

	POLICY & PROCEDURE	SERIES #1404	PAGE 1 OF 5
	EMERGENCY COMMUNICATIONS CENTER ADMINISTRATIVE PROCEDURES		EFFECTIVE DATE 3/22/2022
			OVERSIGHT Support Services
DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P# 1404 dated 01/19/2022		

I. PURPOSE

To establish administrative procedures pertaining to the management of the Emergency Communications Center (ECC.)

II. POLICY

It is the policy of the Hampton Police Division to define the administrative functions of the Emergency Communications Center. These functions include but are not limited to workplace rules, training, personnel assignments, rosters, leave submission, and approval procedures. These functions will be clearly defined to ensure compliance with workplace standards and equitable treatment.

III. PROCEDURE

The following procedures establish standard operating procedures for the administrative functions of the Emergency Communications Center. Decisions pertaining to situations not covered in this policy will be based upon City Policy, Hampton Police Division Rules & Regulations, Policies & Procedures, and other documented standard operating procedures such as NCIC/VCIN regulations, training bulletins, lesson plans, etc.

A. WORKPLACE RULES

1. Attire

- a. All Emergency Communications Center personnel attire will be in compliance with HPD Policy and Procedure 1102, "Personal Appearance," Section H. "Attire for Civilian Employees."
- b. Footwear must consist of closed-toe manufacture. Open toe footwear is prohibited.

2. Personal Items

- a. Personal Cellular Telephones are permitted in the workplace and are to be utilized for emergency personal communication only.

APPROVED:
CHIEF OF POLICE



- 1) Personal Cellular telephone usage must comply with all VCIN/NCIC security regulations.
- 2) Personal Cellular telephones may not be utilized for social media access, video gaming/playback, or personal telephone/digital communications not of emergency nature while seated at ECC work stations.

b. All other electronic items that have video gaming or playback capabilities are prohibited in the workplace.

B. TRAINING

1. All initial, career development and specialized training will be completed pursuant to the Emergency Communications Center Training Plan.

C. Virginia Criminal Information Network (VCIN) certification

Personnel in positions that require VCIN access are required to meet and maintain the following eligibility criteria as specified in the VCIN manual:

1. Applicant with a felony conviction will not be permitted access to the NCIC/VCIN system.
2. Applicant who is wanted for a crime in state or out of state will not be permitted to access the VCIN system.
3. Applicant with a Class 1 or 2 misdemeanor conviction(s), excluding those set forth in Title 46.2 of the Code of Virginia or one offense of D.U.I., and substantially similar offenses under the laws of the United States and any political subdivision thereof, will not be permitted access to the NCIC/VCIN system. These crimes are characterized as involving moral turpitude (lying, cheating, or stealing) or gross misconduct (generally, crimes against a person and crimes involving drugs or other controlled substances).
4. Applicants found not guilty of any crime by reason of mental illness will not be permitted access to the NCIC/VCIN system. **Applicants that have been charged with a criminal offense where the offense was disposed of in any manner due to mental illness will not be permitted access to the NCIC/VCIN system.**
5. Access will be denied to any applicant with prior serious abuses/violations of NCIC/VCIN systems when it has been determined that access by the applicant would not be in the public's best interest.
6. Access will be denied to any applicant listed on the Terror Watch List.
7. Access will be denied to any applicant listed on the Violent Gang File.

D. PERSONNEL ASSIGNMENTS

1. Personnel assignments will be made at the discretion of the Communications Unit Manager pursuant to staffing needs.
2. Requests for transfer/reassignment will be regulated by Hampton Police Division Policy and Procedure 641, "Position Assignment Management."

E. ROSTER / SHIFT MANAGEMENT

1. Rosters
 - a. Rosters will be maintained a minimum of 3 months in advance of the current month.
 - b. Rosters will accurately project real-time staffing projections including leave, training, etc.
2. Assignments
 - a. Personnel assignments will be noted on the rosters as described above. Daily shift assignments may be modified by the on-duty shift supervisor pursuant to staffing needs.
3. Meal Breaks
 - a. Meal break schedules will be coordinated by the on-duty shift supervisor.
 - b. They will consist of one 45-minute break per employee.
 - c. Employees may leave the center during meal breaks.
 - d. Meal breaks may be canceled at the discretion of the on-duty supervisor when necessary to ensure staffing for emergency situations. The on-duty supervisor may resume meal breaks when allowable.
 - e. Meal breaks will not be authorized to occur during the first and last hour of each shift.

F. LEAVE SUBMISSION AND APPROVAL PROCEDURES

1. Time off Requests (TOR - other than sick leave)
 - a. All Communications personnel will follow the Hampton City Policy, Chapter (7); Leave & Absence from Work in the Personnel Policies manual.
 - b. Requests for time off may be submitted up to ninety (90) days in advance for leave.
 - c. Any requests for time off beyond ninety (90) days must be

approved by the Communications Manager prior to entering the TOR into Kronos.

- d. Submitting time off does not guarantee approval. Requests will be reviewed prior to approval, to ensure minimum staffing levels for the unit are maintained.
- e. TOR's beyond ninety (90) days in advance will not be approved unless authorized by the Communications Manager.
- f. If an employee is transferred to another shift and leave had been approved prior to the transfer, the approved leave will still be honored.

2. Sick Leave

- a. Communications personnel requesting pre-approved sick leave will notify their supervisor and submit a TOR through the Kronos System. Requests for extended leave/FMLA will be submitted and processed pursuant to City Policy.
- b. Communications personnel calling in sick for their shift (workday, on-call, and scheduled mandatory & voluntary overtime) will need to contact the on-duty Communications Supervisor a minimum of three (3) hours prior to their report for duty time. The employee must call on a recorded Communications line.
- c. Communications personnel may be required to bring in medical documentation to approve sick leave pursuant to City Policy if there is reason to believe that the employee is abusing sick leave.
- d. Communications personnel desiring to leave their work assignment and use any type of leave to cover their absence are required to communicate the request in person to the on-duty supervisor. They must receive confirmation of approval from the on-duty supervisor prior to departing their assignment.

G. WAE Dispatchers

1. Certification

- a. WAE Dispatchers must maintain all certifications necessary to complete their respective job functions in the Hampton Public Safety Communications Center.
- b. The Hampton Public Safety Communications Training Coordinator will coordinate and track all WAE Dispatch certification and recertification requirements.

2. Duty Requirements

- a. All WAE Dispatchers are required to complete a minimum of 36 duty hours in the Hampton Public Safety Communications Center each calendar quarter to maintain eligibility unless excused in writing by the Support Services Commander.
- b. The individual Communications Shift Supervisors will coordinate, track, and report all WAE assignments for their individual shifts. They will submit all WAE duty data to the Public Safety Communications Training Coordinator by the end of each month for tracking and file maintenance.