



<b>COMMUNICATIONS</b>		<b>607.00</b>		
		<b>POWERPHONE PROCEDURES</b>		
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This procedure consists of the following numbered sections:

- I. GENERAL PROCEDURE
- II. TRAINING

## PURPOSE

The purpose of this standard operating procedure is to establish guidelines for the use of PowerPhone Total Response System in the Communications Center for call processing.

## SCOPE

This procedure shall apply to all Public Safety Dispatchers.

## PROCEDURE

### I. GENERAL PROCEDURE

- A. The Punta Gorda Police Department has adopted the PowerPhone Total Response Protocol System. The Total Response Protocols will be used by Public Safety Dispatchers on all appropriate calls for service. This includes:
  - 1. Fire Service Dispatch (FSD);
  - 2. Law Enforcement Dispatch (LED); and
  - 3. Emergency Medical Dispatch with TCPR (EMD).

- B. The CACH Standard Program will be used for the Total Response Protocol System and shall be logged into by each Public Safety Dispatcher at the start of their shift and shall remain open for the entirety of the shift. Public safety dispatchers must log into the Total Response Protocol system before logging into CAD for the systems to link properly.
1. The Total Response system shall be used on all appropriate incoming 911 and administrative line calls requiring a call for service.
  2. Location information and caller information shall be entered into the CAD before using the CACH Standard program for interview questions.
  3. Once the above information has been entered and verified, the description field in CACH Standard is used to determine which type of protocol is needed based on the type of call received. This will allow a list of chief complaints to populate that the Public Safety Dispatcher can choose from. Shortcuts in the description field LED, EMD, and FSD can be used to bring up a list of all chief complaints for each category.
  4. After the appropriate chief complaint is selected, the CACH Standard program will advance and allow the Public Safety Dispatcher to ask the Vital Sign Questions or Primary Questions based on the chosen chief complaint. Bookmark symbols are used to indicate the path through a protocol module.
  5. After enough information is gathered during the Vital Signs and Primary Interview questions, the call shall be dispatched in a manner based on the information received. When the call is dispatched the dispatch recommendation in CACH Standard must be accepted by the Public Safety Dispatcher.
    - a. If the call is determined to be medical in nature, the call shall be transferred to the Charlotte County Sheriff's Office so they can finish EMD and dispatch an ambulance.
    - b. If the call is unable to be transferred to CCSO, the Public Safety Dispatcher shall continue with EMD until CCSO can be reached and notified of the call. When providing EMD to the caller, public safety dispatchers must follow the EMD protocol word for word.
  6. After the call has been dispatched, the Public Safety Dispatcher will return to CACH Standard and ask secondary questions and give pre-arrival instructions as needed. Descriptive forms and Hotkeys maybe used.
    - a. Procedures or bridges may pop up throughout the questioning based on the answered questions. Public Safety Dispatchers shall follow these protocols as needed based on the necessity of the call.

7. When all interview questions and pre-arrival instructions have been addressed or when units have arrived on scene the Public Safety Dispatcher will begin to close the call in CACH Standard. This cannot be completed until the Public Safety Dispatcher has accepted the dispatch recommendation.
8. To close the call all final pre-arrival instructions shall be given to the caller. The call information description from CACH Standard will automatically transferred to the CAD narrative.

## II. TRAINING

- A. Public Safety Dispatchers are required to take the Foundation course by PowerPhone in the first phase of the CTEP program. This course is designed to build knowledge of the PowerPhone Principles of Effective Emergency Communication and to validate understanding of the Total Response Call Taking Formula.
- C. After completion of PowerPhone's Foundation Course all Public Safety Dispatchers in Center will certify in PowerPhone's Law Enforcement Dispatch (LED), Fire Service Dispatch (FSD) and Emergency Medical Dispatch (EMD). This will be completed by the end of phase 3 of their Communications Training and Evaluation Program.
- D. All Public Safety Dispatchers shall recertify their EMD, LED, and FSD every two years.

## APPROVED



**PAMELA R. SMITH, CHIEF OF POLICE**

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