
YORK COUNTY
DEPARTMENT OF EMERGENCY SERVICES,
9-1-1 COMMUNICATIONS
POLICIES AND PROCEDURES MANUAL

Introduction

The Public Safety Telecommunicator (PST) works in partnership with public safety field personnel to protect and serve the citizens of, and visitors to, York County. This manual provides the PST with the operational policies, procedures, and other pertinent information necessary to fulfill that role for most situations. The operational procedures appearing in this manual, however, are not intended to be all-inclusive. Circumstances may arise where the PST will need to adapt specific procedures in order to meet the objectives and spirit of the Communications Center's mission.

The Communications Center is the central hub for all Public Safety Communications within York County. We, as Public Safety Telecommunicators, are responsible for the coordinating of all the Law Enforcement, Fire and EMS services. The purpose of this manual is to supply you with information necessary to function efficiently as a Public Safety Telecommunicator. Your effectiveness as a PST depends in part on your initiative and sense of responsibility. There are also Communications Training Officers (CTO) and Shift Supervisors that are available to assist you and share in decisions that may affect a call for service or a responder initiated event. This manual is a guide to assist you. If you ever discover an area not covered in this manual, it is your responsibility to bring it to the agency's attention via your immediate Supervisor who will in turn notify the Administrative Assistant Operations Manager by email.

The Communications Center:

The York County 9-1-1 Communications Center provides radio, telephone, teletype, and related electronic services to all public safety agencies within York County. In addition, we coordinate the communications system of public safety agencies within York County and provide and maintain an emergency telephone answering and dispatch service, as well as a central records division.

Trainees and Probationary Employees:

This manual has been prepared to acquaint newly employed dispatchers with the operating policies and procedures of the York County 9-1-1 Communications Center. This material will provide you with an insight into your duties and responsibilities. If any policy doesn't make sense to you, consult with your CTO for assistance or interpretation of the manual. If, as you begin to work solo, there is a need or order to circumvent a given procedure or policy, it is your responsibility to bring it to your Shift Supervisor's attention in person or in written memo form.

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9-1-1 COMMUNICATIONS
POLICIES AND PROCEDURES MANUAL

Off Probation Employees:

This manual is not expected to be memorized. However, your ability to reference and understand it is imperative for the Public Safety Telecommunicator. This policy and procedure manual is always a resource to you. This manual will provide you with specifics when you need assistance during the handling of a wide variety of events. If any policy doesn't make sense to you, consult with your Shift Supervisor for assistance or interpretation of the manual. If there is a need or order to circumvent a given procedure or policy, it is your responsibility to bring it to your Shift Supervisors attention in person or in written memo form.

Objectives of the Standard Operating Procedures Manual

1. Excellence in Service

Our goal is to provide excellence in public safety coupled with quality service and responder safety for the citizens of York County and the customer agencies we serve. Each employee is expected to determine the best method of handling every situation using the procedures within this manual coupled with guidance from your supervisors. This manual has been developed to be your guide. Current laws, court decisions and the standard of care in the community have been considered in establishing these policies and procedures.

2. Knowledge of Procedures

Each employee will study the policies and procedures contained in this manual to ensure their ability to apply them both efficiently and effectively. Employees with questions will immediately bring them to their supervisor's attention.

3. Identification of Needed Policies and Procedures or Changes

Employees should notify their Shift Supervisor who will in turn notify the Administrative Assistant Operations Manager in writing via email when they feel a new policy or procedure is needed or the existing policy or procedure needs modification. This includes, but is not limited to, the following situations:

- When verbal orders are necessary on a regular basis.
- A new situation has arisen that is not addressed in the manual.
- Adherence to a policy or procedure is creating difficulty(s) in operations.

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DEPARTMENT OF EMERGENCY SERVICES,
9-1-1 COMMUNICATIONS
POLICIES AND PROCEDURES MANUAL

4. Changing or Establishing Policies and Procedures

Policies or procedures shall be modified and/or created to address changing needs and conditions. Changing or deleting policies or procedures may only be done by **written order** of the Operations Manager and shall be established in the following manner:

- Effective date of the new policy or procedure.
- Existing policy or procedure that is modified or deleted.
- How the policy or procedure will be added to the manual.

Emergency “interim orders” may be placed in effect by the Operations Manager or either Assistant Operations Managers during unique situations. These interim orders will be brought to all employees’ attention by any command staff member via written memo and have an effective date and ending date in all situations.

5. Maintenance of the Policy and Procedures Manual

Three current copies of this manual are kept in the Communications Center and shall be maintained by the Police/Fire/EMS Coordinator.

A master copy is located in the Supervisor’s Office. This copy is maintained by the Police/Fire/EMS Coordinator and will be kept up to date. Employees wishing to compare your personal copy with the master manual are encouraged to do so. It is the absolute responsibility of each employee to stay current with the newest policy and procedures.

This manual has been reviewed and approved by:

Kay Carman, Executive Director of Emergency Services

Date

Audrey Rychalsky, 911 Operations Manager

Date