

COMM CENTER

CREATE A TRAINING

MANUAL

TEMPLATE

Table of Contents

HOW TO USE A TEMPLATE

What Is A Template

Design Team Documents

Sample Forms and Letters

GENERAL WORKPLACE GUIDELINES

GENERAL PROCEDURES

Phones

Call Records

CAD

Confidentiality

Facilities and Equipment

POLICE COMMUNICATIONS

Police Call Taking

Police Radio

FIRE COMMUNICATIONS

Fire Call Taking

Fire Radio

EMD COMMUNICATIONS

EMD Call Taking

Emergency Medical Radio

© Professional Pride Inc

1812 Pease Av Sumner, WA 98390

1.800.830.8228 F 253.863.3568

www.911Trainer.com

Note: This product provides information and general and generic ideas for outlining you agency training manual. Professional Pride is not responsible for the correct management or supervision of any agency training or documents.

First Edition Copyright 2005

ISBN – 1-88260-33-5

Professional Pride Training Co., Inc.

DEDICATION

To all the hard working Managers and Supervisors of
Emergency Communications - who have the heart,
knowledge and desire but not enough time in each day
to do all that needs to get done.

WHAT IS A TEMPLATE?

Welcome to TRAINING MANUAL Template - just what is it? It's a way to ensure you are both organized and thorough. Busy professionals struggle to find the time and assistance to complete needed tasks such as updating or organizing a training manual. This is a great start for your agency to get this project done. We have provided a basic outline and you fill in the blanks. You may wish to go through the hard copy to familiarize yourself with the content, making deletions, corrections or additions as needed. Next download the Word files from the CD to your computer to begin working on the document.

This grouping of subjects is an excellent generic beginning on a very large project. With this product your desire to provide your Comm Center with an adequate manual is now manageable and organized! We gathered common topic areas to provide your Design Team with a guide, the rest is up to you.

What is on the CD?

The CD contains Microsoft Word files – for Word 6.0 and above. Since these

files can be changed, our numbering is simply a way to organize - final numbering is your choice. We provide an organized format, suggestions and you define, refine and complete. You may want to download one section at a time. You may also duplicate the CD and distribute it for the Design Team to work on as an entire project.

About Distribution

This CD and book hold a Copyright and you have purchased a 'Site License'. This means that you can use this product for your agency for any length of time and for any purpose – however, reproduction or distribution for any other agency would be in violation of US Copyright laws.

A word about EMD

Many agencies use commercial EMD programs. These programs have clear procedures for call taking and dispatching medical calls. Many agencies build their own EMD after common principles of pre-arrival while following certain questioning for call types, high level training and quality control.

What are the benefits of using this product?

The benefits of having an up-to-date and complete TRAINING MANUAL are far reaching. The benefit of using this program is that there is nothing like it that empowers you to do what you need to do. Your attention to this project ensures that you are providing expert leadership, direction and management to the Telecommunicators. The benefit of this product is that you must believe your TRAINING MANUAL is valuable, therefore any movement towards providing a better document is worthy. NEXT STEP – MOVE TO DESIGN TEAM DOCUMENTS

DESIGN TEAM

Step One

We suggest assigning a TRAINING MANUAL Design Team of two to five persons. This team is assigned to review current practices while using this guide.

Step Two

Use the **Worksheets Template** provided for reproduction. These hard copy pages list all the possible categories of the TRAINING MANUAL that will be compiled, researched and written. Begin with a hard copy in the three ring binder so you can insert important documentation from your files or notes regarding items you must locate or develop. Remove all TRAINING MANUAL areas you do not wish to use. You may want to 'stuff' the 3 ring binder with copies of items you want to scan or work into the final document. We suggest you eventually possess a full electronic version of your manual - which would mean all extra forms, memos, maps and notes are scanned into the final electronic document. You may even want to distribute an electronic

document in pdf format for review or storage.

Step Three

CD TRAINING MANUAL – The CD contains downloadable MS Word documents that may be manipulated, expanded and change to fit your agency template for further design. You simply use the Edit pull down; replace ANYTOWN with your agency name. The document will search and replace all applicable changes. To change the header or footer, double-click and change the agency name to yours. Once you have cut and pasted the sections you wish into one document the section numbers should automatically change. Now you are ready for edit. Work between the subjects to enter your information.

Step Four

Workbook Template– Reproduce the printed document containing the entire contents of the CD with your agency name inserted. A hard copy allows your committee to review, redline, add to, and edit all procedures before attempting to work in the Word document. Each person will mark up this book and compare notes and ideas. Since the final work may be hard copy, it is useful to

see the work in hard copy as you go.

Next you will determine what is useful and what is not and redline the procedures. In each section list the items that are missing. You may have many more call types or additional training thoughts or documents want to insert.

It does not matter that our wording or ways of describing methods do not match yours, everything in this document was meant to get your project *going* and workable. Change at will.

You may gather together all CAD manuals, technical manuals, or training material so that you can 'reference' them here. You may want to extract information from these different manuals into your document – or – you may want to simply refer your procedures to that manual. What you don't want is a document that looks like a patchwork quilt.

Step Five

Compiling the entire work. We suggest outsourcing the material to a professional Word Processor. Once you have the wording as you wish and the heading labeled as needed submit the material for numbering.

Step Six

Final review by Director and all administrative and accountable persons.

Strongly Recommended - your legal authority to ensure compliance with all legal restrictions, laws, guidelines, and recommendations reviews your final document.

We recommend a TRAINING MANUAL Training to ensure a buy in and compliance by all communications staff before the final acceptance.

SAMPLE DESIGN TEAM LETTER

Date

To: Design Team Member_____

From: _____, Design Team Leader

Thank you for participating on our TRAINING MANUAL design team; your input is greatly appreciated.

The manual we are designing here are a vital part of our agency.

A good manual one that provides the following: guidance, control, management, leadership, safety, clarity, understanding, regulation, enforcement, common sense and practicality. Keep this in mind as you review these pages and write additional ones.

We greatly appreciate your contribution to this project. If at any time you have questions, concerns or problems completing your timeline, please contact me immediately.

Thank you in advance for a job well done.

TRAINING MANUAL

Draft Copy Sign Off

I have received a copy of the Draft TRAINING MANUAL dated

I understand my review and recommendations are to be turned in by

this date _____

Initial ____ Date _____

I am returning my Draft TRAINING MANUAL

dated _____ with

Revisions on this date _____ Initial ____

Keep one copy of this agreement with your Draft TRAINING
MANUAL and return one copy to the Committee Chair.

Samples

The following are samples of the documents you can provide to your trainee regarding this manual and/or about your agency. Amend or add documents and forms as needed. In the event you add forms they will be using in the course of their work that you put on the form where to find the form and when to use it.

- 1. Sample Letter**
 - 2. Introductory Statement Form**
 - 3. Receipt Acknowledgment**
 - 4. Organizational Description Outline**
 - 5. Organizational Description Sample**
 - 6. Definitions Template**
 - 7. SOP Definitions**
-

SAMPLE WELCOME LETTER

(Agency to cut and paste and print on letterhead to accompany the TM
when provided to any personnel)

Welcome new employee!

On behalf of your Administration and colleagues, I welcome you ANYTOWN and wish you every success here.

We believe that each employee contributes directly to our Communications Center's growth and success, and we hope you will take pride in being a member of our team.

This TRAINING MANUAL outlines your training. Please become familiar with the content of this manual as soon as possible for it will answer many questions and define expectations for employment with ANYTOWN Communications Center.

We hope that your experience here will be challenging, enjoyable, and rewarding. This agency has invested in you, we believe your employment with us will be mutually rewarding for many years to come. Again, welcome!

Sincerely,

Director of Communications

SAMPLE INTRODUCTORY STATEMENT

This manual is your copy of ANYTOWN Communications Center ANYTOWN'S objectives are to provide a work environment that is conducive to both personal and professional growth. You are directed to read, understand, and comply with all provisions of the manual.

No employee manual can anticipate every circumstance or question about policy. As ANYTOWN Communications Center continues to grow, the need may arise and ANYTOWN Communications Center reserves the right to revise, supplement, or rescind any policies or portion of the manual from time to time as it deems appropriate, in its sole and absolute discretion. Employees will, of course, be notified of such changes to the handbook as they occur .

The Employer is not required to meet on matters of inherent managerial policies which include, but are not limited to, such areas of direction or policy as the function and programs of the Department, its overall budget, utilization of technology, training, scheduling, the organizational structure, and selection, direction and number of personnel. The employer's non-exercising of any function in a particular way shall not be deemed waiver of its right to exercise such function. All management rights and management functions not expressly delegated are reserved to the Employer.

SAMPLE EMPLOYEE

ACKNOWLEDGMENT FORM

The employee policy manual describes important information about ANYTOWN Communications Center, and I understand that I should consult the Administrative Office regarding any questions not answered in it.

Since the information and policies described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the chief executive officer of ANYTOWN Communications Center has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this manual is neither a contract of employment nor a legal document. I have received the manual, and I understand that it is my responsibility to read and comply with the policies contained here and with any revisions made to it.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (Typed or printed)

ORGANIZATION DESCRIPTION

OUTLINE SAMPLE

Services Provided

Facilities and Location

ANYTOWN Communications Center's History

Organizational Structure

Role of Personnel Department

Management Philosophy

Goals

Mission and Vision Statement

ORGANIZATION DESCRIPTION

(SAMPLE)

I. Services Provided

The ANYTOWN Emergency Communications Center (facilities location) is the (police, fire, EMS) emergency communications facility for all safety agencies that serve the citizens of _____.

(Agency to fill in)

II. ANYTOWN Communications Center's History

(Agency to fill in)

III. Organizational Structure

(Agency to fill in)

V. Role of Personnel Department

ANYTOWN Human Resources Director is responsible for assisting departments in hiring, disciplinary problems and making sure that policies are legal and proper. The Director also announces all job openings and oversees the hiring process.

VI. Management Philosophy

Sample Objectives:

- d. To provide the highest level of service possible by:
 - a. Hiring and retaining qualified staff and providing the best possible training.
 - b. Answering each 9-1-1 call after no more than 3 rings.
 - c. Providing appropriate pre-arrival instructions.
 - d. Utilizing the most technologically advanced systems possible.
 - e. To regard safety of responders and citizens as the highest priority.
 - f. To achieve 100% usage of 9-1-1 for emergency calls through public education.

 - e. In order to provide the best level of service possible,
ANYTOWN Emergency communications will operate using a set of standard operating procedures. Through using the procedures contained in this manual the following objectives will be accomplished.
-

- a. *Excellence in Service:* Each employee cannot be expected to determine the best method of handling different types of calls. Current laws, court decisions, and the standard of care in the community have been considered in establishing these procedures.
 - b. *Consistency:* Callers to 9-1-1 and emergency response agencies should receive the same level of service delivered in a consistent manner. Service delivery must not vary substantially between employees and/or shifts.
 - c. *High Morale:* Employees will know what is expected in different situations and can refer to this manual for guidance in unusual situations. Employees are assured that their actions will not be judged by a vague set of rules issued orally.
 - d. *Knowledge of Procedures:* Each employee should study these rules to ensure their ability to properly apply them. If an employee does not comprehend a procedure they should ask their supervisor for clarification and explanation.
 - f. *Identification of Needed Procedures or Changes:* Employees should notify the Director when they perceive that a new
-

procedure is needed or that existing procedures need modification. The Director should be notified when verbal orders are necessary on a regular basis, a new situation has arisen that is not addressed in the SOP manual and/or adherence to SOP is creating difficulties in operations.

- g. *Changing or Establishing Procedures:* Procedures will be modified and created to address current needs and changing conditions. Changing or deleting procedures may only be done by written order of the Director and will be in the following format:

A memo from the Director will establish the following;

Effective date of the new procedure

Existing procedure that is modified or deleted

How the procedure will be added to the SOP manual

- h. *Maintenance of SOP manuals:* Each employee is responsible for maintaining their personal copy of the SOP manual by inserting/adding or deleting/removing the revisions as they are issued. A current copy of the SOP manual will be kept in the dispatch center for reference. The Director maintains this copy.
-

VII. Sample Goals

To dispatch appropriate police, fire, ambulance, and rescue services with the least possible delay after a request is received or requirement is known to exist. To provide consistent quality service with constant regard to safety to the public and those public safety agencies we serve.

Mission and Vision Statement

(Agency to fill in)

DEFINITIONS SECTION

These definitions are listed just to give examples of the type of definitions that can be used in your agency. Other definitions may be added as needed. The agency may list and define all categories of chain of command using job description titles for all Communications Center personnel. Since agencies differ in their terms and political structure, we make no attempt to design a template for this section however we offer a sample. We do recommend that all definitions are to be spelled out in this document. A yearbook is a great idea or insertion of a flyer for each person to include their tenure and specialty or basic personal information such as family & hobbies.

Director (Manager) (Chief)

Deputy Director

Supervisor

Training Manager

Training Officer

Telecommunicator I

Telecommunicator II

Trainee

Part Time Employee

Reserve

Staff

User Agency / User Board

SOP DEFINITIONS

In order for your personnel to understand the 'language' of the SOP, a training session or other training document would be useful. The following are terms that must be associated with compliance – that unless specifically instructed, may not be clearly understood.

Shall / will / is responsible for

When these terms are used in a procedure, this is a directive and allows no discretion for the employee.

May

When may is used there is discretion allowed the employee.

In the event / if appropriate

When used recognizes that circumstances warrant discretion. This does not allow for total discretion because if the listed circumstances are present – the

employee is required to adhere to the listed procedure.

Attempt to

When used understands that it is not always possible, prudent or practical to complete this. In other words, if conditions are right, this would be a safe and sensible practice.

Note: For any Standard Operating Procedure to be held 'valid' or viable in a court of law, there must be evidence that the procedures are enforced and followed. Your employees must also understand this concept so that all parts of the work team are part of the buy-in process. You must provide training and guidance, reinforcement and enforcement for these procedures. Ensure they understand the Training Manual is NOT their Standard Operating Procedures.

COVER PAGES

GENERAL PROCEDURES

911 Phones

Call Records

CAD

Confidentiality

Facilities and Equipment

POLICE COMMUNICATIONS

Police Call Types

Police Radio

FIRE COMMUNICATIONS

Fire Call Taking

Fire Radio

EMD

COMMUNICATIONS

EMD Call Taking

EMD Radio

FORMS & DOCUMENTS

GENERAL GUIDELINES
