

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title: Communications Center
Policy: 203.00
Purpose: To provide the standard operating processes for general EMS interaction with the Okaloosa County Sheriff's Office Emergency Communications Center.

Policy:

The Okaloosa County Sheriff's Office Emergency Communications Center is the primary answering point for all 9-1-1 calls placed in Okaloosa County. There are many duties other than Fire or EMS call taking and dispatching that occur in the Emergency Communications Center.

The following examples should be a guideline for your interactions with the Emergency Communications Center:

- **Appropriate:** Calling for phone patch to facility (unable to contact via radio), in the event of radio failure.
- **Inappropriate:** Any contact with dispatch concerning operational issues that have not gone through the Branch Commander first.
- **Visits or Standbys:** If a unit wishes to visit or standby at the Emergency Communications Center, they should first contact the on duty Communications Shift Supervisor to determine if other activities are going on where that visit would be a distraction.

While in the Emergency Communications Center all personnel should be sensitive to excess noise and call load. Any 9-1-1 call data being observed is sensitive information and should not be discussed outside the Emergency Communications Center.

Any problems that occur between yourself and the Emergency Communication Center personnel should be referred to the on duty Branch Commander who will investigate the situation.

Accountability and Compliance:

1. Crews shall send their Branch Commander an email detailing any issues/incidents involving the Emergency Communications Center. The Branch Commander will conduct an investigation into the issue and report the findings to the Section Commanders and/or EMS Chief.
2. Okaloosa County Public Safety 911 Communications Center representative will be present at the monthly at the Medical Director Quality Assurance meeting to discuss deficiencies and resolutions.

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CAAS: None
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