

	<b>JEFFERSON COUNTY DEPARTMENT OF EMERGENCY SERVICES</b> STANDARD OPERATING PROCEDURES	Initial: 03-01-2006 Revised:
	SOP#: FIRE 3-02	
	Subject: Telephone Procedures	

## TELEPHONE PROCEDURES

### A. PURPOSE

This policy presents the procedure used concerning the administrative (non-emergency) and 9-1-1 (emergency) telephone lines of the communications center.

### B. PROCEDURE

1. All emergency calls that are received by the Communications Center will be dispatched.
2. The Dispatcher will be responsible to obtain as much information as possible from the complainant. This would include the correct address, specific location and/or directions, nature of emergency, the complainants' name; the number they are calling from and any other pertinent information. Sometimes due to language barriers, emotions, phone problems, and an array of other possibilities, it is impossible to get all the required information.
3. For non-english speaking callers, Jefferson County has adopted the use of AT&T Language Line® Services. Callers can be conferenced to an interpreter by utilizing the Language Line® phone number located in the CML speed dial. A quick reference guide is located at the dispatch consoles.
4. Incoming calls on emergency lines will be answered, "Jefferson County 911 where is your emergency?", calls on the Communications Center administrative lines will be answered "Department of Emergency Services".
5. Whenever calling the Communications Center, whether on business or for an emergency, identify yourself, stating your name, title, and the station with which you are associated.
6. Whenever possible, if an emergency is reported to your station, advise the Communications Center prior to your response by phone or radio. If you are reporting an emergency by phone, use an emergency phone number. During busy times the administrative phone lines will be the last to be answered.
7. **Do not** call the Communications Center while the Communications Center is dispatching your station for any call. **Listen to the radio.** If it is necessary to obtain more information about the call, wait until after the dispatch is completed to pick up the phone and call.

8. Calls to the Communications Center of a business nature will be done on the Communications Center business lines. They are not to be conducted on an emergency line.

The business lines are:

Dispatch Floor:	814-849-1617 or 814-849-1640
Supervisor:	814-849-4009
Emergency Management:	814 849-5052 or 849-5058
Director of Emergency Services:	814-849-3185

9. Should the 9-1-1 Center be made aware of any interruption in telephone service to specific telephone exchanges which would effect calling the 9-1-1 center, the chief of the affected areas will be notified as soon as possible.