



Marc Montminy
Chief of Police

UXBRIDGE POLICE DEPARTMENT

275 Douglas Street, Uxbridge, MA 01569-1851
Telephone 508-278-7755 Fax 508-278-7874
www.uxbridgepolice.com

JOB POSTING

POSTED: February 26, 2019

NOTICE: 1 Dispatch = permanent part-time position opening

Open dispatch shift as scheduled below:

Shift #5 = This is a rotating shift schedule, working 2 days on and getting 4 days off.

CLASSIFICATION: Administrative Assistant IV
Public Safety Dispatcher

GRADE: D

DIVISION: POLICE DEPARTMENT

REQUIREMENTS: PER ATTACHED JOB DESCRIPTION

WAGE: HOURLY PER UNION SCALE:
Grad D Step 1 - \$21.88 Regular rate
D – EMD \$.36 Per hour

AVAILABLE: Immediately following selection of applicant

APPOINTING AUTHORITY: TOWN MANAGER

All interested, qualified candidates should submit a letter of interest by March 8, 2019 along with a resume and the names of three professional references and an Uxbridge Dispatch Application. Applications can be mailed or hand delivered to: Uxbridge Police Department 275 Douglas St., Uxbridge, MA 01569 or emailed to jdaley@uxbridge-ma.gov or Tburke@uxbridge-ma.gov. Review of all resumes will commence immediately and will continue until a suitable candidate is determined. Dispatch applications are available on line at their website or pick up at the Uxbridge Police Department.

Posted: Town Hall, Library, Fire Department, Department of Public Works, Council on Aging, Police Station

This position must be posted for 10 working days in-house per Article 31 of the SEIU Contract.

The Town of Uxbridge is an Equal Opportunity Employer

UXBRIDGE POLICE DEPARTMENT
275 DOUGLAS ST.
UXBRIDGE, MA 01569-1851
PHONE # 508-278-7755 FAX # 508-278-6629

EMERGENCY MEDICAL DISPATCH

In Effect: 07/01/2012

Review Date: 07/01/2013 @ 0900

Uxbridge Police Department

Emergency Medical Dispatch

POLICY & PROCEDURE NO. 4.13	Date:7/1/12
MASSACHUSETTS POLICE ACCREDITATION STANDARDS REFERENCED:	Approved:
	Reviewed:

I. PURPOSE

The Emergency Medical Dispatcher (EMD) is the primary and initial point of contact for callers seeking medical assistance. The EMD also serves as the vital communication link between other parts of the Emergency Medical Service system. The EMD helps callers administer initial emergency medical care to patients in need of assistance. The EMD program will provide the residents, businesses and visitors to the Town of Uxbridge with skilled pre-arrival instructions established by the Powerphone protocol.

II. POLICY

The EMD will receive and process calls for emergency medical service assistance. The EMD must determine the nature and severity of the medical incident type. The EMD is responsible for the coordination and dispatch of Emergency Medical Service resources. The EMD provides emergency medical assistance using the local medically approved pre-arrival instructions. The EMD will relay pertinent information to the responding personnel. The EMD strives to ensure the safety of the patient, the caller, bystanders and primary responders. The EMD provides instructions to callers that will help them prepare for the arrival of responders, based on the approved pre-arrival instructions. The EMD coordinates with other public safety and emergency medical services as required by the situation.

III. DEFINITIONS

- * APCO -- Association of Public-Safety Communications Officials, an internationally recognized association of emergency communications personnel that support the ongoing education and professionalism of public-safety communications.
- * CAD -- The computer aided dispatch system utilized by the Communications Center personnel.
- * CPR -- Cardio-Pulmonary Resuscitation.
- * EMD -- A telecommunicator that has been trained and certified through the Powerphone program as an Emergency Medical Dispatcher.
- * EMD Guide -- The locally approved Emergency Medical Dispatch Protocol Reference System. This card file contains the Pre-Arrival Instructions that have been approved for use by the State of Massachusetts. The EMD software and guide cards provide questions designed to help the EMD determine what is happening medically. The use of a standardized and medically approved set of EMD guidelines, makes giving medical information consistent and accurate.
- * EMD Program Coordinator -- The individual responsible to oversee the Emergency Medical Dispatch Program. The Chief shall designate the EMD Program Coordinator for the Uxbridge Police Department.
- * EMS -- Emergency Medical Services which include the basic life support ambulances and the advanced life support paramedic units.
- * Pre-Arrival Instructions -- Medical instructions provided by the EMD to a caller that serve to assist the caller in providing vital care to a patient until EMS arrives.
- * Quality Assurance Review -- The Chief shall designate a quality assurance reviewer for the Uxbridge Police Department Communications Center EMDs.

IV. EMERGENCY MEDICAL DISPATCH PROCEDURES

A. Qualifications for EMD certification through Powerphone

1. Successful completion of Basic Telecommunicator course.
2. Successful completion of Powerphone Emergency Medical Dispatch course.
3. Current CPR certification by American Red Cross or American Heart Association.
4. Re-certification of EMD certificate every two (2) years and maintain current CPR certification.

B. Approved Emergency Medical Dispatch Course

1. Uxbridge Police Department will use the Powerphone EMD course which is based on the National Highway Traffic Safety Administration's Emergency Medical Dispatch, National Standard Curriculum.
2. The course is an advanced public safety dispatch course, with the main emphasis on the medical side of emergency

dispatching.

C. Responsibilities of the EMD

1. During each work shift, the Emergency Medical Dispatcher shall perform the following tasks:

- a. Each EMD shall secure or have easy access to the Powerphone software CAD interface and log in at the beginning of each work shift.
- b. Each EMD shall secure or have easy access to a set of EMD Guide Cards at the beginning of each work shift.
- c. Each EMD shall review periodically the Guide Cards in an effort to assure familiarity with the protocols.
- d. Direct any problems or questions that arise to the Shift Supervisor.
- e. Follow the approved protocols found in the software and Guide Cards completely and entirely on each call.

D. EMS Complaint Taking

1. The All Callers protocol will be used by the EMD on all calls to determine the nature of the medical emergency and as a guide to obtain all the necessary information.

2. When a request for Emergency Medical Service is received, the EMD will perform the following tasks:

- a. Dispatch the appropriate EMS response according to CAD.
- b. Inquire if the caller would be able and willing to follow Pre-Arrival instructions.
- c. Provide pre-arrival instructions as appropriate.
- d. Add "EMD" in the CAD to the call to indicate that EMD is in- progress.
- e. Document pertinent details on the incident into the CAD system.
- f. When an EMD call is in progress, a caller cannot be disconnected or transferred.
- g. The Uxbridge Police Department is not responsible for handling the EMD needs of a caller located in areas in which we transfer the call to another PSAP.

E. Extenuating Circumstances

1. When there are extenuating circumstances it may not be possible for the EMD to provide the Pre-Arrival Instructions, this should be noted in the CAD incident. The Shift Supervisor shall also be notified.

2. During extreme busy periods when the incoming call volume is overwhelming, the Shift Supervisor shall have the

discretion to direct personnel to not provide Pre-Arrival Instructions.

F. Patient Confidentiality

1. Patients have the right to expect that any information they give the EMD will be kept confidential. In terms of confidentiality, the following shall apply:

- a. The EMD shall not relay information about patient names.
- b. The EMD shall not discuss with unauthorized persons about what the patient said.
- c. The EMD shall not discuss unusual behaviors that are not related to the medical condition, unless danger exists to responders. HIV or Hepatitis status shall not be relayed to responding units.
- d. The EMD shall not discuss aspects of a patient's lifestyle.

2. Only information that is relevant to determine the proper medical response, related to scene safety, patient complaint and condition can be relayed.

V. EMD QUALITY ASSURANCE (QA) REVIEW

A. Purpose

1. It is the goal of the Uxbridge Police Department to maintain a systematic and dependable method for monitoring the quality of care provided by the EMDs. The intent of the QA program is to identify areas for improvement and recognize exemplary performance.
2. QA is an ongoing method of oversight to identify departures from established standards so that corrective action can be taken. Through a systematic evaluation of dispatch events, the goal of continually improving the quality of EMD will be maintained.

B. Procedures

1. Five (5%) of all medical calls shall be reviewed quarterly for compliance with EMD standards.
2. The following EMD performance areas will be reviewed by the Quality Reviewer during each review:
 - a. Answers the telephone quickly and correctly within fifteen (15) seconds or three (3) rings.
 - b. Asks and verifies the location of the emergency.
 - c. Determines the nature of the emergency and selects the appropriate CAD nature code.
 - d. Obtains all pertinent information and makes updates accordingly, and keeps the caller on the line until the necessary information is obtained.
 - e. Obtains the call back telephone number from the caller.

- f. Controls the conversation with the caller and employs calming techniques when required.**
- g. Effectively performs the following functions per EMD guide cards and protocol:**
 - i. Determines consciousness of patient.**
 - ii. Determines breathing status of patient.**
 - iii. Asks vital point questions, as necessary, to help determine proper nature and medical information.**
 - iv. Tactfully asks caller if they are able and willing to provide pre-arrival care to the victim.**
 - v. Appropriately and correctly provides Pre-arrival instructions.**
- h. Demonstrates proper documentation of all information received on CAD incident screen.**
- i. Provides responding units with short report and any updates or changes while enroute.**
- j. Accomplishes the above tasks quickly and effectively.**
- k. Exhibits a professional demeanor at all times and acts in a courteous and tactful manner.**

C. Quality Reviewer Responsibilities

- 1. The Quality Reviewer shall follow the guidelines of this policy to ensure the review is in compliance with the established standards.**
- 2. The QR shall be familiar with the policies and procedures outlined in this Directive.**
- 3. Each EMD call reviewed by the QR shall be reviewed objectively and shall have a review report completed for each reviewed call.**
- 4. The QR shall review with the EMD any reviewed call found not to comply with the review standards. The QR shall discuss the shortcomings with the EMD and offer ways to improve their performance.**
- 5. The QR shall maintain a file of all EMD call review forms by EMD name. The QR shall keep the Chief apprised of the results of these reviews.**
- 6. The QR shall notify the Chief in writing of any exemplary performances of their duties by EMDs. This report shall also request official department acknowledgement of this job performance.**
 - a. This report shall include the date, time, location, nature of call, a brief outline of the events of the incident and the actions of the EMD that warrant recognition.**

DISPATCHER

In Effect: 11/11/2001

Review Date: 11/11/2016 @ 1926

DISPATCHER**RR.14 A. SUMMARY**

The Dispatcher receives all oral communications from the public and law enforcement personnel coming into the police station. By following established procedures and employing common sense, he /she transmits requests for service to the appropriate location.

Subject to the provisions in the Manual sections covering Policies and Procedures, the Dispatcher has the primary responsibility for the initial deployment of public safety personnel and equipment.

B. DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Dispatcher to:

1. Report any deployment of police officers beyond their regularly assigned routes or sectors to the Officer-in-Charge.
2. Inform the Officer-in-Charge whenever a police vehicle is out of service.
3. Announce the call letters of the Department as issued by the Federal Communications Commission.
4. Be thoroughly familiar with the department's procedures relating to use of radio and other communications equipment.
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of

dispatches.

6. Respond to all complaints received in a calm civil manner.
7. Be familiar with emergency procedures that relate to matters requiring urgent attention so as to maximize the accuracy and speed of dispatches.
8. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.
9. Inform the Officer-in-Charge when contact with an officer on patrol cannot be made after a reasonable amount of time.
10. Maintain equipment especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer-in-Charge.
11. Record all significant communications as required by current departmental directives.
12. Answer all telephone calls promptly and respond by stating, "Uxbridge Police Recorded line".

Job Description Summary:

Definition:

1. Dispatcher must demonstrate skills:

- a. technical,
- b. clerical,
- c. dispatching,
- d. CPR/First responder Certified,
- e. 911 Certified
- f. EMD Certified
- g. Cellblock Suicide Prevention training

2. Possess the ability to use computers in relation to the dispatching of public safety personnel and vehicles.

3. They shall monitor and expedite all police, fire and ambulance calls and alarms.

4. Answer all emergency and non-emergency telephone requests for assistance for the Town of Uxbridge.

Distinguishing Characteristics:

Works under the general supervision of the Police Chief in conformance with Departmental rules and regulations.

Performs responsible duties which require the exercise of considerable judgement particularly under emergency conditions or situations not clearly defined by precedent or established operating procedures.

Errors could result in damage to persons or property, possible loss of life, and have financial or legal repercussions.

Access to confidential information not limited to department oriented information.

Makes frequent contact with the general public and Town departments.

Negligible physical effort required to perform duties under typical office conditions which can be stressful at times, particularly under emergency conditions.

Examples of work:

Receives all police, fire and ambulance telephone calls and fire and burglar alarms from the general public, as well as oral communications from public safety personnel; obtains pertinent facts and dispatches all personnel as required; requests additional personnel and/or mutual aid assistance as required.

Maintains daily records and logs; keeps daily shift schedules, checks schedule and informs the Officer in Charge of any changes that need to be made; types reports as directed; maintains security within the records area; assist citizens with completing forms such as accident or firearm identification applications. Files all necessary paperwork.

Maintain regular contact with police cruisers and fire department vehicles while monitoring area emergency frequencies to determine the need for mutual assistance.

Record or validate information on arrests, warrants, summonses, juvenile incidents, house breaks, stolen vehicles and routine complaints while at the same time providing information to the patrol or fire units in the field. The ability to multi-task.

Must be State certified to operate or input and receive replies from the information sharing network

computer. The records kept by the Dispatcher are usually confidential and only certain law enforcement agencies can obtain them.

Monitor prisoners in the cells through periodic walk through and video/audio surveillance, and report any unusual occurrences to the Officer in Charge.

Perform any related task as required.

All police personnel follow the rules and procedures of the Uxbridge Police Department as approved by the Board of Selectman.

Knowledge, Ability, Skill:

Working knowledge of public safety operations and procedures. Thorough knowledge of the Towns street layout. Knowledge of office procedures including ability to functionally navigate computers. Ability to communicate orally in a clear and concise manner. Ability to become proficient and light maintenance of radio equipment. Ability to handle emergency situations and to deal effectively with individuals under stress. CPR/ First Responder certified or ability to obtain within a six month period.