shall wear the prescribed maternity uniform when necessary. The maternity uniform shall be the Class A, Class B, or Class C uniform shirt with agency patches and dark blue uniform pant/skirt.

Non-uniform maternity clothing may be worn, when necessary, with prior approval from the Dispatch Administrator.

### **3.4 MIXTURE OF UNIFORM AND CIVILIAN CLOTHING**

Except as directed by the Supervisor or Administrator, all employees shall be in complete uniform while on duty. At their discretion, employees may wear uniform attire when traveling to and from work in a private vehicle, and not on public transportation. For employee's safety, no badge or police insignia should be visible to the public when driving private vehicles. Dispatchers will not be in uniform when not on duty.

### **3.5 MAINTENANCE OF UNIFORMS**

Uniforms shall be neat, clean, appropriately fitted, unfaded, free of wrinkles and in good repair.

### **3.6 CIVILIAN ATTIRE**

All employees are responsible for insuring that their personal appearance, promotes a positive and appropriate professional business image of the West Cities Police Communications Center.

At the direction of the Dispatch Supervisor or Dispatch Administrator, whenever permitted to be out of uniform while on duty, employees shall wear business-casual attire appropriate to a professional office work environment.

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### **3.6 CIVILIAN ATTIRE (Con't)**

When in civilian attire and on the premises of Seal Beach Police Department, employees must display the Seal Beach Police Department photo ID card issued to them.

All clothing shall be neat, clean, appropriately fitted, unfaded, free of wrinkles and in good repair.

Clothing shall not impede or distract from the performance of duties by the employee or others.

No halter-tops, tube tops, bare midriffs, T-shirts or tank tops allowed.

The style and material of shirts and blouses must not be revealing (i.e. see-through, open weave, low neckline, bare back or tight fitting.)

No clothing shall display offensive insignias, emblems or written messages.

No sweat suits, jogging suits, leggings, shorts or "worn" jeans are allowed.

No clothing with tears, holes, open slits or ragged edges are permitted. Headgear, such as hats and baseball caps, are not permitted.

Employees who are uncertain of whether an item would violate the policy are to ask for clarification prior to wearing the item to work.

The Dispatch Administrator will decide appropriateness and have the final decision.

### **3.7 GROOMING STANDARDS**

Employees are expected to maintain personal hygiene that insures their hair, person, and attire are neat, clean, groomed, and free from odor, including the excessive use of scented products.

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### **3.7 GROOMING STANDARDS ( Con't)**

#### **HAIR**

Hairstyles of all members shall be clean, neat in appearance and consistent with a professional business office standard.

No hairstyle shall impair vision or prevent wearing the headset or other required equipment.

Unnatural or unusual hair color will not be allowed. Hair length for male employees must not extend beyond the collar.

#### **MUSTACHES / BEARDS**

A short and neatly trimmed mustache may be worn by male employees. Mustaches may only extend ¼" beyond the corners of the mouth and may not extend beyond the natural hairline of the upper lip. Beards and goatees are permitted on male employees but must be trimmed close to the skin and present a professional, business image.

#### **SIDEBURNS**

Sideburns shall not extend below the bottom of the outer ear opening (the top of the earlobes) and shall be trimmed and neat.

#### **FINGERNAILS**

All personnel will keep fingernails clean and neatly trimmed so as not to interfere with performance of duty, detract from the Agency image, or present a safety hazard.

#### **MAKEUP**

Female employees' use of facial makeup shall be conservative and in keeping with a professional image. Male employees shall not wear facial makeup.

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### **3.8 JEWELRY**

Jewelry shall not impair the use and dexterity needed to perform the duties of dispatch, nor distract others from performing their duties.

Earrings shall not extend ¼" beyond the bottom of the earlobe. Male employees shall not wear earrings while on duty. No visible body piercing jewelry shall be worn while on duty.

Jewelry shall not display offensive insignias, emblems or written messages.

### **3.9 VIOLATION OF UNIFORM/GROOMING STANDARDS**

If an employee's attire is questionable, the Supervisor or Administrator will counsel the employee. The first time it is necessary to counsel an employee regarding appearance, it will be considered a warning and the employee will be compensated for any time during the workday necessary to correct their appearance. Any future occurrences of similar policy violations will subject the employee to disciplinary action, and the employee will not be compensated for the time required to remedy the violation. Flagrant or frequent violations may result in discipline up to, and including, termination from employment with West Cities Police Communications JPA.

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<b>ADMINISTRATIVE</b>	<b>WCP 4.0</b>		<b>11-01-00</b>
Subject:		Page	Effective Date
<b>DUTY REQUIREMENTS</b>		<b>1 of 3</b>	<b>07-03-07</b>

### **4.0 DUTY REQUIREMENTS**

#### **4.1 REPORTING FOR DUTY**

Employees shall report on time and fit for duty. On time means the employee will be present for briefing five (5) minutes before the scheduled start time of their shift and prepared to assume responsibility of their position. It is the responsibility of the employee being relieved to inform or brief the on-coming employee of any pertinent information and/or activity. Fit for duty means the employee will be in full uniform, be rested, and be both physically and mentally prepared to perform his/her assigned duties.

Assigned duties include but are not limited to the following:

- Review the briefing book and initial each document acknowledging they read and understood the information provided.
- Review their employee e-mail account at the start of each shift and throughout the shift for pertinent information.
- Review on-going calls that have carried over on to their shift.

Employees shall be responsible for assuring they have all necessary tool and information to perform their duties. Employees shall assure equipment (telephone, radio, recording, computer, etc.) are in working order, and shall report any needs and/or problems to the on-duty supervisor.

Employees may not unplug or leave their workstation without assigned relief or without the supervisor's permission.

#### **4.2 TARDINESS**

Reporting for duty late, with or without advance notice to the supervisor, may be grounds for disciplinary action.

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### **4.3 SICK LEAVE REPORTING**

Employees of this Agency are provided with a sick leave benefit that provides continued compensation during times of personal or family illness. The specified amount of hours and authorized usage is detailed in each employee's bargaining unit's Memorandum of Understanding. Sick leave is not considered vacation and abuse of sick leave may result in discipline up to and including termination.

In cases of illness or authorized reasons for use of sick leave, the employee shall speak directly with the on-duty supervisor and state the nature of the illness or reason for use of sick leave.

Upon return to work, employees shall complete form P-26 – Employee Request For Time Off describing the nature of sick leave usage and the amount of time taken.

All employees who call in sick for their scheduled workday will list sick leave on their timecard for the number of sick hours taken. Employees shall not list compensatory, vacation, or holiday time on their timecard in place of sick time without the prior approval of the Administrator.

**Agency personnel shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive supervisory personnel as to the condition of their health or the health of their spouse or dependent child. Any abuse or false reporting of sick time may result in disciplinary action up to and including termination.**

### **4.4 BREAKS**

Employee breaks are encouraged and shall be taken as approved by the supervisor.

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### **4.5 SLEEPING ON DUTY**

Dispatchers shall remain awake at all times while at their workstations.

### **4.6 NEGLECT OF DUTY**

Dispatchers shall not engage in any activities or personal business that would cause them to neglect or be inattentive to their duties.



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<b>DOWNTIME ACTIVITY</b>		<b>1 of 2</b>	<b>03-08-05</b>

### **5.1 POLICY**

Communications personnel are permitted to perform non-work related activities during their on-duty hours provided that the following guidelines are observed.

### **5.2 DEFINITION**

For the purposes of this policy, the following definitions shall apply:

Downtime- Quiet or slow periods during a work shift where radio and/or telephone workloads are such that ancillary activities would allow Dispatch personnel to perform their job responsibilities efficiently and effectively.

Business hours- Monday through Friday, 7:30am to 6:00pm.

Radio dispatcher- Dispatch personnel assigned to monitor a radio frequency.

Call-taker- Dispatch personnel assigned to answer incoming phone calls, including 9-1-1, 7-digit business lines and in-house extensions.

### **5.3 PROCEDURE**

The dispatch area is a sound controlled environment. No loud noises or disruptive background noise is permitted.

Background music is permitted and shall not be offensive to other employees or visitors; musical selections shall not violate the sexual harassment or hostile work environment policy and will be at the discretion of the Supervisor.

Television viewing is permitted during normal business hours and shall not be offensive to other employees or visitors. Programs shall not violate the sexual harassment or hostile work environment policy and will be at the discretion of the Supervisor. During non-business hours, movies may be allowed, but must be rated PG-13 or below.

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### **5.4 PROCEDURE (*continued*)**

Reading materials, television viewing, crafts and other non-work related activities may be permitted provided that they do not interfere with the primary job responsibilities. The on-duty Supervisor may request an employee discontinue non-work related activities at any time.

During normal business hours, non-work related activities may be limited, due to the presence of JPA agency personnel and the visitation from the public (station tours).

All assigned work must be completed prior to engaging in non work-related activities.

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SHIFT BIDDING, ROTATION AND ASSIGNMENT		1 of 3	01-15-10

### **6.0 SHIFT BIDDING, ROTATION AND ASSIGNMENT**

#### **6.1 POLICY**

Distribution and awarding of shifts will be based upon the existing number of personnel within each classification, the needs of the agency and then by seniority.

The supervisor shall make administrative shift assignments as shift vacancies or other staffing needs require.

Probationary employees and employees in training will be assigned to a shift based on the recommendations of the training coordinator and approval of the supervisor.

Shift selection will occur approximately every eighteen (18) weeks. With the exception of possible shift assignments by management for the above listed reasons, all Dispatcher shifts will be selected by seniority. Communication Operator In Charge (COICs) will select their shifts by seniority prior to the Dispatchers selecting their shifts. Lead Dispatcher shifts are assigned based on a set rotation.

If an employee has completed three (3) tours on the same shift (days, nights or mids) for three (3) consecutive rotations, they must move to a different shift for one (1) full rotation.

#### **6.2 PROCEDURE FOR COIC SHIFT SELECTION**

The scheduling supervisor will prepare a Shift Selection Sign-Up Sheet, which will list the available shifts and workdays. The Shift Selection Sign-Up Sheet will indicate Administrative shift assignments as necessary.

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### **6.2 PROCEDURE FOR COIC SHIFT SELECTION (Con't.)**

The scheduling supervisor will prepare a Shift Selection Notification Sheet which will list the COICs in order of seniority. The Shift Selection Notification Sheet will indicate Administrative shift assignments as necessary.

In order of seniority, the supervisor will notify the COIC in person or by telephone that it is their turn to sign-up. Once notified, the COIC will have 24 hours to sign up. If a COIC fails to sign up during the 24-hour period, their turn is forfeited and the COIC is moved to the end of the Shift Selection Notification Sheet. Shift selection shall then pass to the next COIC on the Shift Selection Notification Sheet in order of seniority.

The supervisor shall repeat the notification process until all COICs have selected a shift. With each notification, the supervisor will note the date and time of the notification on the Shift Selection Notification Sheet.

It is the COIC's responsibility to sign up within their 24-hour period. Without previous authorization from the Dispatch Supervisor, all shift selections must be made by the actual COIC and not his/her designee.

### **6.3 PROCEDURE FOR DISPATCHER SHIFT SELECTION**

The scheduling supervisor will then prepare a Shift Selection Notification Sheet which will list the Dispatchers in order of seniority. The Shift Selection Notification Sheet will indicate Administrative shift assignments as necessary.

In order of seniority, the supervisor will notify the Dispatcher in person or by telephone that it is their turn to sign-up. Once notified, the Dispatcher will have 24 hours to sign up. If a Dispatcher fails to sign up during the 24-hour period, their turn is forfeited and the Dispatcher is moved to the end of the Shift Selection Notification Sheet. Shift selection shall then pass to the next Dispatcher on the Shift Selection Notification Sheet in order of seniority.

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### **6.3     PROCEDURE FOR DISPATCHER SHIFT SELECTION (Con't.)**

The supervisor shall repeat the notification process until all Dispatchers have selected a shift. With each notification, the supervisor will note the date and time of the notification on the Shift Selection Notification Sheet.

It is the Dispatcher's responsibility to sign up within their 24-hour period. Without previous authorization from the Dispatch Supervisor, all shift selections must be made by the actual Dispatcher and not his/her designee.

Employees are encouraged to consider vacations and days off when selecting their eighteen (18) week shift.

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ADMINISTRATIVE	WCP 7.0	3	7-22-02
Subject: OVERTIME ASSIGNMENTS		Page 1 of 3	Effective Date 02-01-06

### **7.0 OVERTIME ASSIGNMENTS**

The overtime schedule will follow a 28-day work schedule. All available overtime will be presented to part time personnel first. At least four (4) weeks before the first day of the new schedule, the remaining overtime shift(s) will be posted for voluntary sign up. The overtime schedule will indicate whether a shift is designated as Mandatory Overtime, or must be filled by a Lead Dispatcher or Communications Operator In Charge.

#### **7.1 POLICY**

Mandatory Overtime shifts will take precedence over non-mandatory overtime shifts and shift trades.

An employee may not remove their name from an overtime shift sign up once the overtime has been approved and noted on the schedule. After the overtime has been approved and noted on the schedule, any changes to overtime sign ups must be authorized by the scheduling supervisor.

If an employee signs up for part of an overtime shift, and the remaining part of the shift is not taken voluntarily, the entire overtime shift will be assigned to the employee at least two weeks prior to the shift.

The number of overtime hours worked by each employee will accrue during the four-month shift rotation and will revert to "0" at the beginning of the next rotation.

Mandatory Overtime not taken voluntarily will be assigned.

#### **7.2 MANDATORY OVERTIME ASSIGNMENT**

At least two weeks before the shift, mandatory overtime will be assigned to the employee having worked the least amount of overtime. If two employees have worked an equal amount of overtime hours, seniority will prevail. It is recommended that employees monitor the sign-up list selecting the shifts they prefer to work, rather than those that may be assigned to them.

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MANDATORY OVERTIME ASSIGNMENTS		2 of 3	02-01-06

### **7.3 UNSCHEDULED OVERTIME ASSIGNMENT PROCEDURE**

In the event of shift vacancies due to unplanned absences, the on-duty Lead or Communications Operator In Charge will ensure the shift vacancy is filled as follows:

- A. Complete an Overtime Call Out Log with the appropriate vacancy information.
- B. Based upon existing schedule, determine which personnel are able to fill the vacancy. Always attempt to fill the vacancy with Part-Time Dispatchers.
- C. Contact available personnel in the order listed on the Overtime Call Out Log to determine their desire to fill the vacancy.
- D. Note the time and response of each employee on the Overtime Call Out Log.
  1. Highlight the name of the employee(s) who will be filling the vacancy.
  2. Place the completed Overtime Call Out Log in the designated folder located at the Lead Console.

In the event there are no employees who desire to fill the unplanned shift vacancy, the on-duty Lead or Communications Operator In Charge will:

- A. Obtain the Overtime Totals Log from the Lead File Drawer and determine if the totals are up to date. The Overtime Totals are updated at the end of each pay period by the assigned Lead.
- B. If the Overtime Totals are not up to date, add any additional overtime worked for each employee since the totals were compiled.
- C. Write each employees overtime total adjacent to their name on the Overtime Call Out Log.
- D. Notify the Dispatch Supervisor of the unplanned shift vacancy. The Dispatch Supervisor will determine which employee is to be ordered to fill the vacancy and the method of contacting the employee.
  1. Highlight the name of the employee(s) who will be filling the vacancy.

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MANDATORY OVERTIME ASSIGNMENTS		3 of 3	02-01-06

### **7.3    UNSCHEDULED OVERTIME ASSIGNMENT PROCEDURE (Con't)**

2. Place the completed Overtime Call Out Log in the designated folder located at the Lead Console.

### **7.4    ATTENDANCE LOG**

All overtime is to be correctly documented and color coded on each employee's attendance log according to the established attendance log procedures.



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<b>TIME OFF REQUESTS</b>		<b>1 of 6</b>	<b>08-28-06</b>

### **8.0 TIME OFF REQUESTS**

Employees of the Agency are afforded the opportunity to submit for time off through use of accrued Vacation Time, Holiday Time, Compensatory Time, and/or Shift Trades. All Time Off Requests are subject to Administration approval with due regard for the wishes of the employee and particular regard for the needs of the agency.

### **8.1 VACATION TIME**

Vacation leave shall be granted for the purpose of enabling employees to annually take paid leave from their job.

- a. All vacation requests will be submitted on the appropriate West-Comm Request For Time Off Form.
- b. Annual vacation requests may be submitted in the month of December prior to the upcoming year.
- c. The time period for the sign-ups will be from January to December of the following year.
- d. Each Dispatcher will have the opportunity to sign up for two (2) consecutive weeks of vacation. A week is considered Monday through Sunday.
- e. Only one Dispatcher will be approved for a mandatory vacation per week.
- f. Vacation requests will be approved based upon staffing levels within each classification, seniority, and accrued vacation time balance.
- g. There is no limit to the number of mandatory vacations per Dispatcher provided the paperwork is submitted properly and Department staffing levels are acceptable.

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### **8.1 VACATION TIME (Con't)**

- h. Vacation requests submitted throughout the year that will require mandatory overtime must be for a minimum of 36 hours and must be submitted thirty (30) days in advance of the requested time off.
- i. Accrued vacation leave may be supplemented by a maximum of thirty-six (36) hours of accrued holiday time when submitted for mandatory vacation requests. No other type of accrued time may supplement a mandatory vacation request.
- j. Vacation requests submitted less than thirty (30) days prior to the vacation will be classified as non-mandatory and are approved based upon Department staffing levels and training needs.
- k. If two or more employees submit a vacation request for the same time period, consideration will be given to the date of the request; first come, first served. If submitted at the same time, consideration will be given to the hours of vacation time already taken by the requesting employees and then by seniority.
- l. Vacation requests submitted for December 24<sup>th</sup> through January 1<sup>st</sup> will be posted as non-mandatory.
- m. Approval of vacation requests is dependent on staffing levels and all other types of previously approved time off requests/vacancies.

### **8.2 HOLIDAY TIME**

Holiday leave shall be granted for the purpose of enabling employees to take paid leave from their job on designated holiday dates. Due to the operational requirements of the Communications Center, employees are not required to use accrued Holiday Time on the designated holiday dates.

- a. All holiday requests will be submitted on the appropriate West-Comm Request For Time Off Form, and may be submitted at any time.

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### **8.2 HOILDAY TIME (Con't)**

- b. Holiday Time Off requests will be approved based upon staffing levels within each classification, seniority, and accrued holiday time balance.
- c. Approval of Holiday Time Off is not mandatory.
- d. Approval of Holiday Time Off requests is dependent on staffing levels and all other types of previously approved time off requests/vacancies.

### **8.3 COMPENSATORY TIME**

Use of compensatory time shall be subject to the approval of the Dispatch Administrator and the availability of minimum staffing.

- a. All compensatory time off requests will be submitted on the appropriate West-Comm Request For Time Off Form, and may be submitted at any time.
- b. Compensatory Time Off requests will be approved based upon staffing levels within each classification, seniority, and accrued holiday time balance.
- c. Approval of Compensatory Time Off is not mandatory.
- d. Approval of Compensatory Time Off requests is dependent on staffing levels and all other types of previously approved time off requests/vacancies.

### **8.4 SHIFT TRADES**

The Fair Labor Standards Act (FLSA) provides that two individuals employed in the same capacity by the same public agency may agree, solely at their option and with the approval of the public agency, to substitute (shift trade) for one another during scheduled work hours.

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### **8.4 SHIFT TRADES (Con't)**

It further states that the hours worked by the substituting employee shall be excluded by the public agency in the calculation of the hours for which the substituting employee is entitled to overtime compensation under the Act. The implementing regulations provide that when one employee substitutes for another, each employee will be credited as if he or she had worked his or her normal work schedule for that shift. Regulation of frequency and operational guidelines for shift trades is left to the approval of the public agency.

All Shift Trade requests will be reviewed by the Scheduling Lead and approved based on the current staffing levels and needs of the Agency.

- a. All Shift Trade requests will be submitted on the appropriate West-Comm Request For Shift Trade Form, and must be submitted at least 72 hours prior to the earliest affected shift, except in emergency situations.
- b. Except under special circumstances and with previous approval, trades will be limited to two (2) consecutive days.
- c. The “payback” for the trade will occur within the same pay period whenever possible.
- d. If the substituting dispatcher calls in sick for the shift they have agreed to work, the substituting dispatcher will utilize the appropriate number of sick hours within that pay period.
- e. It is the employee’s responsibility to confirm approval of the shift trade. Under no circumstance shall the employee assume approval until they have received confirming paperwork.
- f. Approval of Shift Trade requests is not mandatory.
- g. Approval of Shift Trade requests is dependent on staffing levels and all other types of previously approved time off requests/vacancies.

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### 8.5 REQUEST FOR TIME OFF FORM

<b>WEST-COMM</b>					
<b>REQUEST FOR TIME OFF</b>					
NAME					
DATE SUBMITTED			ACCRUALS CONFIRMED		
APPROVED					
C = COMP    V = VACATION    N = NO PAY H = HOLIDAY    F = FLOATING HOLIDAY					
CODE	DAY	DATE	SHIFT	NAME	NAME

Complete a line for each day off requested. The name columns are used to indicate who will be covering the shift.

By submitting this form I acknowledge that I will have accrued the appropriate number of hours required to cover my requested time off.

\_\_\_\_\_  
Signature of requesting employee

\_\_\_\_\_  
Date

# **Policies and Procedures Manual**

## 8.6 REQUEST FOR SHIFT TRADE FORM

### WCP 8.0 – Time Off Requests

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Subject:	Page		Effective Date
<b>VISITORS IN THE COMMUNICATIONS CENTER</b>	<b>1 of 1</b>		<b>11-01-00</b>

### **9.0 VISITORS IN THE COMMUNICATIONS CENTER**

Visitors in the Comm Center will check in and out at the front desk of the Seal Beach Police Department, unless escorted by a West-Comm employee. The guest should advise the front desk the person they wish to see.

To avoid any disruption in the Comm Center, all Rules and Regulations shall be observed by the guest.

#### **9.1 TOURS**

Tours in the Communications Center shall be scheduled in advance with the dispatch supervisor. The dispatch supervisor or Administrator shall approve all tours of the Comm Center.

#### **9.2 SIT ALONG POLICY**

Requests to sit along in the Comm Center shall be scheduled in advance with the dispatch supervisor to insure adequate staff is available to accommodate the visitor.

Students in the field of communications will need the approval of the dispatch supervisor. Other requests to sit along shall be approved by the Administrator.

Sit along visitors in the Comm Center will be properly attired.

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### **10.0 COMPLAINTS**

#### **10.1 ACCEPTANCE OF COMPLAINTS**

A complaint from any citizen or member of this Agency alleging misconduct by an employee of West-Comm shall immediately be directed to the supervisor.

A complaint from any citizen alleging misconduct by an employee of any of the cities West-Comm serves shall be forwarded immediately to the employee's Watch Commander or immediate supervisor. At no time shall a West-Comm employee question the complaining party regarding the nature of the complaint, or attempt to intervene on behalf of the involved employee.



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BUILDING SECURITY		1 of 1	11-01-00

### **11.0 BUILDING SECURITY**

#### **11.1 ACCESS INTO POLICE DEPARTMENT BUILDING**

The access code information provided to gain entry to the Police building is for JPA employees only and shall not be released to any non-JPA employee.

#### **11.2 ACCESS INTO COMMUNICATIONS CENTER**

Guests in the Comm Center will check in and out at the front desk of the Seal Beach Police Department, unless escorted by a West-Comm employee. The guest should advise the front desk the person they wish to see.

To avoid any disruption in the Comm Center all Rules and Regulations shall be observed.

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<b>ADMINISTRATIVE</b>	<b>WCP 12.0</b>		<b>11-01-00</b>
Subject:	Page		Effective Date
<b>PERSONNEL/EMERGENCY CONTACT INFORMATION</b>		<b>1 of 1</b>	<b>11-01-00</b>

### **12.0 PERSONNNNNEL/EMERGENCY CONTACT INFORMATION**

It shall be the responsibility of each employee of this Agency to insure that the supervisor/Administrator has the employee's current personnel data on file, consisting of address and telephone number.

In the event there has been a change in the aforementioned items, the employee shall notify the supervisor of said changes within forty-eight (48) hours.

Employees are required to provide and keep current their emergency contact information.

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EARLY RETURN TO WORK		1 of 3	11-01-00

### **13.0 EARLY RETURN TO WORK**

#### **13.1 PURPOSE**

To establish a policy regarding modified work assignments for employees with a temporary physical restriction. The objective is to reduce or eliminate lost-time incidents by close communication with the treating Physician, employee, Communications Supervisor and Dispatch Administrator through the utilization of temporary, modified work assignments.

#### **13.2 EMPLOYEE AFFECTED**

All regular full-time and temporary/part-time operational personnel will be considered for modified work based on need.

#### **13.3 REFERENCES**

West-Comm Administrative Policies and Procedures.  
Workers Compensation State of California Labor Code.

#### **13.4 POLICY**

- a) It is the policy of West-Comm to provide temporary modified work assignments to injured employees whenever possible or available. These assignments are not considered "light work", but rather temporary modified work, which meets the restrictions, given by the treating physician or medical practitioner.
- b) To provide for the continuation of active work status in order to maintain productivity, reduce impact of additional workload on respective operational staff, and reduce the cost realized through both industrial and non-industrial injuries.

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### **13.4 POLICY (Con't)**

- c) Modified duty assignments are of a temporary nature for a short period of time. Once an injured worker is declared by his/her treating physician to be permanent and stationary (condition is determined to get no better or no worse) regarding the injury, a review of job duties will be conducted to determine the level of accommodation which might be necessary for continued employment.

### **13.5 PROCEDURE**

- a) The treating physician or medical practitioner will specify in writing
- b) The Communications Supervisor or Dispatch Administrator shall notify the medical facility/physician at the time of the treatment that West-Comm has modified work assignments available depending upon the limitations given. The Dispatch Administrator shall determine the type of modified work available for the injured employee.
- c) The temporary position must comply with departmental operating procedures and shall not cause an undue hardship upon West-Comm or an unsafe work condition upon the employee.
- d) There are two categories of temporary disability: Temporary total disability is when a doctor projects an inability to return to any form of work for a period of time. Temporary partial disability allows the employee to return to work on a modified, restricted basis.

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### **13.5 PROCEDURE (Con't)**

- e) The offer may be made verbally to the employee with the supervisor documenting such discussion. This prevents disputes over whether modified work was offered. It is suggested that the supervisor have the employee initial and date the documentation of such discussion or mail notice to employee by certified mail, with return receipt requested if employee is not at work.
- f) The offer should describe the modified work that is available. The work described should be in the same language as set forth in the physician's report. For example, if the doctor states the employee is not to lift more than 15 pounds, it should be stated in the written work description that the employee will not lift more than 15 pounds. A copy of the treating physician's or medical practitioner's report should be obtained for files.
- g) The offer will name the supervisor or management person to whom the injured worker is to report to for work. Supervisory and lead personnel will receive a copy of the written work offer.
- h) The letter will indicate the day, date and time the person is to report to work, and the hours of work to be observed.
- i) Specify in the offer the telephone number, extension and location of the supervisory or management person the injured employee is to contact.
- j) The employee should be informed of the consequences of his/her failure to accept the offer of modified work; meaning that temporary disability benefits will be terminated if he/she does not accept modified work.
- k) If the offer is refused by the injured worker or he/she does not show up to work, the supervisor shall contact the Dispatch Administrator immediately.

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### **14.0 TELEPHONE CALLS**

It is the policy of the West Cities Police Communications Center to provide assistance to the public in all situations. To accomplish this goal the following policies and procedures will be used.

#### **14.1 PROCESSING CALLS FOR ASSISTANCE**

##### **A. Relaying Information**

A dispatcher's role in emergency services is to relay information from one person to another. To avoid giving the wrong information, the dispatcher will relay all pertinent information exactly as it is given and will make clear who the source is.

##### **B. Making Assumptions**

When relaying information, dispatchers must be careful not to embellish facts with assumptions or interpretations of the situation. If you have reason to suspect that the situation may be other than it appears, this should be relayed, but it must be made clear that it is your opinion, not fact.

##### **C. Telephone Demeanor**

Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call. Keep the length of the incoming calls short. Be polite, but discourage the marathon conversation. Speak clearly. Enunciate your words. If you mumble and have to repeat yourself, you will waste valuable time. Voice level should be of adequate volume, but do not shout. With command presence, you should make positive and accurate statements. The caller will accept your authority and expertise if you give the impression that you are correct. If you hesitate or seem unsure, the caller may question your abilities. Do not argue with the caller.

#### **14.2 ANSWERING TELEPHONE CALLS**

Dispatchers are responsible for answering all in-coming calls, and for

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### **14.2 ANSWERING TELEPHONE CALLS (continued)**

taking all information from the caller.

If a dispatcher is asked for his/her name by the caller, the dispatcher will provide their position and last name (ex. Dispatcher Jones or Lead White).

#### **A. 9-1-1 Lines**

All 9-1-1 calls will be answered on the first ring whenever possible. 9-1-1 lines take precedence over all other lines and non-emergency radio traffic.

All 9-1-1 lines will be answered: "9-1-1 Emergency"

The location of the emergency incident will always be verified by the dispatcher. The address displayed on the 9-1-1 screen (ALI) may not be the location of the emergency incident.

A 9-1-1 emergency call is defined as a call that:

- Requires the attention of the Fire Department's emergency equipment
- Requires the attention of Emergency Medical Services for other than routine transfers
- Requires the attention of Police where there is a degree of urgency

If a non-emergency call is received on a 9-1-1 telephone line, the dispatcher will notify the caller that they have called on an emergency line and will direct them to a non-emergency line.

It is imperative that only "legitimate" emergency calls be handled on the 9-1-1 system because the 9-1-1 telephone network has a limited number of dedicated trunk lines – tying up these trunks with non-emergency calls could result in "real" emergency calls being blocked and, calls are answered by the PSAP (Public Safety Answering Point) in the order that they are received. Non-emergency calls on the 9-1-1 system will slow the

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### **14.2 ANSWERING TELEPHONE CALLS (continued)**

speed of answer of legitimate emergency calls.

#### **B. Business/Emergency/Seal Beach PD Extension/Administration Lines**

All business lines and all non-9-1-1 emergency lines will be answered: "Police Department, may I help you?"

All Seal Beach PD extension lines will be answered: "Dispatch" or "Communications"

All Administration lines ( [REDACTED], [REDACTED] and [REDACTED] ) will be answered: "West-Comm, (name) speaking"

### **14.3 PLACING TELEPHONE CALLS ON HOLD**

When required to place a call on hold, the dispatcher will always ask if the caller can hold and will wait for a response before placing the call on hold.

### **14.4 TRANSERRING TELEPHONE CALLS**

#### **A. 9-1-1 Calls**

If a 9-1-1 call is to be transferred to another PSAP, the dispatcher will transfer the call to the other PSAPS's 9-1-1 line whenever possible. The dispatcher will advise the caller that they are being transferred, (ex. Do not hang up, I am connecting you now). The dispatcher will then stay on the line until the connection is completed, and the caller and the other PSAP dispatcher are talking.

If the 9-1-1 call is transferred to the Fire Department, the dispatcher will stay on the line and monitor the nature of the incident to determine if dispatch of police units are necessary.



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### **14.4 TRANSERRING TELEPHONE CALLS (continued)**

#### **B. Non-emergency Calls**

If a non-emergency call is to be transferred to another department or agency, the dispatcher will transfer the call whenever possible. The dispatcher will provide the caller with the telephone number of the location being transferred to, whenever possible. The dispatcher will advise the caller that they are being transferred, (ex. Do not hang up, I am connecting you now). The dispatcher will then stay on the line until the connection is completed.

### **14.5 RECORDED LINES**

All incoming lines with the exception of the cordless telephone are recorded and subject to subpoena. These lines may be monitored and subject to supervisory review. Therefore, employees should have no expectation of privacy when using recorded lines.

### **14.6 UNRECORDED LINE**

The cordless telephone ( ) is not recorded and will not be used for business related calls. Any business related call that is received on the cordless telephone will immediately be transferred to a recorded business line and the on-duty Dispatch Supervisor will be made aware of the call.

### **14.7 PERSONAL TELEPHONE CALLS**

Toll calls of a personal nature shall only be made on the cordless telephone and employees will be responsible for the related costs.

Personal telephone calls shall not interfere with the operation of the communications center. The duration of personal telephone calls should be limited to not more than ten (10) minutes, unless it is an emergency situation. The frequency of personal calls, whether made or received, will be kept to a minimum.

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### **14.7 PERSONAL TELEPHONE CALLS (continued)**

It shall be the responsibility of the on-duty Supervisor to monitor the frequency and duration of personal telephone calls. The on-duty Supervisor will take the appropriate measures to ensure that personal telephone calls do not interfere with the operations of the communications center.

### **14.8 PERSONAL CELLULAR TELEPHONES**

In order to avoid disruption to the communication center operation, personal cellular telephones must be kept on silence/vibrate mode and must be kept at least five (5) feet away from the Motorola Gold Elite radio central processing units (CPU).

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### **15.0 MOBILE DATA COMPUTER (MDC) USE**

#### **15.1 Purpose and Scope**

The mobile digital computer (MDC) accesses confidential records from the State of California, Department of Justice and Department of Motor Vehicle databases. Employees using the MDC shall comply with all appropriate federal and state rules and regulations. The MDC facilitates the communication capabilities between dispatch and patrol units. Additionally, the MDC operates via an interface with the West Covina Service Group Records Management System (RMS) and Computer Aided Dispatch (CAD) systems.

#### **15.2 MDC Use and Communications**

The MDC shall be used for official police communications only. The following message types are strictly forbidden: those that are of a sexual nature, racist, offensive, discriminatory or otherwise critical of others, or are in violation of any rule or regulation.

MDC messages have been deemed public records, and as such are discoverable. Supervisors at anytime without prior notification will review messages to assure compliance. Members of this agency generating or transmitting messages not in compliance with this policy are subject to discipline.

Use of the MDC to dispatch calls to patrol units will be in accordance with the policy and procedure of each JPA agency. All hits received from CLETS on the MDC shall be verified by dispatch.

#### **15.3 MDC Communications**

Technological advances in the work place have created some new concerns regarding the management of information. These concerns include system security, and employment related system use. The majority of all data falls within the scope of public information due to the very nature of our responsibilities as a public agency. Inappropriate use of

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**15.3 MDC Communications (continued)**

the radio and mobile digital computers can place the organization in an unfavorable litigious position and/or create a lack of public confidence in the Agency.

Statutory controls in this area are especially stringent and expose both the Agency and employee to civil and criminal liability, if abuse occurs. Title 18, United States Code, § 1464, provides for a fine up to (\$10,000) and imprisonment (two years) for using "obscene, indecent, or profane language" over the radio or mobile data computer.

**15.4 MDC Use**

General policy:

- (a) No member of the Department shall use, nor knowingly permit the use of a computer account or computer password of another member of the Agency except as necessary in the performance of his/her official duties or as directed by a supervisor. Compromised passwords shall be changed immediately.
- (b) All members of this Agency must comply with all West-Comm JPA policies and procedures in the area of information technology, including but not limited to, information systems, internet and e-mail use, personal use of JPA property, and software use.
- (c) No member of the Agency will use any computer hardware or software, whether on or off duty, for the pursuit of any outside employment, personal business, or profit making venture of any type.
- (d) All members of this Agency must comply with all Criminal Offender Record Information (CORI) policies and procedures.
- (e) All computer equipment owned by the JPA may be subject to seizure or subpoena in criminal and civil cases. In addition, all JPA owned computers, laptops, peripherals, and communications devices of any type as well as all JPA agency computers that are interfaced with

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### **15.4 MDC Use (continued)**

Mobile Data Computers (MDCs) are subject to internal audit and inspection at any time.

- (f) Members of this Agency shall not use any unlicensed software on any JPA owned computer or peripheral.
- (g) No member of the Agency will attempt to decode system or user passwords; manipulate or alter system settings; read, delete, copy or modify data without appropriate authorization; attempt to gain unauthorized access to any JPA equipment, personal computers or technology system; or load game software.

### **15.5 Documentation of Activity**

MDC and voice transmissions are used to record the daily activity of field units. To insure the most accurate recording of these activities, the following are required:

- (a) All activity shall be communicated at the time of occurrence.
- (b) Whenever the activity is initiated by voice, it shall be entered into the Computer Aided Dispatch (CAD) system by a dispatcher.
- (c) Whenever the activity is not initiated by voice, the officer shall record it on the MDC.
- (d) All changes in status (i.e., out at the station, meal periods, etc.) may be recorded via the MDC or verbally over the police radio, or if not tactically appropriate via the MDC system.
- (e) Officers responding to in-progress calls will advise changes in status verbally over the police radio to assist other officers responding to the same incident. If verbal status changes are not tactically appropriate, the MDC system may be used.

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### **15.5 Documentation of Activity (continued)**

- (f) All pertinent broadcast information (i.e. Red GB's, Be On The Look Out (BOLO) requests, etc.) received by West-Comm will be transmitted to field units by the Dispatcher via a "BCST" message on the MDC.

### **15.6 Bomb Calls**

Each JPA agency may implement individual "Bomb Calls" policy and procedures. Dispatchers will take into consideration the policy and procedure of each JPA agency regarding "Bomb Calls" when sending messages to patrol units via the MDC. When investigating reports of possible bombs, units are advised to turn off their MDC's. Operating the MDC may cause some devices to detonate.

### **15.7 MDC/VRM Use While Driving Policies**

Each JPA agency may implement individual "Use While Driving" policy and procedures. Dispatchers will take into consideration the policy and procedure of each JPA agency regarding "Use While Driving" when communicating with field units via the MDC. Field units are advised that sending or reading MDC messages while a patrol vehicle is in motion is a potentially dangerous practice. Reading messages while in motion should only be attempted when the message requires the user's immediate attention.

### **15.8 MALFUNCTION OF THE MDC**

Each Dispatcher is responsible for reporting MDC problems and malfunctions. Problems should be documented on the Supervisor's Log at the end of shift and routed accordingly.

Whenever possible, units shall notify the Dispatcher when driving a unit in which the MDC is not functional. Dispatch is responsible for recording all information, which will then be given verbally over the police radio.

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### 16.0 ALERTOC

#### 16.1 Purpose

The AlertOC Countywide Public Mass Notification System is a valuable tool to be used to notify the community of *time critical messages*. AlertOC replaces the previously used Reverse 9-1-1 Community Notification System. AlertOC is a computer-generated notification system that interfaces with G.I.S. mapping technology to send out telephone calls to a specific area such as a street, reporting district or any other size specific requested area, or to a specific set of recipients based on pre-defined group membership. The database for this product consists of name, address, telephone number, X/Y coordinates and other user defined calling attributes. Calling attributes can be used to include or exclude telephone numbers from groups.

#### 16.2 Scope

AlertOC is a multi-telephone line notification system capable of sending recorded messages to a large area within each agency's jurisdictional boundaries.

AlertOC can be used for, but is not limited to, the following:

- Providing urgent information pertaining to law enforcement issues regarding public safety, with the intent to protect lives and/or property of the citizens within our JPA cities.
- Missing children (CARE Alert System) and endangered adults.
- Evacuations and information of critical events (i.e., earthquakes, floods, hazardous spills, etc.).
- Crime alerts to specific areas.
- Notification to city/department employees of an emergency that requires the employee to respond immediately to the city.
- Other types of *time critical messages*.

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### **16.3 Procedures**

The use of the AlertOC system shall be coordinated through West-Comm for all emergency situations and critical incidents.

A Watch Commander/Supervisor shall determine the need for use of the AlertOC system and the geographic area to be covered in an emergency notification situation.

All non-emergency use of the AlertOC system shall be conducted by the initiating agency Chief of Police or designee.

All out-going messages shall contain a call-in/contact number for the citizen to call with any questions. The text of the out-going message (i.e., a press release or prepared statement) will be provided to West-Comm personnel for reference information and public inquiries. Whenever applicable, West-Comm personnel shall utilize prewritten scripts saved in the AlertOC system.

### **16.4 Messages Sent Outside Jurisdictional Boundaries**

In the event of an emergency occurring near one or more of the JPA city boundaries, the Watch Commanders/Supervisors of the involved JPA cities will communicate and agree on whether an out-going message shall be sent to the geographic area of the non-initiating Public Safety agency. When an out-going message is sent on behalf of another JPA agency, the message will clearly identify the sender as the originating public safety agency.

### **16.5 System Operations**

The AlertOC system is maintained by Blackboard Connect through a contract with the County of Orange. Designated West-Comm personnel shall be responsible for maintaining group calling lists for specialized emergency-activation units (e.g. SWAT). Each JPA Agency will be responsible for maintaining specialized non-emergency or city specific group calling lists (e.g. VIP, EOC).



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### **16.5    System Operations**

The West-Comm Dispatch Administrator will be responsible for providing details of system usage and listed activations in the monthly West-Comm Activity Report.

Cancellation of emergency messages shall be coordinated through West-Comm. It shall be the responsibility of the initiating authority to cancel the emergency message.

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### **17.0 DISPATCHER RIDE ALONGS**

#### **17.1 PURPOSE**

To familiarize the dispatcher with geography in each of the three JPA cities. To provide visual information for the dispatcher to make them more familiar with areas within the cities when they are dispatching or receiving calls for service. To provide an understanding of officer tactics and operations and to give insight as to the daily duties and requests by patrol.

#### **17.2 PROCEDURE**

An on duty dispatcher may be assigned to a ride along at the discretion of the Watch Commander and Lead Dispatcher. Within each deployment schedule, a dispatcher will have completed a ride along with each of the three agencies. The ride along will be a minimum of two hours and no longer than four hours, exceptions will be made as activity and staffing levels dictate. The officer assigned to the ride along will respond to West-Comm to pick up and drop off the dispatcher. After completion of the ride along, the Lead will document the ride along information on the Dispatcher Ride Along log and make note of it on the daily Supervisor log. The dispatcher will be given a Ride Along Checklist/Evaluation form to complete within a week of the ride along.

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### **18.0 DISPATCH TIMES**

#### **18.1 POLICY**

West-Comm provides a high level of service to the citizens and agencies that are served. It is the policy of West-Comm to dispatch calls in an expeditious manner and without delay. In the event that a call for service must be held, it is the policy of West-Comm to contact the reporting party to advise them of the delay. The Dispatcher must never provide a response time or an approximate response time to the reporting party.

#### **18.2 PROCEDURE**

The procedures for dispatching Priority 1, 2, 3, 4 and 5 calls are as follows.

#### **18.3 PRIORITY 1**

##### **DESCRIPTION –**

A Priority 1 call is an in-progress call that significantly threatens life of property.

##### **DISPATCH TIME –**

Priority 1 calls are to be dispatched within thirty (30) seconds of the call being entered into the CAD as a call for service. The concept of life before property always applies when attempting to determine which call to dispatch. When units are busy, the Dispatcher is to advise the appropriate officer to “10-18”/complete present assignment as quickly as possible, and dispatch the officer. If there are no officers available to send and the call is not dispatched within thirty (30) seconds, it must be documented in the call with a specific reason and log item number, i.e. units unavailable due to a traffic accident/3SB0123. The Watch Commander must also be notified and this information must be documented in the call for service.

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### **18.4 PRIORITY 2**

#### **DESCRIPTION –**

A Priority 2 call is a service call with a potential for escalation, felony crimes against persons or property which occurred within 15 minutes but did not “just occur”; misdemeanor crimes against persons or property occurring now or “just occurred”.

#### **DISPATCH TIME –**

Priority 2 calls are to be dispatched as soon as possible. When there are no units available and the call will hold, the Watch Commander must be notified. Documentation in the call regarding notification to the Watch Commander is required, along with the reason officers are unavailable to respond.

### **18.5 PRIORITY 3**

#### **DESCRIPTION –**

A Priority 3 call is a service call wherein an incident does not have the propensity to escalate or did not “just occur”.

#### **DISPATCH TIME –**

Priority 3 calls are to be dispatched as soon as possible. When there are no units available and the call will hold, the Watch Commander must be notified. Documentation in the call regarding notification to the Watch Commander is required, along with the reason officers are unavailable to respond.

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### **18.6 PRIORITY 4**

#### **DESCRIPTION –**

A Priority 4 call is a service call with a low priority.

#### **DISPATCH TIME –**

Priority 4 calls are to be dispatched as soon as reasonably possible. When there are no units available and the call will hold, documentation in the call with the reason officers are unavailable to respond is required.

### **18.7 PRIORITY 5**

A Priority 5 call is a call entered in error, a duplicate call, a system test call and a call that does not involve public contact. Priority 5 calls are to be dispatched as soon as reasonably possible. When there are no units available and the call may hold, documentation in the call with the reason no officers are available to respond is required.

### **18.8 SERVICE STANDARDS**

It is the responsibility of the Lead Dispatcher to ensure that calls are dispatched in an expeditious manner and without delay. Priority 1 calls will be dispatched within 30 seconds of receipt. Priority 1 calls that are not dispatched within 30 seconds must be properly documented on the Supervisor Log. Priority 2 and 3 calls that hold over 10 minutes must be documented in the call as to the reason the call pended. The Lead Dispatcher will ensure that Dispatchers notify beat units of calls pending in their area, advise units to 10-18, or break units to handle pending calls as necessary. When necessary for management of resources, the Lead Dispatcher will ensure contact is made with the Watch Commander.

Calls for service will be properly documented with all pertinent information ex: phone requests, calls out requests, FCN's, dispositions, etc.

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### **19.0 TRAVEL AND MEETING POLICY**

#### **19.1 PURPOSE**

To establish uniform policies and procedures for reimbursing employees for expenses incurred while traveling and conducting official business.

#### **19.2 SCOPE**

The policy is intended to outline, in general terms, West-Comm practice, procedure, and protocol for reimbursing employees for expenses incurred while traveling on business. The Administrator shall make the final determination on all interpretations to be given to this policy, and the lack of express prohibition on any proposed travel or meeting activity by an employee shall not be construed to imply approval for same.

#### **19.3 POLICY**

Attendance at professional meetings, seminars and conferences that promote or facilitate the interests of West-Comm and/or advancement of professional capabilities will be reimbursed by West-Comm when:

- A. The appropriate authority has granted specific advance approval.
- B. Adequate funds are available in the current year's operating budget.
- C. Receipts are provided as specified within this Administrative Procedure.

#### **19.4 TRAVEL AUTHORIZATION**

Justification for all reimbursed travel expenses will be evaluated in terms of benefits to West-Comm for such travel based upon the criteria of usefulness of information to be obtained, need for personal representation and networking potential for the employee.

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- A. Conference travel shall be limited to Administrator, Supervisor, and/or Lead Dispatchers. The Administrator may authorize the attendance of additional employees if deemed appropriate and funding is available to cover expenses.
- B. A limit of two employees may attend out of the area conferences, provided that funds are specifically included in the budget. Out of area is defined as a location greater than sixty (60) miles from West-Comm.
- C. Transportation
  - 1. Allowance for air travel will be round trip coach fare to the city specified. All travel outside of the Southern California area will normally be by air unless previous approval has been granted, with the just cause, for another mode of transportation. It is expected that the shortest and most direct route will be taken.
  - 2. Ground transportation (taxi or bus) between the airport and the business meeting site will be reimbursed. Ground transportation between business appointments and between home and the airport, as well as parking at the airport, if required, will also be reimbursed.
  - 3. Private vehicles reimbursement will be allowed when:
    - a) It is evident that air transportation is impossible or impractical; or
    - b) There is a need for a vehicle enroute or at destination, and prior approval by the Administrator grants the use of a private vehicle.
    - c) Those employees using their private vehicle will be reimbursed for those miles travelled at the current approved mileage rate or the amount of an individual coach fare, whichever is the lesser amount. The mileage is calculated from employee's place of

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residence to the meeting location. When more than one employee is traveling in the same vehicle, the mileage reimbursement will be paid to one (1) person.

- d) The employee will not be reimbursed for additional lodging and subsistence expense caused by differential of travel time by vehicle.

- 4. It is the expectation of West-Comm that public or commuter transportation be used whenever practical; however, prior approval by the Administrator may be granted for use of a rental vehicle at the destination of official business, if it is deemed necessary.
- 5. Departure shall not be earlier than that which would allow the employee to arrive within a reasonable amount of time to attend the first scheduled event of the conference, seminar, etc.; in turn, the same reasonable time period shall apply to departure from the event when returning and shall allow agency personnel to return to work at the earliest possible time.

### **D. Lodging**

- 1. It is West-Comm's policy to provide adequate lodging for its employees while they are out of town as authorized by this policy. Out of town is defined as a location greater than sixty (60) miles from West-Comm. Exceptions to this directive must be approved in advance by the Administrator or his/her designee based upon demonstrated good cause.
  - a) Hotel and motel accommodations should be appropriate to the purpose of the trip. Receipts for lodging must be provided to obtain reimbursement.
  - b) Hotel and motel charges shall be based on single occupancy rates. West-Comm will not reimburse employees for lodging expenses incurred by family members when an employee's family accompanies



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him/her, or for any charges above the single occupancy rate if the hotel charges more for additional guests in the same room.

### **E. Meals**

1. Employees, including those attending a Police Officer Standards and Training (P.O.S.T.) reimbursable school, will be reimbursed \$46 for meals on a per diem basis (receipts are not required).
2. The following are illustrative examples of how per diem may be claimed:
  - a) Per diem for breakfast may be claimed if an employee is in travel status prior to 7 a.m. and breakfast is not provided.
  - b) Per diem for lunch may be claimed if an employee is attending a conference through the lunch hour.
  - c) Per diem for dinner may be claimed if an employee is required to stay overnight.
  - d) Meal expenses, which are included as part of a conference or meeting registration fees, should be noted as such when reporting registration fee expense. Per diem for these meals may not be claimed.
  - e) Per diem will be provided to all employees at commuter conferences that extend through the lunch hour. The per diem rate for commuter courses is limited to the current lunch per diem rate. This per diem reimbursement guideline includes P.O.S.T. reimbursable functions effective October 1, 2002.
3. West-Comm's per diem rate is as follows:

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Breakfast	\$10
Lunch	\$12
Dinner	\$24
TOTAL	\$46

- F. Conference, Meeting Expenses – Registration and/or conference fees shall be reimbursed at actual cost. Materials, which may be required for participation, may also be considered a reimbursable expense.
- G. Other Miscellaneous Expenses – Expenses included in this classification must be itemized and clearly shown as related business expenses, such as the cost of the necessary phone calls to West-Comm. A personal call to advise the family of the employee of a safe arrival is allowed.
- H. Registration

All conference and meeting attendance must be authorized by the Administrator. Requests should be made far enough in advance to take advantage of all available discounts and to take into consideration normal processing requirements. A Check Requisition form made out to the sponsor with the proper supporting registration forms should be forwarded to the Finance Department for payment and mailing. Registration must be included on a regular warrant register and will not be processed on a "pre-issued manual" basis.

If registration is paid upon arrival at said conference by the attendee, an original receipt must be submitted for reimbursement, and in some instances a copy of the employee's cancelled check or other proof of payment may be requested to support the amount claimed.

- I. Travel Advancement Payment and Reimbursement Procedures
  - 1. The Finance Department has established the Conference Expenditure form (F-4) to request an advance (not to exceed \$1,000) and/or to claim reimbursement for a budgeted

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conference (including local conferences without lodging). Advances must be submitted to accounts payable at least one warrant register prior to the conference and will not be "pre-issued" manually. Advance funds will not be released more than five (5) business days prior to the event or trip departure date. When requesting an advance, a supporting schedule detailing what the advance amount will be expended on is required so the Finance Director can determine whether the proposed expenditures are allowable under the conditions of this policy. Advance requests, which do not include the appropriate support, will be returned unpaid. A completed "Conference Expenditures" form (with original receipts) must be submitted to the Finance Department within ten (10) days after the event, along with any unspent monies.

2. The Monthly Mileage & Expenses Report form (F-61) is used to request reimbursement for one-day commute activities such as: seminars, professional association lunch meetings, mileage, etc. Mileage amounts are reimbursed on an actual miles traveled basis, while other expenditures (i.e. the cost of a lunch meeting) are reimbursed on an actual out-of-pocket basis with the exception that meals are reimbursed at the per diem rate. The Monthly Mileage & Expense Report must be submitted within ten (10) days after the end of the month, with all original receipts attached.
3. It is the policy of West-Comm that the standard forms (F-4 or F-61) provided by the City of Cypress be used to document travel and business expenses and in support of request for reimbursement. All expenses must be listed on a single form. Original receipts (not photo copies) are preferred and must be submitted with all expense reports. It is the responsibility of the individual incurring the expense to see that documentation for business and travel expenses is complete and submitted in a timely and accurate manner.

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4. Persons with delinquent expense reports (a report not filed within ten (10) working days of the trip return date) will not be allowed to obtain a future travel advance until their delinquent expense reports are filed.

### **J. Non-Reimbursable Expenses**

1. Items of a personal nature are not reimbursable including: alcoholic beverages, movies, entertainment, premium television services, snacks, dry-cleaning, spas, gyms, barber, magazines, shoeshine, travel insurance, supplemental insurance on rental cars, toiletries, loss of tickets, fines or traffic violations, excess baggage, lecture tapes or books, the incremental cost for spouse or guest accommodations or other items of a personal nature.

### **19.5 PAST PRACTICES REVOKED**

This policy supersedes all prior travel and meeting policies, formal or informal, written or based upon past practice. From and after June 11, 2003, this policy shall be the sole and exclusive means by which an employee obtains authorization and reimbursement for travel and related expenses.

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### **20.0 DISSEMINATION OF INFORMATION POLICY**

#### **20.1 PURPOSE**

To define and issue to all employees the JPA's policy on the dissemination of confidential information.

#### **20.2 SCOPE**

This policy is intended to outline, in general terms, West-Comm practice, procedure, and protocol for the dissemination of information.

#### **20.3 POLICY**

Department personnel shall treat the official business of this JPA as confidential. Information regarding official business shall be disseminated only to those for whom it is intended, in accordance with established departmental procedures. Employees may remove or copy official records or reports from any law enforcement installation only in accordance with established department procedures and state laws. (Official records or reports encompass audio recordings, police reports, CLETS paperwork, e-mail files, calls for police service, and miscellaneous documents).

Violation of this policy by the removal of any of the above items without proper authorization is grounds for discipline, up to and including termination.

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### **21.0 COURT APPEARANCE AND SUBPOENAS**

#### **21.1 PURPOSE**

This procedure has been established to provide for the acceptance of subpoenas and to assure that employees appear when subpoenaed, or are available to appear in court when requested.

#### **21.2 COURT SUBPOENAS**

Employees who receive subpoenas related to their employment with this agency are subject to the provisions of this policy. Employees should be aware that their compliance is mandatory on all cases for which they have been properly subpoenaed, or properly notified. This policy applies to civil and criminal subpoenas. Employees are expected to cooperate with the prosecution to insure the successful conclusion of a case.

#### **21.3 SERVICE OF SUBPOENAS**

Service of a subpoena requiring the appearance of any West-Comm employee in connection with a matter rising out of the employee's course and scope of duty may be accomplished by personal service of the employee, West-Comm Supervisory Staff or the Court Liaison Clerk(s) for each JPA agency.

The following guidelines describe the subpoena routing process in order to insure timely notification for employees and for system accountability and/or audit.

- a. A new subpoena is received by Court Liaison Clerk(s) who verify that the employee requested is available on the listed court date.
- b. The Court Liaison Clerk(s) will fax the subpoena to West Cities Police Communications.
- c. The on-duty Supervisor receiving the faxed subpoena will record the subpoena into the Subpoena Book which is located in the Dispatch Administrator's office.

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### 21.3 SERVICE OF SUBPOENAS (Con't.)

- d. The on-duty Supervisor will affix a Service of Subpoena sticker on the subpoena and complete the required service information.

Service of Subpoena			
Employee Acknowledgement:			
_____			Date
Served By:			
_____			Date
Follow-up Service			
Served By	Off Call	Trailed	Emp Ack.

- e. The on-duty Supervisor will make two (2) copies of the subpoena. The on-duty Supervisor will forward one (1) copy of the subpoena to the employee being subpoenaed, and forward one (1) copy to the Lead Dispatcher in charge of Scheduling.
- f. The on-duty Supervisor will place the original subpoena in the Subpoena Book.
- g. The on-duty Supervisor will make notification to the Dispatch Supervisor of the receipt and processing of the subpoena.
- h. If a subpoena is presented for service to the on-duty Supervisor less than five (5) working days prior to the date listed for an appearance, the on-duty Supervisor may refuse to accept service.

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### **21.4 VALID SUBPOENAS**

Any subpoena received at this Agency for an employee of this Agency must be properly served and have originated from a recognized legal authority.

### **21.5 ACCEPTANCE OF SUBPOENAS**

Any employee accepting a subpoena shall complete the required information on the Service of Subpoena sticker, and immediately provide a copy of the subpoena to the on-duty Supervisor. The on-duty Supervisor will contact the appropriate JPA agency's Court Liaison Clerk(s) of the accepted subpoena, and forward the signed/accepted copy of the subpoena to the Dispatch Supervisor. The Dispatch Supervisor will place the signed/accepted subpoena in the Subpoena Book.

### **21.6 REFUSAL OF SUBPOENAS**

Valid reason for not accepting subpoenas includes illness, previously approved training, and vacations, which are schedule and approved, before receipt of the subpoena. Regular scheduled days off are not valid reasons for refusing the subpoena or missing court. If refusing the subpoena is justified, the subpoena must be promptly returned to the Dispatch Supervisor who will forward it to the Court Liaison Clerk(s) with a specified reason for refusal, as well as the dates when the employee will become available. It shall then become the responsibility of the Court Liaison Clerk(s) to notify the assigned Deputy District Attorney or other attorney of record of the bona fide unavailability of the employee.

The Dispatch Supervisor or his/her designee may mutually agree with the Court Liaison Clerk and/or the assigned Deputy District Attorney to rescind a subpoena that was issued in error.



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### **21.7 COURT STANDBY**

If an employee on standby changes his/her location during the day, the employee shall notify the on-duty Supervisor of how he/she can be reached by telephone. Employees are required to remain on standby each day the case is trailing. In a criminal case the Deputy District Attorney handling the case may authorize to excuse an employee from standby status. Notification of such excuse may be made by the Court Liaison or West-Comm Supervision and must be relayed immediately to the Dispatch Supervisor or the on-duty Supervisor.

### **21.8 OFF-DUTY RELATED SUBPOENAS**

Employees receiving valid subpoenas for actions taken off-duty not related to their employment with West Cities Police Communications shall comply with the requirements of the subpoena. Employees receiving these subpoenas are not compensated for their appearance and arrangements for time off shall be coordinated through the Dispatch Supervisor.

### **21.9 PREVIOUS EMPLOYMENT SUBPOENAS**

Employees receiving valid subpoenas for actions taken during previous employment with a law enforcement agency shall comply with the requirements of the subpoena. Process of these subpoenas shall be in accordance with applicable sections of the West-Comm Policy and Procedure 21.0 Court Appearance and Subpoenas and shall be coordinated through the Dispatch Supervisor and the previous law enforcement agency.

### **21.10 FAILURE TO APPEAR**

Any employee to fails to comply with the terms of any valid and properly served subpoena may be subject to discipline as well as court imposed civil and/or criminal sanctions. In the event an employee requests an excused absence or is too ill to attend court, the subpoenaed employee shall notify his/her immediate Supervisor explaining the extenuating circumstances. Once excused, the on-duty Supervisor will notify the Court Liaison Clerk(s) of the reason for the absence.

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### **21.11 COURT TIME**

An employee called back or on stand by for a subpoenaed court appearance, which arises out of the course of his/her employment and which is not within two (2) hours of the commencement or termination of his/her regular shift, shall be compensated for a minimum of a two (2) hour period on all such subpoenaed court appearances at the rate of one and one-half (1 ½) times the employee's regular hourly rate of pay. Should an employee who is subpoenaed to Court in the course of his/her employment be required to be in Court in excess of the minimum of two (2) hours, he/she shall receive pay at time and one-half (1 ½) his/her hourly rate of pay for the actual hours the employee is in Court. Lunch periods designated by the Court shall not be included in the computation of hours worked as overtime hours and shall be deducted from hours worked as Court time. Employees are required to pay over to West-Comm any amount received for serving as a witness.

Employees shall properly notate overtime for Court time, either call back or stand by for a subpoenaed court appearance, on their timecard and shall attach a copy of the appropriate subpoena(s) as applicable.

### **21.12 COURTROOM PROTOCOL**

Employees must be punctual when appearing in court and shall be prepared to proceed immediately with the case for which they are subpoenaed.

### **21.13 COURTROOM ATTIRE**

Employees shall dress in uniform or business attire. Suitable business attire for men would consist of a coat, tie, and dress pants. Female employees' suitable business attire would consist of a dress jacket, dress blouse and skirt or slacks.

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### **21.14 COURTHOUSE DECORUM**

Employees shall observe all rules of the court in which they are appearing, refrain from smoking or chewing gum in the courtroom, and shall remain alert to changes in the assigned courtroom where their matter is to be heard.

### **21.15 COURTHOUSE PARKING FEES**

When going to court, employees shall attempt to park in the “free” public parking lots if possible. If these lots are full, or all lots include a parking fee, you **must** submit the parking receipt to the Dispatch Supervisor in order to be reimbursed for the parking fee.

### **21.16 CIVIL SUBPOENAS**

The Agency will compensate employees who appear in their official capacity on civil matters as directed by the current Personnel Rules and Regulations. The Agency will reimburse any employee for reasonable and necessary travel expenses. The Agency will receive reimbursement for the employee’s compensation through the civil attorney of record that subpoenaed the employee.

### **21.17 PROCEDURE**

To assure that the employee is able to appear when required, that the employee is compensated for such appearance, and to protect the Agency’s right to reimbursement, employees shall follow the established procedures for the receipt of a civil subpoena.

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### **21.18 CIVIL SUBPOENA ACCEPTANCE**

Subpoenas shall not be accepted in a civil action, in which the employee of Agency is not a party, without properly posted fees pursuant to Government Code 68097.6.

### **21.19 PARTY MUST DEPOSIT FUNDS**

The party in the civil action who seeks to subpoena an employee must deposit the statutory fee of \$150.00 (Government Code 68097.2), for each appearance to the JPA Agency General Fund before such subpoena will be accepted. Parties seeking to have the employee make multiple appearances must make an additional deposit in advance.

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### **22.0 PURPOSE**

To provide policy guidelines for unified response to Wireless enhanced 9-1-1 calls.

### **22.1 POLICY**

Dispatch personnel shall never refuse to accept an emergency call on 9-1-1 lines, wireless or landline. Callers on 9-1-1 not reporting emergencies should be referred to the appropriate non-emergency number. Dispatch personnel are responsible for all 9-1-1 calls received and, if the call for service is occurring out of the service area of West-Comm, must either transfer the caller or notify the proper public safety agency of the emergency. Dedicated telephone lines for 9-1-1 calls are equipped with full transfer capabilities.

### **22.2 TERMS AND DEFINITIONS**

Rebid	Retransmit or refresh the VESTA for updated ALI information
Abandoned calls	Hang up calls
X/Y Coordinates	Latitude and Longitude map coordinates
Cell	Wireless telecommunications antenna (Cellular or PCS) that serves a specific geographic area
Cell Sector	One face of a cell antenna (typically 3-sided) that operates independently of the other sectors
Cell Site	Location of a cell and related equipment, also called a "cell tower"
GPS	Global Positioning System, a satellite-based location determination technology

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### **22.2 TERMS AND DEFINITIONS (continued)**

WSP                      Wireless Service Provider

### **22.3 PHASE I CALLS FOR SERVICE**

#### **A. Definition**

The location of the cell site that processed the 9-1-1 call is provided along with the wireless phone call back number, identification of the wireless service provider (WSP) responsible for the tower handling the call and the directional antenna array information.

#### **B. Response**

Due to the caller's location being unknown on a Phase I call, the call taker shall always ascertain, whenever possible, the caller's location. The call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated.

#### **C. Silent Open Line Calls**

In compliance with Public Law 101-336, the *Americans with Disabilities Act*, all silent, open line calls will be interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals. If there is no response, the call taker shall disconnect the call and attempt a callback for verification. If the callback is unsuccessful, no additional response is warranted.

If the callback is successful and contact is made, the call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated. The call taker shall enter the call for service per the appropriate call handling procedures using the appropriate incident type.

If upon callback, it is determined that service is not needed, the call taker shall enter the call for service using the incident type "911W" and document with whom they spoke, the reason 9-1-1 was dialed

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### **22.3 PHASE 1 CALL FOR SERVICE (continue)**

#### **C. Silent Open Line Calls (continued)**

(e.g., accidental, misdial), and any other explanatory or “intuitive” observations discerned from the call taker’s exchange with the caller. The call for service will be closed using the disposition code “XPD” or “XPA”.

#### **D. Background Noise Open Line Calls**

If the caller can be heard in the background and there is not obvious need for immediate assistance, the call taker should disconnect the call and attempt a callback. If the callback is unsuccessful, no additional response is warranted.

If the callback is successful and contact is made, the call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated. The call taker shall enter the call for service per the appropriate call handling procedures using the appropriate incident type.

If the callback is successful and when contact is made and a public safety response is not needed, the call taker shall enter the call for service using the incident type “911W” and document with whom they spoke, the reason 9-1-1 was dialed (e.g., accidental, misdial), and any other explanatory or “intuitive” observations discerned from the call taker’s exchange with the caller. The call for service will be closed using the disposition code “XPD” or “XPA”.

#### **E. Abandoned Hang Up Calls**

On an abandoned (hang up) call, the call taker shall disconnect the call and attempt a callback. If the callback is unsuccessful, no additional response is warranted.

If the callback is successful and contact is made, the call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated. The call taker shall

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### **22.3 PHASE I CALL FOR SERVICE (continued)**

#### **E. Abandoned Hang Up Calls (continued)**

enter the call for service per the appropriate call handling procedures using the appropriate incident type.

If the callback is successful and when contact is made and a public safety response is not needed, the call taker shall enter the call for service using the incident type "911W" and document with whom they spoke, the reason 9-1-1 was dialed (e.g., accidental, misdial), and any other explanatory or "intuitive" observations discerned from the call taker's exchange with the caller. The call for service will be closed using the disposition code "XPD" or "XPA".

### **22.4 PHASE II CALLS FOR SERVICE**

#### **A. Definition**

A wireless 9-1-1 call is delivered to the PSAP with the appropriate location of the wireless caller based on the X-Y (longitude and latitude) coordinates determined by the system used by the wireless service provider (WSP). Cellular number, cellular call indicator and general caller location are displayed. Caller location could be accurate from between 3 meters (3.3 yards) to 1000 meters (1/2 mile), depending on the WSP. If the caller is mobile during the call, it will be necessary to re-bid (retransmit) the 911 system for updated/current location information as the call progresses.

#### **B. Response**

Due to current technology, on a Phase II call, only the approximate location of the caller will be provided. The call taker shall always ascertain, whenever possible, the caller's location. The call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated.

Because Phase II currently delivers imprecise location information, when a call originates from a congested area, such as a shopping



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### **22.4 PHASE II CALLS FOR SERVICE (continued)**

#### **B. Response**

mall or a high-rise building, a callback should be attempted, but it is not reasonable to dispatch emergency services personnel to attempt to locate the caller unless an emergency is known to be in-progress.

#### **C. Silent Open Line Calls**

In compliance with Public Law 101-336, the *Americans with Disabilities Act*, all silent, open line calls will be interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals. If there is no response, the call taker shall remain on the call and emergency services personnel shall be dispatched to the approximate location indicated by the 9-1-1 ALI X-Y coordinates to attempt to locate the caller. After 30 seconds, the call taker shall initiate a re-bid (retransmit) for updated location information as needed. The call taker shall enter the call for service per the appropriate call handling procedures using the call type "911W".

If the callback is successful and contact is made, the call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated. The call taker shall enter the call for service per the appropriate call handling procedures using the appropriate incident type.

If the callback is successful and when contact is made and a public safety response is not needed, the call taker shall enter the call for service using the incident type "911W" and document with whom they spoke, the reason 9-1-1 was dialed (e.g., accidental, misdial), and any other explanatory or "intuitive" observations discerned from the call taker's exchange with the caller. The call for service will be closed using the disposition code "XPD" or "XPA".

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### **22.4 PHASE II CALLS FOR SERVICE (continued)**

#### **D. Background Noise Open Line Calls**

If the caller can be heard in the background and there is not obvious need for immediate assistance, the call taker should disconnect the call and attempt a callback. If the callback is unsuccessful, no additional response is warranted.

If the callback is successful and when contact is made and a public safety response is not needed, the call taker shall enter the call for service using the incident type "911W" and document with whom they spoke, the reason 9-1-1 was dialed (e.g., accidental, misdial), and any other explanatory or "intuitive" observations discerned from the call taker's exchange with the caller. The call for service will be closed using the disposition code "XPD" or "XPA".

If the callback is successful and contact is made, the call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated. The call taker shall enter the call for service per the appropriate call handling procedures using the appropriate incident type.

#### **E. Abandoned Hang Up Calls**

On an abandoned (hang up) call, the call taker shall attempt to call back a wireless telephone when a 9-1-1 call is received and the call disconnects before the call taker can determine if assistance is needed. If the call back attempt goes to voice mail, a message should be left. If the call back number has a 911 area code, this indicates the phone is uninitialized. A callback is not possible with uninitialized calls. The call taker shall enter the call for service per the appropriate call handling procedures using the call type "911W".

If the callback is successful and contact is made, the call taker will then determine if an emergency is occurring and ensure the appropriate public safety response is initiated. The call taker

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### **22.4 PHASE II CALLS FOR SERVICE (continued)**

#### **E. Abandoned Hang Up Calls (continued)**

shall enter the call for service per the appropriate call handling procedures using the appropriate incident type.

If the callback is successful and when contact is made and a public safety response is not needed, the call taker shall enter the call for service using the incident type "911W" and document with whom they spoke, the reason 9-1-1 was dialed (e.g., accidental, misdial), and any other explanatory or "intuitive" observations discerned from the call taker's exchange with the caller. The call for service will be closed using the disposition code "XPD" or "XPA".

#### **F. Discretion**

Communications personnel should pay close attention to background noise, tone of voice and word of choice of the caller as additional information to assist determining the status of the 9-1-1 call. In any situation where the call taker believes an emergency situation may exist, an appropriate public safety response shall be initiated.

### **22.5 TRANSFERRING WIRELESS 911 CALLS**

If a Wireless 911 call must be transferred, the call taker will advise the caller that their call is being transferred and whenever practical, remain on the line to assist the caller and the secondary agency. Whenever possible, the call will be transferred using the appropriate designated 911 speed dial transfer key. If it is necessary to transfer a Wireless 911 call to a fire agency, including Orange County Fire Authority, the call must be transferred using the "911 Wireless" button. Wireless 911 calls that must be transferred to another police agency continue to be transferred using the "911 XFER" button.

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### **22.5 TRANSFERRING WIRELESS 911 CALLS (continued)**

Multiple calls are often received for the same emergency or critical incident. Because some callers may have additional life saving, investigative, or witness information, all calls relating to the same incident, whenever possible, should be transferred to the agency responsible for handling the incident.

The call taker transferring the call will appropriately document the call into the Computer Aided Dispatch (CAD) using the incident type "911W". The call for service will be closed using the disposition code "OSJ".

### **22.6 EXIGENT CIRCUMSTANCES FORM**

In the event the nature of a Wireless 9-1-1 call requires an emergency service response and the caller's location is unknown, the call taker shall contact the Wireless Service Provider (WSP) via their 24-hour number for an account search. An exigent circumstances form on the agency's letter-head must be faxed to the WSP to accompany an account search request.

### **22.7 ERROR/REROUTING REQUEST FORM**

In the event of a clear case of a single misrouted call (i.e., a cell sector in another city routing calls to the wrong agency), an "Advisement of 911 Change/Misroute" form shall be completed and forwarded to the County MSAG Coordinator.

In the event it becomes evident there is an obvious pattern of calls that should be routed to another agency, a "Wireless 9-1-1 Reroute Request" form will be completed and forwarded to the on-duty Lead Dispatcher. The on-duty Lead Dispatcher is responsible for forwarding the form to the agency affected by the reroute request and the County MSAG Coordinator. Upon agreement of both agencies involved by the reroute, the County MSAG Coordinator will make the requested change.

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### **23.0 PURPOSE**

The purpose of this policy is to establish guidelines for the proper use and application of electronic mail (e-mail) by employees of this Agency. E-mail is a communication tool available to Agency employees to enhance the efficiency in the performance of job duties and is to be used in accordance with generally accepted business practices and current law (e.g. California Public Records Act). Messages transmitted over the e-mail system should normally be those that involve West-Comm business activities or contain information essential to West-Comm employees for the accomplishment of business-related tasks, and/or communication directly related to West-Comm business, administration or practices. Abuses in using the system may result in loss of e-mail privileges.

### **23.1 E-MAIL RIGHT OF PRIVACY**

All e-mail messages transmitted over the computer network are considered Agency records and, therefore, the property of the West Cities Police Communications Center. West-Comm reserves the right to access, audit and disclose, for whatever reason, all messages transmitted over its e-mail system or placed into its storage.

The e-mail system is not a confidential system since all communications transmitted on the system are the property of the Agency. The e-mail system is not appropriate for confidential communications. If a communication must be private, an alternative method to communicate the message should be used instead of e-mail. Employees using the Department's e-mail system shall have no expectation of privacy concerning communications in the system.

### **23.2 USE OF E-MAIL**

All e-mail correspondence conducted on behalf of, or related to, West-Comm shall be completed through the Agency e-mail system. Conversely, any personal correspondence not related to the business of West-Comm shall be conducted through personal e-mail providers.

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### **23.2 USE OF E-MAIL (continued)**

Sending derogatory, defamatory, obscene, disrespectful, sexually suggestive, harassing, profane or any other inappropriate messages on the e-mail system shall be prohibited.

E-mail messages addressed to "Everyone" are only to be used for West-Comm business related items that are of particular interest to all users and must have supervisor approval. Personal advertisements are not acceptable.

It is a violation of this policy to transmit a message under another user's name. Users are strongly encouraged to log off the network when their computer is unattended. This added security measure would prevent the misuse of an individual's e-mail, name and/or password by others.

### **23.3 MANAGEMENT OF E-MAIL**

Because the e-mail system is not designed for long-term retention of messages, e-mail that the employee desires to save or that becomes part of an official record should be printed.

Users of e-mail are solely responsible for the management of their mailboxes. Messages should be purged from the desktop manually by the user at regular intervals. Messages will be deleted at regular intervals from the server computer.

### **23.4 CHECKING OF E-MAIL**

It is important that all employees of this Agency check their respective e-mail messages at least twice a day. It is recommended that the checks be made at both the beginning and again just prior to the end of your shift. Important messages, as well as general information will be sent Agency-wide through the e-mail system. Therefore, all employees shall make it a daily habit to check for e-mail messages.

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### **23.5 REMOTE USE OF E-MAIL SYSTEM**

Employees whose job performance will benefit from remote use of the Agency's e-mail system may be given access to this technology resource based on their job functions. It is intended in allowing such remote access that the employees will only use such access during their regularly scheduled or normal work hours and account for this time on their time records.

Employees are permitted, on a very limited basis, to voluntarily use remote access during non-work hours to check e-mail for messages and/or to exchange brief messages for informational purposes only for a duration not to exceed more than eight minutes during any work day. Such access is provided only as a convenience to the employee and the employee is not required, mandated or in any way compelled to utilize the remote access during non-work hours.

All employees given remote access to the Agency e-mail system are required to sign and submit a West Cities Police Communications Non-Exempt Employees Acknowledgment of Policy Regarding Technology Use During Non-Scheduled Work Hours Form.

Any unauthorized deviation from the remote use policy during non-work hours or violation of the informational eight minute non-work hour's access rule may lead to disciplinary measures, up to and including termination of employment.

**WEST CITIES POLICE COMMUNICATIONS  
NON-EXEMPT EMPLOYEES ACKNOWLEDGMENT  
OF POLICY REGARDING  
TECHNOLOGY USE DURING NON-SCHEDULED WORK HOURS**

Employees whose job performance will benefit from remote use of the Agency's Technology Resources will be given access to the Agency's various technologies based on their job functions. It is intended in allowing such remote access that the employees will only use such access during their regularly scheduled or normal work hours and account for this time on their time records. Any deviation from this remote use policy during scheduled work hours must be approved by the appropriate supervisor having the authority to schedule work hours or approve overtime.

Excepted as noted hereinafter, employees are prohibited from using remote access to the Agency's Technology Resources to conduct work during off-work hours outside their regularly scheduled or normal work hours. Employees are permitted, however, on a very limited basis to voluntarily use remote access during non-work hours to check voicemail, e-mail and/or other communication devices for messages and/or to exchange brief messages for informational purposes only and only for a duration not to exceed more than eight (8) minutes during any work day.

In this regard, West-Comm does not require, mandate or otherwise compel such off-work remote access or check-in and provides such access only as a convenience to the employee. If the time required to utilize remote access and/or exchange information during non-scheduled work hours is likely to require more than eight minutes, then employees shall not engage in such use until their regularly scheduled work hours or unless they receive appropriate authorization for compensation for such work use, regular or overtime, whichever may be required.

Any unauthorized deviation from the remote use policy during non-scheduled work hours or violation of the informational eight minute non-work hour's access rule may lead to disciplinary measures, up to and including termination of employment.

I understand this acknowledgement form will be placed in my personnel file.

\_\_\_\_\_ Dated: \_\_\_\_\_

Employee Signature

\_\_\_\_\_  
Employee Name Printed



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### **24.0 TDD/TTY AND RELAY SERVICE**

#### **24.01 PURPOSE**

The American with Disabilities Act (ADA) requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their services for people with disabilities who use teletypewriters (TTYs) which are also known as telecommunications devices for the deaf (TDD) or a relay service company in order to communicate. All calls placed by such individuals through such services shall be accepted by this department.

#### **24.02 TDD/TTY AND RELAY SERVICE TESTING**

Per ADA regulations, PSAPs must train their call takers to effectively recognize and process TTY calls. Call takers must be trained in the use of TTY equipment and supplied with information about communication protocol with individuals who are deaf or hard of hearing, or who have speech impairments. This testing process will be conducted during the dispatcher's training program and recertification training will occur bi-annually during a regularly scheduled shift and will be administered by the Lead Dispatcher on duty.

#### **24.03 OPERATION OF TTY/TDD EQUIPMENT**

- A series of tones similar to touch tone signals indicates the call is a Deaf Telephone Call and the caller is using a TDD to communicate with the dispatcher.
- After the series of tones, aka "Tweetles", the dispatcher will activate the TDD/TTY feature on the phone system.
- The dispatcher will then start to communicate with the TDD/TTY caller using the keyboard attached to the phone system.

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### **24.04 TTY/TDD PROTOCOL**

It is the policy of West Cities Communication Center to provide service to the deaf and/or hard of hearing community. Dispatchers will have knowledge about the use of TTY equipment and will be familiar with information about communication protocol with individuals who are deaf or hard of hearing, or who have speech impairments. The following abbreviations are frequently used in TTY communications and will be used by the dispatcher when communicating over a TTY/TDD phone call.

<b>ASAP</b>	As soon as possible
<b>GA</b>	Go ahead, your turn to talk
<b>SK</b>	Goodbye
<b>HCO (Hearing Carry Over)</b>	TTY user will use his/her hearing during call
<b>HD or HLD</b>	Hold Please
<b>MSG</b>	Message
<b>NBR or NU</b>	Number
<b>PLS</b>	Please
<b>Q or QQ</b>	Question mark
<b>R</b>	Are
<b>SHD</b>	Should
<b>SKSK</b>	Stop keying, means end of conversation
<b>TMW</b>	Tomorrow
<b>TTY</b>	Teletypewriter
<b>U</b>	You
<b>UR</b>	Your
<b>VCO (Voice Carry Over)</b>	TTY user will use his/her voice during the call
<b>XXXX</b>	Error, Erase

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### **24.05 SPANISH CALLERS**

Spanish Translation services will provide Spanish-to-Spanish as well as Spanish-to-English translations. The dispatcher will have knowledge on how to transfer the TDD/TTY caller to this translation service.

### **24.06 SILENT CALLS**

A silent call is a call with no verbal communication, no background noise and no TTY/TDD tones or texts being transmitted.

When a silent call is received, the dispatcher will use the following steps:

- Listen for 2-3 seconds for any background noise
- If there is no background noise heard, a TTY message shall be transmitted to check for the possibility of a TTY user that has failed to signal.
  - The Dispatcher will open the TTY function on the phone and activate the system.
  - After activation, the Dispatcher will use the mouse to select the message, "9-1-1 need police fire ambulance Q ga"
- If the attempt to communicate via TTY fails to elicit a response, the Dispatcher may exit the system and discontinue with the call (\*\*except when the call originates on 911, at which time the dispatcher will follow the proper procedures for incomplete 911).

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### **25.0 PURPOSE AND SCOPE**

An employee of the West Cities Police Communications Center (West-Comm) may be required to operate an agency owned vehicle or their own personal vehicle to deliver or pick up items or information for the Agency and/or affected cities; therefore, possession of a valid California driver's license, proof of insurance and proof of an acceptable driving record is required to perform this type of activity. While subject to duties which require driving a vehicle, an employee must maintain an acceptable driving record. Driving convictions are reviewed on a case-by-case basis.

### **25.1 DEFINITIONS**

- A. Preventable Accident: the vehicle operator failed to do everything reasonably possible to prevent the accident.
- B. Non-Preventable Accident: the vehicle operator did everything reasonably possible to prevent the accident.
- C. Agency Owned Vehicle: any vehicle owned by the Agency, and assigned on a shared, designated, or permanent basis.
- D. Privately Owned Vehicle: any personally owned vehicle used by an employee, whether owned by the employee or not.
- E. Commercial Motor Vehicle: a motor vehicle or combination of vehicles designed or used for the transportation of persons or property for compensation.
- F. Vehicle Operator: any employee who is either operating an Agency owned vehicle or is operating a personally owned vehicle on Agency business.
- G. Agency Business: activities that require the use of a vehicle and are authorized by the employee's supervisor. In the use of personal vehicles, Agency business also means that the operator is being reimbursed for mileage expenses according to Internal Revenue Service guidelines.

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### **25.2 DRIVER'S LICENSE**

All Agency employees authorized to use Agency owned or privately owned vehicles on Agency business must possess a valid California driver's license and provide proof of licensing upon hire.

### **25.3 CLASS OF DRIVER'S LICENSE**

All Agency employees must maintain a driver's license appropriate for the class of vehicle to be driven.

### **25.4 SUSPENDED OR REVOKED DRIVER'S LICENSE**

An employee whose driver's license is suspended or revoked for any reason must notify their supervisor no later than the first workday following suspension or revocation of their driver's license. Such employee shall not be allowed to operate any Agency owned or privately owned vehicles on Agency business.

### **25.5 COMMERCIAL LICENSE**

Employees required to have commercial licenses (e.g. Class A or B) must renew their medical examination card every two years. The Agency will pay the cost of these required examinations. Any medical problems which may affect this licensing requirement or failure to maintain a current medical examiner's card must be immediately reported to the supervisor.

### **25.6 TEMPORARY DRIVING PERMIT/HARDSHIP LICENSE**

Employees who possess temporary driving permits or hardship licenses shall not be permitted to operate Agency or privately owned vehicles in the performance of official Agency duties.

### **25.7 PHYSICAL CONDITION**

In situations when licensing problems are due to physical reasons, the Agency may hold a position open for up to one year if medical evidence indicates the problem is correctable within the one-year period. If a medical condition is permanent and precludes qualifying for the necessary

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### **25.7 PHYSICAL CONDITION (continued)**

driver's license, consideration may be made to accommodate the employee's driving restrictions.

### **25.8 DRIVER TRAINING**

- A. Those employees who drive the Mobile Command Vehicle are required to complete an approved and applicable driver training course.
- B. All employees who are required to participate in defensive driver training shall be required to repeat such training at least once every three years.

### **25.9 INSURANCE**

- A. All Agency employees shall promptly provide insurance information when notified that their job duties include driving either an Agency owned or privately owned vehicle. Employees are to comply with all training and other reporting requirements of this policy. Proof of insurance is to be provided with each policy renewal and shall be provided to the Dispatch Administrator annually thereafter, no later than January 31 of each year.
- B. Insurance Requirements for employees that are authorized to use privately owned vehicles on Agency business shall maintain minimum coverage in an amount not less than \$50,000 per person/\$100,000 per occurrence (or a combined single limit of \$100,000) and property damage coverage in an amount not less than \$50,000 per occurrence.
- C. California Insurance Code §11580.9 states that where two or more policies affording valid and collectible liability insurance apply to the same motor vehicle in an occurrence out of which a liability loss shall arise, it shall be conclusively presumed that the insurance afforded by that policy in which the motor vehicle is described or rated as an owned vehicle is primary and the insurance afforded by any other policy shall be excess.
- D. The Agency shall not be responsible for any increase in the employee's automobile insurance premium as a result of an accident.

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### **25.9 INSURANCE (continued)**

- E. In the event of an accident, the employee is responsible for paying any deductibles the insurance company may require.
- F. If insurance coverage is canceled, terminated, lapsed, or for any other reason curtailed, the immediate supervisor must be notified by the employee and the vehicle shall not be used for Agency service.
- G. When an employee operating an Agency owned vehicle is involved in an accident, defense and settlement of any claim shall be the responsibility of the California JPIA, to the maximum protection limit (the California JPIA Memorandum of Coverage provides automobile liability coverage to all member entities, their Agency councils, commissions, committees, and employees). If an employee operating an Agency owned vehicle is sued independently as a result of an at-fault accident, the California JPIA may provide coverage to that employee if the accident qualifies as a covered occurrence.
- H. Should an employee using his/her privately owned vehicle on Agency business be involved in an accident with resulting injury or property damage, the employee's own insurance carrier shall respond to defend the employee. Should a claim exceed the limits of the employee's liability insurance coverage, the California JPIA liability protection program would respond in an excess capacity if the accident qualifies as a covered occurrence.

### **25.10 ACCIDENT REPORTING REQUIREMENTS**

Any accident involving an Agency owned vehicle, rented or leased vehicle or privately owned vehicle used in the performance of Agency duties shall be reported as follows:

- A. The vehicle operator shall summon medical care for any injured parties.
- B. The vehicle operator shall notify appropriate law enforcement agencies.
- C. The vehicle operator shall collect information about the other parties involved.

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### **25.10 ACCIDENT REPORTING REQUIREMENTS (continued)**

- D. The vehicle operator shall notify his/her supervisor. The supervisor shall be responsible for initiating the departmental investigation of the accident, completing all required Agency reports. In the event of serious bodily injury, an Incident Report form shall be completed by the supervisor and submitted to the California JPIA.
- E. The supervisor shall notify the Dispatch Administrator.
- F. The vehicle operator must report the accident to the DMV if more than \$750 in damage was done to the property of any person or Agency, or anyone was injured (no matter how slightly) or killed. The report must be filed, whether the vehicle operator caused the accident or not and even if the accident occurred on private property. The report must be made on the California Traffic Accident Report, form SR 1, and must be made within ten days of the accident. If the report is not filed with the DMV, the vehicle operator's driving privilege will be suspended. The police or California Highway Patrol will not file this report.

### **25.11 DMV PULL NOTICE PROGRAM**

- A. The Agency shall enroll employees that operate Agency owned or privately owned vehicles on Agency business in the Department of Motor Vehicles (DMV) Pull Notice Program. West-Comm participates in the State of California Department of Motor Vehicle (DMV) Employer Pull Notice (EPN) Program as a means of promoting driver and public safety.
- B. All employees are enrolled in the EPN Program and are required to complete a Department of Motor Vehicles Employer Pull Notice Program Authorization for Release of Driver Record Information (DMV Form IN 1101). The EPN program allows West-Comm to monitor driver's license records of employees who drive on the Agency's behalf. This monitoring accomplishes the following:
  - Improves public safety.
  - Determines if each driver has a valid driver's license.
  - Reveals problem drivers or driving behavior.
  - Helps to minimize your liability.



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### **25.11 DMV PULL NOTICE PROGRAM (continued)**

C. The Dispatch Administrator shall be designated as the EPN contact person and placed in charge of maintaining the security of Agency record information. The Dispatch Administrator receives printouts from the DMV of all employees enrolled in the program annually from the date of enrollment or 12 months from the last action/activity printout, or when a driver has any of the following actions/activities added to his/her driver record:

- Convictions
- Failures to Appear
- Accidents
- Driver License Suspensions or Revocations
- Any other actions taken against the driving privilege

D. Upon separation from a position that is enrolled in the Pull Notice Program, the Dispatch Administrator must remove the employee from the Employers Pull Notice program within 10 days of the occurrence.

E. In compliance with Vehicle Code Section 1808.47, all information received from the DMV shall be used solely for the intended purpose, and kept in locked storage. Under no circumstances shall addresses or other information be given to a third party.

F. DMV requires the following guidelines to assist EPN account holders in complying with security requirements for the Agency's record information:

1. DMV information may only be used for the purpose for which it was approved by the department. It may not be combined with any other information.
2. DMV information must be destroyed when it is no longer needed for the reason for which it was originally requested. The method of destruction must be in a manner that it cannot be reproduced or identified in any physical or electronic form.
3. Security measures must be in place to prevent unauthorized access to any DMV data.

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### **25.11 DMV PULL NOTICE PROGRAM (continued)**

4. Requester codes are confidential and must be protected from unauthorized use or disclosure.
5. Any changes in information contained in your application/contract (DMV Form INF 1105) must be made to the DMV within 10 days of the occurrence.

### **25.12 REVIEW OF DRIVING RECORD**

- A. When a vehicle operator has received a violation, the DMV assigns points according to the type of violation, and automatically sends notification to the Agency.
  1. Examples of one-point incidents are:
    - An accident in which you are at fault
    - A minor moving violation
  2. Examples of two-point incidents are:
    - Reckless driving
    - Driving on a suspended or revoked license
    - Hit and run accident
    - Driving under the influence of drugs or alcohol
- B. Any employee who has an accumulation of four or more points in a 12 month period or six in a 24 month period or eight in a 36 month period may have Agency driving privileges suspended at the discretion of the Dispatch Administrator.
- C. Any employee involved in a preventable collision or demonstrating questionable driving capabilities may be required to attend remedial training in defensive driving. An employee may be regarded as having questionable capabilities based on a review of points assigned to him/her by the DMV in connection with citations and/or vehicular accidents.
- D. Employees involved in additional preventable accidents or have a disqualifying action taken against their driver's license shall be subject

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### **25.12 REVIEW OF DRIVING RECORD (continued)**

to disciplinary action, the severity of which will be determined by the nature of the offense and the employee's past driving and disciplinary action records.

- E. An employee who has been determined to be involved in two or more preventable accidents within a 36 month period while operating an Agency owned or privately owned vehicle in the performance of official Agency business shall be subject to disciplinary action up to and including suspension of Agency driving privileges.
- F. Any conviction resulting from driving while under the influence of drugs or alcohol (DUI) or refusal to submit to a lawful roadside sobriety test shall result in disciplinary action up to and including suspension of Agency driving privileges.
- G. Intentional abuse, moving violations, reckless operation, or negligent actions while operating any vehicle may result in the suspension of the employee's driving privileges, and is grounds for further disciplinary action.
- H. Temporary or permanent suspension of Agency driving privileges for employees whose position requires operation of a vehicle shall be considered a loss of the ability to perform an essential job function.
- I. If an employee has Agency driving privileges suspended, the Agency shall attempt to arrange for the employee to perform the essential functions of the job. If such accommodation is not possible or creates an unreasonable hardship for the Agency or coworkers, loss of Agency driving privileges shall be considered just cause for reassignment to a position that does not require operation of a vehicle at a pay rate commensurate with that position. If no such position is open, the employee may be terminated.
- J. The Dispatch Administrator (or designee) will take the appropriate action deemed necessary to address any concerns regarding an employee identified as having a driving related issue.

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### **25.13 VEHICLE TYPES AND USE**

#### **A. Use of Agency Owned Vehicles**

1. The Mobile Command Vehicle is for emergency or on-call use only.
2. Only authorized Agency employees are permitted to operate the Mobile Command Vehicle.

#### **B. Use of Privately Owned Vehicles -There are times in which the use of an employee's personal vehicle is preferable because either an Agency owned vehicle is not available or because the use of a privately owned vehicle is deemed more efficient. When such is the case, the following shall be adhered to:**

1. An employee may use his/her privately owned vehicle when he/she has transportation needs for Agency business.
2. All operating expenses of the privately owned vehicles are to be borne by the employee. This includes, but is not limited to, gasoline, oil, maintenance, wear and tear, depreciation and insurance.
3. Employees receive mileage reimbursement in accordance with the applicable Memorandum of Understanding between the JPA and a recognized employees' association or class of employees.
4. The Agency is not liable for any damage to an employee's privately owned vehicle, unless caused by the Agency's negligence (employee's negligence excepted). It is the responsibility of the employee operating the vehicle to notify his/her immediate supervisor, the Department of Motor Vehicles, and the employee's insurance company in the case of any accident. If an employee is responsible for an accident either while driving an Agency owned or personally owned vehicle, his/her own automobile insurance premiums may be increased.

### **25.14 RENTAL VEHICLES**

When it is necessary for an Agency employee to use a rental vehicle for Agency business, the employee shall utilize an Agency approved rental agency. Optional loss damage coverage should be purchased from the rental agency at the time the vehicle is rented.

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### **25.15 USE OF ELECTRONIC DEVICES**

Safe driving practices as well as the California Vehicle Code require the use of a hands-free device while using cell phones during the operation of a motor vehicle. Employees shall refrain from operating cellular telephones, laptop computers, navigational devices, electronic text messaging and any other device that may cause vehicle operator distraction while operating any vehicle in the course of conducting Agency business.

### **25.16 GENERAL GUIDELINES**

- A. Employees shall obey all Federal, State and local laws while operating either Agency owned or privately owned vehicles on official Agency business.
- B. It is the responsibility of the employee operating either an Agency owned or privately owned vehicle to ensure that all persons in the vehicle use seat belts and have them properly adjusted before starting the engine of the vehicle.
- C. When cargo, materials or tools are being transported, the vehicle operator is responsible for assuring that all items are properly secured.
- D. No person shall be allowed to ride on running boards, fenders, hoods, tailgates, beds or other locations on a vehicle not designed or approved by the vehicle manufacturer for passenger seating. An exception to this shall be vehicles designed and equipped for passengers outside the cab area.
- E. Any injuries sustained by the vehicle operator or other employees while operating a vehicle on Agency business shall be covered by workers' compensation.
- F. When the vehicle operator is determined to be involved in a preventable accident, the Dispatch Supervisor shall recommend disciplinary action subject to review and approval by the Dispatch Administrator.
- G. Alcoholic beverages and drugs shall not be transported or placed in any Agency owned or privately owned vehicle on official Agency business.

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### **25.16 GENERAL GUIDELINES (continued)**

- H. Any employee who operates an Agency owned vehicle, regardless of frequency, is responsible for the proper care and operation of that vehicle.
- I. Before operating the vehicle, the employee shall check to make certain that all vehicle safety equipment including headlights, turn signals, brake lights and windshield washers are functioning properly.
- J. Any vehicle damage beyond normal wear and tear or that includes defects affecting the safe operation of the vehicle must be documented and reported to the employee's supervisor and the Mobile Command Vehicle Team Leader. No employee shall operate an Agency owned vehicle found to be in an unsafe condition.

### **25.17 ACKNOWLEDGEMENT**

Upon receipt of this policy, each employee shall sign a form acknowledging that he/she is aware of this policy, including the legal issues arising out of the use of his/her privately owned vehicle on Agency business.

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### **26.0 PURPOSE AND SCOPE**

Almost everyone has experienced or will experience a stressful situation in his/her lifetime. It is during these times that family and friends come to the rescue. They are able to provide needed support and understanding that help overcome life's problems. The Peer Support Program is one of those "friends" who is available to every West-Comm employee. This policy has three specific objectives:

- (a) It provides a background for understanding the department's Peer Support Program
- (b) It provides practical guidelines for management of the program
- (c) It provides the Members with guidelines for assisting their peers

This policy is divided into two sections. Section One contains a description of the program, including the roles of the organizational components. In addition, it contains an outline of the information and a listing of procedures for practical administrations of the program. Section Two describes the skills and techniques that may be used by a Member to assist persons who are faced with stressful situations. Each member must comply with the policies and procedures outlined in this handbook. As the Peer Support Program matures, policy and procedure changes are inevitable. The Program Coordinator and the members shall be required to keep open lines of communication to facilitate this evolving process. Effective, honest communication in a caring environment, balanced by the program protocol, will greatly enhance the opportunity for a successful program.

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### **26.1 DEFINITION**

The Peer Support Program is a Program that offers assistance and appropriate support resources to employees when personal or professional problems negatively affect their work performance, family unit or self. The communication is confidential, providing it does not violate any law or department regulation. This program is designed to:

- (a) Provide emotional support during and after times of personal or professional crisis to other employees who need assistance.
- (b) Promote trust, allow anonymity, and preserve confidentiality for persons using Peer Support within the guidelines of the program.
- (c) Develop Members who can identify personal conflicts and provide guidance or referral to professional/alternate resources as required.
- (d) Maintain an effective peer support training and response program.
- (e) Check on status of illness and IOD's and provide support where desired and needed.

### **26.2 MISSION STATEMENT**

West-Comm has recognized the value of providing a way for their employees and their family members to deal with personal and/or professional problems. A successful approach to this problem has been to provide a program which offers a nonprofessional (peer) support program in addition to the current professional problems. A successful approach to this problem has been to provide a program which offers a non - professional (peer) support program in addition to the current professional Employee Assistance Program (EAP). The peer support program is



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### **26.2 MISSION STATEMENT (continued)**

composed of a group of peers who have volunteered to make themselves available to any Member of the department. This will provide a way for West-Comm employees to talk out personal and/or professional problems with someone who understand and cares. West-Comm's most valuable resource is its employees. The peer support program's goal is to assist peers with stresses caused by personal and/or professional problems and help them continue to be a productive Member of West-Comm.

### **26.3 ROLE OF MEMBERS**

The Member provides assistance to employees in time of stress and crisis. The responsibilities of Members are as follows:

- (a) Provide trust, anonymity and assure confidentiality within the guidelines to employees who seek assistance from the Peer Support Program.
- (b) Attend the Peer Support Program training seminars. Additional training will be required as this program evolves.
- (c) Provide assistance and support on a voluntary basis to employees and family, referring him/her to the appropriate outside resource when necessary.
- (d) Be available to the individual for additional follow-up support.
- (e) Maintain contact with the Program Coordinator regarding program activities.

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### **26.3 ROLE OF MEMBERS (continued)**

- (f) Agree to be contacted and, if practical, respond at any hour. The Member is not exempt from federal, state, local laws, or the rules and regulations of the Department. When necessary, contact the Peer Support Program Coordinator for assistance and guidance.

### **26.4 ROLE OF COORDINATOR**

The Peer Support Program Coordinator acts as the primary liaison between the Members, resource persons, and the department. The Program Coordinator serves as the link to ensure that the Peer Support Program is being managed in accordance with Goals and objectives established for the program. Major duties of the Coordinator Include:

- (a) Supervising the Program on a daily basis.
- (b) Recruiting and coordinating the screening of the applicants.
- (c) Coordinating training of Members.
- (d) Developing resources to assist individuals when problems are identified.
- (e) Maintaining an accounting of resources used by the program.
- (f) Offering guidance to Members when problems occur.
- (g) Ensure follow-up responses of Members when referrals are made for outside services.

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### **26.5 ROLE OF THE COUNSELING TEAM**

The Counseling Team shall:

- (a) Design a training curriculum and provide Members with basic and continuing (updated) training.
- (b) Serve as a primary referral resource.

### **26.6 PEER SUPPORT SELECTION PROCESS**

All interested employees who choose to volunteer as a Member must submit their request to the Coordinator. Any employee of West-Comm may also submit the name of a peer through the chain of command to the Coordinator for consideration as a Member.

- (a) Prospective Members must meet the following criteria:
  - 1. Agree to maintain confidentiality within the guidelines in this policy.
  - 2. Be in good standing with the department.
  - 3. Submit a memo of interest.
- (b) Desirable qualities include:
  - 1. Be empathetic and possess interpersonal and communication skills.

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### **26.6 PEER SUPPORT SELECTION PROCESS (continued)**

2. Be motivated and willing to manage time effectively. This will allow minimal impact on their normal duties.
3. Effective listening and problem solving skills.
4. When there is a need for Members, the Coordinator will send out an informational memo seeking employees who are interested in becoming Members. Those employees will turn in a memo to their immediate supervisor. After the memos have completed their route, then a list will be established. The coordinator makes the final selection with input from the Members. The Coordinator will provide the Administrator with an updated list of Members.

### **26.7 TRAINING PROGRAM**

The training program will consist of programs offered by the Counseling Team and outside sources will be overseen by the Coordinator. The Basic Peer Support training is required by all new members. The mandatory eight hours of updated peer support training will be offered three times per year and all Members will be required to attend one eight hour course to remain a Member. The major emphasis will focus on skill development for conducting peer support assistance including:

- Effective listening
- General assessment skills
- Relationship termination (death, divorce, etc.)
- Referral and follow-up

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### **26.8 SERVICE ASSIGNMENT**

- (a) Members may withdraw from participation at any time. They are however, required to to notify the Coordinator.
- (b) Members may be removed from participation in the program for conduct inconsistent with program policy and objectives.
- (c) Negative job performance caused by Member duties must be reported to the supervisor for discussion and resolution.
- (d) Members may be removed from participation in the program if updated training is not attended annually.

### **26.9 ORGANIZATIONAL RESOURCES**

The following guidelines provide the Member formal authority to obtain certain organizational resources and support he/she needs to assist peer employees:

- (a) Lodging and per diem expenses may be provided for training, workshop attendance and assignment referrals to a work location outside the Members currently assigned location. All such activity is subject to prior authorization by the Coordinator.
- (b) The member is authorized to use department facilities to meet with employees.
- (c) The Member is permitted to consult with employees on duty. If the consultation is lengthy or the employee is in distress, the Member will advise the employee's immediate supervisor, if applicable.

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### **26.9 ORGANIZATIONAL RESOURCES (continued)**

- (d) Participation in the program is voluntary and no overtime or compensatory time will be authorized for time expended performing Member duties.

### **26.10 CONFIDENTIALITY**

It is imperative that each Member maintain strict confidentiality of all information learned about an individual within the guidelines of this program. Communication between the Member and a person is considered confidential except for matters which involve the following:

- (a) Danger to self.
- (b) Danger to others.
- (c) Suspected child abuse.
- (d) Narcotic offenses (sales or transportation).
- (e) Domestic Violence.
- (f) Factual elderly abuse.
- (g) Where divulgence is requested by the peer.

Member assistance is not exempt from laws, rules, regulations, directive or orders but any exchange of information not in violation of this statement will be confidential. A general principle for Members to follow is to inform the person, prior to discussion, what the limitations and exceptions are regarding the information revealed. In those cases where a concern or question regarding confidentiality arises, the Member must immediately

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### **26.10 CONFIDENTIALITY (continued)**

contact the Coordinator or Counseling Team who will take appropriate action.

### **26.11 INTERNAL INVESTIGATIONS**

It may occur that a member is assisting an individual who is or becomes the subject of a disciplinary investigation. The Member's role in disciplinary situations should be one of support and assisting individuals through the stress they may face during the disciplinary process. The Member should be guided by the confidentiality policy of the Peer Support Program. He/she should not volunteer any information received in confidence, however, Member may not hamper or impede the actual investigation, nor may they attempt to shelter the individual from the department's investigation. Department supervisors shall respect the confidentiality of the prior peer support conversations. If a Member is ordered by a supervisor to divulge information obtained during a peer support session that divulgence shall be ordered by the Administrator. If members have any questions or concerns regarding these situations, they should consult with the Coordinator for guidelines and assistance.

### **26.12 PEER SUPPORT PROGRAM SKILLS AND TECHNIQUES**

The purpose of this section is to provide the Member with a summary of the guidelines to be followed when dealing with situations under field conditions. These guidelines are the basic tools for providing assistance. Used properly, they will help boost Member confidence and will reduce the risks of mismanaging emotional problems. For more detailed guidelines, the Member should refer to the material contained in the Peer Support Training Manual.

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### **26.13 LISTENING**

Listening techniques are fundamental to the use of all other interviewing skills. The

Purpose of effective listening includes:

- (a) Encouraging self-expression.
- (b) Allowing individual opportunity to direct the interview.
- (c) Giving individuals a sense of responsibility for what happens.
- (d) Helping individuals relax and be comfortable in the interview.
- (e) Fostering trust of the Member and a sense of security.
- (f) Enabling the Member to draw more accurate inferences about the individual.

### **26.14 ASSESSMENT**

The process of making a judgment about the information gathered during the interview. Two primary factors must be considered. They are:

- (a) Assess whether the problem is one with which you can assist the person or one that should be referred to professional resources.
- (b) Assess whether the problem needs urgent attention.
  - 1. Referral – the process of directing the peer to the appropriate professional service(s) available.
  - 2. Follow Up – Once assessment and referrals have been made, the Member should monitor the individual's process, and provide follow-up assistance as needed.