

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Communications Center Duty Officer Relationship

Policy Number: 505.03

Effective Date: 8/22/2023

Page Number: 1 of 2

Authority:
Commissioner

Originating Division:
Facilities Division

Access Listing:
Level I: All Access

I. Introduction and Summary:

To establish a roster of duty officers responsible for emergencies during non-business hours and provide guidelines for handling of routine incidents reported to the Georgia Department of Corrections (GDC) Communications Center. This Policy is applicable to the Facilities Division of Georgia Department of Corrections and the Georgia Department of Community Supervision.

II. Authority:

- A. GDC Standard Operating Procedures (SOPs): 203.03 Incident Reporting and 505.04 Communication Center Information Flow; and
- B. ACA Standards: 2-CO-1A-21 and 5-ACI-1A-18.

III. Definitions: None.

IV. Statement of Policy and Applicable Procedures:

- A. Operational entities utilizing the service of the Communication Center will identify individuals responsible for handling emergencies during non-business hours. Guidelines for the duty officer and routine handling of incidents reported to the Communication Center will be established by the operating unit and provided to the Communication Center.
- B. The senior administrative officer of the applicable unit will establish a roster of personnel to serve as duty officer for the unit. The roster shall include:
 - 1. Name of Duty Officer.
 - 2. After hours telephone number.
 - 3. Cell phone number.
 - 4. This information will be forwarded to the Communications Center for appropriate use.

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- C. The operating unit will establish duty officer guidelines and provide a copy of same to the Communication Center.
- D. The operating unit will establish guidelines for handling of routine incidents reported to the Communication Center and provide a copy of same to the Communication Center and the duty officer.
- E. A detailed statement of incidents reported to the Communications Center will be entered into SCRIBE each business day to produce a summary of incidents that were reported during the previous 24-hour period. The reports will be populated in the Emergency Report module of SCRIBE for viewing by executives and management personnel throughout the GDC statewide.

V. **Attachments:** None.

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