

Germantown Police Department

Policies and Procedures

Number: 13-1
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I. PERSONNEL DIRECTIVES

A. Nature of Employment

This section of the standard operating procedure manual is intended to provide employees with a general understanding of personnel policies related to the Germantown Police Department Communications Center.

B. Job Descriptions

JOB TITLE: Public Safety Dispatcher/Jailer
REPORTS TO: Public Safety Dispatcher/Jailer Supervisor
FLSA: Non-Exempt
REVISED: 12/03

GENERAL DEFINITION OF WORK:

Under supervision, receive emergency and non-emergency calls for service, determine urgency and priority, obtain the information and details regarding these requests, input data into computer system and dispatch police, fire, EMS and/or other services as appropriate. Process and monitor prisoners in municipal jail who have been arrested and awaiting trial or transferal. After appropriate training, provide medical instruction to caller until first responder arrives.

ESSENTIAL JOB FUNCTIONS:

1. Operate advanced telecommunication equipment to receive incoming calls for assistance and dispatch police, fire or ambulance units, or public works in response to calls for service.

2. Screen incoming calls to determine necessity, priority, and type of response required. Callers may be anxious or afraid requiring skill to calm caller to obtain necessary information.
3. Complete automated prisoner booking process by inputting data into computer system including photograph, personal information and fingerprints. Search inmates, collect and store inmate personal property. Restrains violent or resistant prisoners.
4. Monitor prisoners in jail and enforce rules and regulations to prevent disturbances. Search jails for contraband. Prepare and serve meals to prisoners and obtain medical aid if needed.
5. Provide support operations to field officers as needed by notifying additional personnel or agencies and obtaining information such as criminal histories and outstanding warrants.
6. Input information on calls received and action taken. Prepare reports and records using computer and automated information system; maintain accurate log and files of calls received and transmitted.
7. Provide general information to the public by phone and in person; refer callers to appropriate agencies or supervisors as necessary. Refer all media requests to the on-duty uniform patrol supervisor for routing to the appropriate division.
8. Provide pre-arrival instructions to caller, utilizing knowledge of emergency medical techniques.
9. Monitor alarm systems and video surveillance security system for jail and municipal building.
10. Provide security for municipal building after business hours by walking through building, locking doors and visual inspections.

OTHER JOB FUNCTIONS:

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- General knowledge of public safety communication practices and procedures.
- Knowledge of public safety telecommunications systems and CAD system command codes.
- Knowledge of rules and regulations for processing prisoners.
- Thorough knowledge of the geography of the City and ability to read and interpret maps.

- Excellent communication and interpersonal skills to interact with coworkers and the public including ability to calm angered or distressed persons.
- Ability to hear, to speak clearly and be easily understood.
- Ability to maintain composure and relate well with the general public under adverse circumstances and stressful situations.
- Ability to draw reasonable and logical conclusions from information, which may be disjointed.
- Ability to input and retrieve computer data computer data, from multiple computer systems, quickly and accurately.
- Ability to prepare clear, concise, and accurate written reports and documents.
- Ability to meet State physical and psychological standards.
- Ability to comprehend, recall and relay information received via telephone, radio, computer or written form.

EDUCATION AND EXPERIENCE:

High School graduate or equivalent.

WORKING CONDITIONS:

Works rotating shifts, including nights, weekends, and holidays. Must function in a confined space and in a seated position for long periods of time. Works in a stressful environment and may be exposed to hostile situations. May be exposed to body fluids and communicable diseases.

SPECIAL REQUIREMENTS:

Must meet N.C.I.C. computer certification and T.C.I.C. jail certification. Must maintain recurring minimum qualifications and training standards for the position as established by the Department and State of Tennessee.

JOB TITLE: Public Safety Dispatcher/Jailer Supervisor

REPORTS TO: Police Captain

FLSA: Non-Exempt

DATE: 10/05

GENERAL DEFINITION OF WORK:

Under general supervision, supervise and participate in the activities of the Communications Center on an assigned shift. Directly supervise Public Safety Dispatcher/Jailers responsible for receiving calls for police, fire, and medical assistance and maintaining security and accountability for prisoners of the municipal jail.

ESSENTIAL JOB FUNCTIONS:

1. Plan, organize, direct, and supervise the activities within the Communications Center on a shift.
2. Evaluate the work of subordinate personnel; counsel and discipline employees.
3. Investigate complaints against subordinate personnel and prepare reports according to establish policies.
4. Perform full-range of Public Safety Dispatcher/Jailer duties including receiving emergency or non-emergency calls, dispatching personnel and equipment, and providing pre-arrival instructions.
5. Review workload, plan work activities and make daily assignments.
6. Review reports and records prepared by subordinates for clarity, completeness, accuracy and conformance with department policies.
7. Review dispatch office operations to identify technical and operational training needs and make recommendations to management accordingly.
8. Develop, plan, organize, recommend and conduct training of personnel including annual in-service training to meet mandated certification requirements.
9. Participate in the review and development of policies and procedures for the communications center. Educate subordinates on rules, regulations, policies and procedures.
10. Prepare and maintain necessary shift reports and records for management review.
11. Serve as the Terminal Agency Coordinator or Assistant terminal Agency Coordinator as specified by the Tennessee Bureau of Investigation and perform those duties that are consistent with maintaining status as an approved Originating Routing Indicator (O.R.I.)

OTHER JOB FUNCTIONS:

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to assign, direct, supervise subordinates in a fair and objective manner.
- Ability to analyze complex problems and situations and to adopt quick, effective and reasonable courses of action.
- Thorough knowledge of public safety communication practices and procedures.
- Thorough knowledge of public safety telecommunications systems and CAD system command codes.
- Thorough knowledge of rules, regulations and procedures for processing prisoners.
- Thorough knowledge of the geography of the City and ability to read and interpret maps.
- Excellent communication and interpersonal skills to interact with employees and the public including ability to calm angered or distressed persons.
- Ability to hear, to speak clearly and be easily understood.
- Ability to maintain composure and relate well with the general public under adverse circumstances and stressful situations.
- Ability to draw reasonable and logical conclusions from information, which may be disjointed.

- Ability to input and retrieve computer data from multiple computer systems, quickly and accurately.
- Ability to prepare clear and concise written reports and documents.
- Ability to prepare clear and concise written reports and documents.
- Ability to meet State physical and psychological standards.

EDUCATION AND EXPERIENCE: Must have completed five years as a Public Safety Dispatcher/Jailer and have all certifications and training required for a top level Public Safety Dispatcher/Jailer.

WORKING CONDITIONS: Works rotating shifts, including nights, weekends, and holidays. Must function in a confined space and in a seated position for long periods of time. Works in a stressful environment and may be exposed to hostile situations. May be exposed to body fluids and communicable diseases.

SPECIAL REQUIREMENTS: N.C.I.C. computer certification and T.C.I.C. jail certification. Must meet and maintain minimum qualifications and training standards for the position as established by the Department and State of Tennessee.

C. Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions within the Germantown Police Department Communications Center will be based on merit, qualifications, and abilities. The Germantown Police Department Communications Center does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

D. EMPLOYEE MEDICAL EXAMINATIONS

After a conditional job offer has been made to an applicant entering a designated job category, a medical examination will be performed at the City of Germantown's expense by a health professional of the City of Germantown's choice. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

E. SECONDARY EMPLOYMENT

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with the Germantown Police Department Communications Center. All employees will be judged by the same performance standards and will be subject to the Communications Center scheduling demands, regardless of any existing

outside work requirements. It is required that employees engaged in secondary employment notify the Chief of Police (see City of Germantown Personnel Policies).

F. PROMOTIONS

A valid promotional process will be conducted to select personnel for supervisory positions upon announcement. Selection of supervisory personnel will be based on experience and demonstrated knowledge, skills and abilities in all areas of performance. Employees who are promoted will serve a six month probationary period.

G. PERSONNEL FILES

The Germantown Police Department maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Supervisor's Evaluation files: Supervisory personnel are encouraged to maintain a current "evaluation file" to document performance of employees. Information contained in these files should be discussed with the employee regarding the particular matter during the evaluation period. These files are to be purged at the conclusion of the evaluation period and after the employee has reviewed and signed their evaluation.

H. EMPLOYMENT REFERENCE CHECKS

To ensure that individuals who join the Germantown Police Department Communications Center are well qualified and have a strong potential to be productive and successful, it is the policy of the Germantown Police Department to check the employment references of all applicants.

I. PERSONNEL DATA CHANGES

It is the responsibility of each employee to immediately notify the department of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the Communications Center Manager in writing.

Employees are required to furnish a workable phone number to the department and keep a workable phone number supplied to the department continually.

J. PROBATIONARY PERIOD

All new and rehired employees work on a probationary basis for one (1) year after their date of hire. Employees who are promoted within the Germantown Police Department Communications

Center must complete a secondary probationary period of six months length with each reassignment to a new position. Any significant absence will automatically extend a probationary period by the length of the absence. If the Germantown Police Department determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended for a specified period.

K. EMPLOYMENT APPLICATIONS

The Germantown Police Department Communications Center relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the Germantown Police Department Communications Center's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

L. PERFORMANCE EVALUATION

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at regular intervals commencing from the employee's initial period of hire.

M. TIMEKEEPING

Supervisors will accurately record the time employees begin and end their tour of duty. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Employees may be required to work occasional, unscheduled overtime to maintain operational standards.

N. SAFETY

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

O. USE OF PHONE, MAIL AND EMAIL SYSTEMS

Personal use of telephones for long-distance and toll calls is not permitted. Employees should practice discretion in using center telephones when making local personal calls and may be required to reimburse the City of Germantown for any charges resulting from their personal use of the telephone.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

The e-mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal email at the workplace.

P. PERSONAL COMMUNICATION DEVICES

Employees may not use their personal communication devices (cell phones, beepers, pagers) during work time. Personal communication devices should be turned off and stored in cars, lockers or desks during working time. Employees may make and receive calls on their personal cell phone only during breaks and at lunch.

Q. SMOKING / TOBACCO PRODUCTS

In keeping with the City of Germantown's intent to provide a safe and healthful work environment, smoking and use of tobacco products in the workplace is prohibited.

R. USE OF EQUIPMENT

Employees will notify their supervisor if any equipment, machines, or tools that appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

Only authorized Communications Center personnel are to be allowed access to Communications Center equipment for purposes of conducting Communications Center business.

S. VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at the Communications Center, only authorized visitors are allowed in the workplace.

Because of safety and security reasons, family and friends of employees are discouraged from visiting unless approved in advance. In cases of emergency, employees will be called to meet any visitor outside their work area.

All authorized visitors will enter Communications Center at the main door. Employees are responsible for the conduct and safety of their visitors.

Employees will ensure that persons desiring to enter the center are properly identified prior to opening the main door.

T. WORKPLACE PHONE/COMPUTER RECORDING AND MONITORING

Workplace monitoring and phone recording is conducted within the Communications Center to ensure quality control, employee and caller safety, and security.

Employees who answer or call from the Communications Center will have their telephone conversations recorded or monitored. Telephone monitoring and recording is used to identify and correct performance problems through targeted training. Emergency phone recording is provided to provide safety and records of calls for information or service.

Computers furnished to employees are the property of City of Germantown. As such, computer usage and files may be monitored or accessed.

U. EMPLOYEE LEAVE

Employees earn vacation and sick leave as determined by City of Germantown personnel policies. Vacation, compensatory and sick leave can be taken as it is earned, except that new employees must complete six (6) months of their initial probationary period.

Scheduling: Routine requests for time off (vacation/comp/bonus) will be handled on a first come, first serve basis and will depend on shift staffing. Requests for leave normally require a minimum of two (2) days notice. However, unexpected or emergency leave will be granted on a case by case basis. During the period of July 1 through June 30, *scheduled* vacations will be based on seniority. Personnel will be afforded the opportunity to schedule two (2) consecutive weeks of vacation. If an employee chooses to select two non-consecutive weeks, his/her second week (choice) may be “bumped” by another employee’s first choice.

Every effort will be made to schedule vacations for employees at their convenience, however, the department reserves the right to revise vacation schedules when workload and staffing levels necessitate it. Vacation leave shall be taken in multiples of one (1) hour. Request for leave forms are to be completely filled out and submitted to the schedule coordinator for processing.

V. DRUG AND ALCOHOL USE

While on the City of Germantown premises and while conducting business-related activities or attending training away from City of Germantown premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner, that does not endanger other individuals in the workplace.

Employees possessing knowledge of others in the workplace using drugs or alcohol that may affect the safety of the workplace should report any suspected or known activity to their immediate supervisor.

W. DRUG AND ALCOHOL TESTING

To help ensure a safe and healthful working environment, job applicants will be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol.

To help ensure a safe and healthful working environment, employees may be asked to provide body substance samples to determine the illicit or illegal or dangerous to work use of drugs or alcohol. This action will only be initiated where there is reasonable suspicion to believe drug or alcohol use has or may affect the work environment in regards to safety.

X. SEXUAL AND OTHER UNLAWFUL HARASSMENT

The City of Germantown is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Administrative Division Captain or any other member of the command staff. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the Administrative Division Captain or any member of the command staff who will handle the matter in a timely and confidential manner.

Y. ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, the City of Germantown expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and

tardiness place a burden on other employees and on the Germantown Police Department Communications Center. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. A sick notification call is requested a minimum of (two hours) prior to work hours.

Employees desiring to leave work early during their regular shift for illness or personal reasons must receive approval from their supervisor prior to leaving the work site.

Poor attendance, a pattern of sick leave abuse and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Z. PERSONAL APPEARANCE

Grooming guidelines for Communications Center employees are outlined in the police policy manual. All employees are expected to conform to professional, business-like grooming and appearance standards in the workplace.

Several variations of the daily uniform are allowed (polo shirts). However, each employee will have available one dress uniform (class A) and occasionally will be required to wear it. Employees are given a uniform allotment to purchase all uniforms and equipment. Employees will ensure their uniform and issued gear are neat and in good serviceable condition each day. Boots / shoes shall be clean and polished.

AA. RETURN OF PROPERTY

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all the Germantown Police Department Communications Center property immediately upon request or upon termination of employment.

BB. RESIGNATION

Although advance notice is not required, the Germantown Police Department requests at least two weeks' written resignation notice from all employees. Lack of notification will be noted in the exiting employee's permanent file.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits. Exit interviews will be coordinated by the City of Germantown Personnel Department.

CC. SECURITY INSPECTIONS

Desks, lockers, and other storage devices as well as e-mail accounts on premise may be provided for the convenience of employees but remain the sole property of the City of Germantown. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the City of Germantown at any time, either with or without prior notice or consent.

DD. PROGRESSIVE DISCIPLINE

Progressive discipline will be administered in accordance with Germantown Police Department and City of Germantown policy.

EE. SUGGESTION PROGRAM

As employees of the City of Germantown, each employee has the opportunity to contribute to future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

Submit suggestions to the Communications Captain and, after review, they will be forwarded to the division commander. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

FF. EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, the Germantown Police Department expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- ❑ Theft or inappropriate removal or possession of property
- ❑ Falsification of timekeeping records
- ❑ Working under the influence of alcohol or illegal drugs

- ❑ Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- ❑ Fighting or threatening violence in the workplace
- ❑ Boisterous or disruptive activity in the workplace
- ❑ Negligence or improper conduct leading to damage of employer-owned property
- ❑ Insubordination or other disrespectful conduct
- ❑ Violation of safety or health rules
- ❑ Smoking in prohibited areas
- ❑ Sexual or other unlawful or unwelcome harassment
- ❑ Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- ❑ Excessive absenteeism or any absence without notice
- ❑ Unauthorized absence from workstation during the work day
- ❑ Unauthorized use of telephones, mail system or other employer-owned equipment
- ❑ Unauthorized disclosure of confidential information
- ❑ Violation of personnel or departmental policies
- ❑ Unsatisfactory performance or conduct

GG. CONSOLE ACTIVITY – USE OF WORK TIME

The Germantown Police Department Communications Center expects employees to devote their full time and attention to their jobs during work time. Conducting or participating in activities that negatively impact the efficient operation of the Communications Center, or that are otherwise distracting, are not allowed. Personal business such as phone calls are to be kept to a minimum. Employees are allowed to have reading material that relates to their position as a member of the Communications Center. Further, employees are encouraged to review professional publications related to their job to keep current with training and standards. These materials are provided by the Communications Center and can be reviewed when workload allows.

HH. CRITICAL INCIDENT STRESS DEBRIEFING

In the event any personnel are directly or in directly involved in an incident where the death or serious injury of a responder, or an extended traumatic event, multiple casualty incident, or an event that involves family or friends, there shall be time allowed for a debriefing which will be facilitated by a mental health coordinator or trained CISD person.

II. REVIEW PROCESS

An annual review of this policy shall be conducted to determine if it should be revised, canceled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.