

GEORGIA DEPARTMENT OF CORRECTIONS Standard Operating Procedures		
Functional Area: Support Services/ Communications Center	Reference Number: IVF01-0005	Revises Previous Effective Date: 2/01/01
Subject: Communications Center Policy Statement		
Authority: Owens/Smith	Effective Date: 9/15/10	Page 1 of 2

I. POLICY:

As directed by the Commissioner of the Georgia Department of Corrections, there will be a 24-hour Communications Center. The Communications Center provides a focal point for telecommunications transmissions to and from all facilities, offices, properties, mobile units, and duty officers under the GDC's jurisdiction; all law enforcement agencies doing business with GDC and other telecommunication transmissions pertinent to the business of the Georgia Department of Corrections.

II. APPLICABILITY:

All GDC/County facilities, offices, properties, mobile units, and duty officers.

III. RELATED DIRECTIVES:

- A. GDC Rules: 125-1-1-.01 (a,b), 125-2-1-.01 (d), 125-3-1-.07, 125-2-4-.20, 125-4-4-.10 and 125-4-4-11.
- B. GDC SOPs: IIA04-0001, IIA04-0002, IIA04-0004, IIB01-0008, IIB01-0011, IIB01-0012.
- C. GDC Emergency Operations Manual.
- D. Communications Center Procedures Manual.

IV. DEFINITIONS:

NONE.

V. ATTACHMENTS:

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NONE.

VI. PROCEDURE:

- A. Agency staff shall establish a 24-hour Communications Center to coordinate services via the Georgia Crime Information Center network; non-business hours coordination between GDC/County facilities, offices, properties, mobile units, and assigned duty officers and other telecommunication needs as identified.
- B. Standard Operating Procedures for the operation of the unit will be established.
- C. Guidelines and plans of action for handling specific situations will be maintained in a computerized database for ease of access.
- D. The centralized Communications Center will provide necessary back-up to GDC facilities in the event of power or equipment failure to ensure accessibility for emergency and administrative needs.
- E. The Communications Center will provide whatever communication and recording needs are identified by the Commissioner during procedures established for carrying out the orders of the Court in death sentences.
- F. In accordance with the GDC Emergency Operations Manual, upon notification of any Serious Incident Report, the Communications Center will follow procedures as prescribed in the Communications Center Procedures Manual, and begin hasty emergency operations.