

# LEON COUNTY E.M.S.

## Standard Operating Guideline

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Title: Communications - Employee Training  
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### I. PURPOSE:

Personnel working in the Leon County EMS Communications Center are responsible for the minute to minute operation of the service. All calls for service are handled and dispatched through the Communications Center.

### II. GUIDELINE:

It is the guideline of LCEMS that every person working in the communications center will undergo training.

### III. PROCEDURE:

- Training is coordinated through the Training /IQM manager as well as the shift Captain responsible for communications.
- Candidates for communications center positions with Leon County EMS are certified in the National Academy of Emergency Dispatch's Emergency Medical Dispatch protocol. (This course is taught on sight by an NAED instructor.)
- After EMD certification, the candidate is oriented to the Computer Aided Dispatch (CAD) program. (Currently the Zoll RescueNet Dispatch™ suite)
- After orientation to the general functionality of CAD, the candidate is scheduled for orientation shifts as a third person working in communications with the System Controller and EMT-Dispatchers, learning the various position specific duties and responsibilities.
- During the orientation period, the candidate and their trainers complete a communications center orientation check-list.
- The completed check-list is returned to, and retained by, the training manager.