

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Communications Center Policy Statement

Policy Number: 505.01

Effective Date: 9/20/2023

Page Number: 1 of 2

Authority:
Commissioner

Originating Division:
Facilities Division
(Communications Center)

Access Listing:
Level I: All Access

I. Introduction and Summary:

As directed by the Commissioner of the Georgia Department of Corrections (GDC), there will be a 24-hour Communications Center. The Communications Center provides a focal point for telecommunications transmissions to and from all facilities, offices, properties, mobile units, and duty officers under the jurisdiction of GDC; all law enforcement agencies doing business with GDC and other telecommunication transmissions pertinent to the business of the Georgia Department of Corrections.

II. Authority:

- A. Ga. Comp. R. & Regs. 125-1-1-.01, 125-2-1-.01 (d), 125-3-1-.07, 125-2-4-.20, 125-4-4-.10 and 125-4-4-11.
- B. GDC Standard Operating Procedures (SOPs): 203.02 Document Flow, 203.03 Incident Reporting, 203.04 Notification/Clearance of Escape, 216.01 Control Panel Operations, and 225.02 Emergency Plans.
- C. GDC Emergency Operations Manual.
- D. Communications Center Procedures Manual.
- E. ACA Standards: 5-ACI-3A-02, 4-ALDF-2A-01 and 1-CTA-3C-04.

III. Definitions: None.

IV. Statement of Policy and Applicable Procedures:

As directed by the Commissioner of the Georgia Department of Corrections, there will be a 24-hour Communications Center. The Communications Center provides a focal point for telecommunications transmissions to and from all facilities, offices, properties, mobile units, and duty officers under the GDC's jurisdiction, all law enforcement agencies doing business with GDC, and other telecommunication transmissions pertinent to the business of the Georgia Department of Corrections.

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- A. Agency staff shall establish a 24-hour Communications Center to coordinate services via the Georgia Crime Information Center network, non-business hours coordination between GDC/County facilities, offices, properties, mobile units, and assigned duty officers and other telecommunication needs as identified.
- B. Standard Operating Procedures for the operation of the unit will be established.
- C. Guidelines and plans of action for handling specific situations will be maintained in a computerized database for ease of access.
- D. The centralized Communications Center will provide necessary back-up to GDC facilities in the event of power or equipment failure to ensure accessibility for emergency and administrative needs.
- E. The Communications Center will provide whatever communication and recording needs are identified by the Commissioner during procedures established for carrying out the orders of the Court in death sentences.
- F. In accordance with the GDC Emergency Operations Manual, upon notification of any Serious Incident Report, the Communications Center will follow procedures as prescribed in the Communications Center Procedures Manual and begin hasty emergency operations.

V. Attachments: None.

VI. Record Retention of Forms Relevant to this Policy: None.