

## On-Call Procedures

### **805.1 REQUEST TO CONTACT CITY PERSONNEL**

Upon receiving a request to contact personnel or other staff, communications personnel will check the on call list on the Intranet -> Resources -> On Call Roster.

#### **805.1.1 CALLING OFF-DUTY PERSONNEL**

When calling off-duty personnel, dispatchers will first call the residence of the on-call employee. If they cannot be reached by phone at home, they should then be notified via cell phone. A list of department issued cell phones is listed on the Intranet -> Phonebooks -> Telephone Directory -> Cell Phone List.

The dispatcher handling the call-out request shall complete an event entry mask with the event type, "CALL" so that notification and response of on-call personnel can be documented. This will also allow for further documentation, if needed at a later time.

### **805.2 NOTIFICATION OF COMMAND PERSONNEL**

As it relates to the Major Incident Notification policy, notification should be made to a field supervisor and a command staff watch commander.

For Detective, MAIT, or SWAT resource requests, the field supervisor may contact the supervisor of these units directly, however, if feasible, notification should be made with a command staff watch commander as well.