

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> Standard Operating Procedures		
<b>Functional Area:</b> Support Services/ Communications Center	<b>Reference Number:</b> IVF01-0007	<b>Revises            Previous            Effective Date:</b>  2/01/01
<b>Subject:</b> Communication Center Duty Officer Relationship		
<b>Authority:</b> Owens/Smith	<b>Effective Date:</b> 9/15/10	Page 1 of  2

**I. POLICY:**

To establish a roster of duty officers responsible for emergencies during non-business hours and provide guidelines for handling of routine incidents reported to the Communications Center.

**II. APPLICABILITY:**

Corrections Division, Operations Planning & Training Division and State Board of Pardons and Paroles.

**III. RELATED DIRECTIVES:**

GDC SOP: IVF01-0009.

**IV. DEFINITIONS:**

NONE.

**V. ATTACHMENTS:**

NONE.

**VI. PROCEDURE:**

A. Operational entities utilizing the service of the Communication Center will identify individuals responsible for handling emergencies during non-business hours. Guidelines for the duty officer and routine handling of incidents reported to the Communication Center will be established by the operating unit and provided to the Communication Center.

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- B. The senior administrative officer of the applicable unit will establish a roster of personnel to serve as duty officer for the unit. The roster shall include:
1. Name of duty officer.
  2. After hours telephone number.
  3. Pager number (if applicable).
  4. This information will be forwarded to the Communication Center for appropriate use.
- C. The operating unit will establish duty officer guidelines and provide a copy of same to the Communication Center.
- D. The operating unit will establish guidelines for handling of routine incidents reported to the Communication Center and provide a copy of same to the Communication Center and the duty officer.
- E. A detailed statement of incidents reported to the Communications Center will be entered into SCRIBE each business day to produce a summary of incidents that were reported during the previous 24 hour period. The reports will be populated in the Emergency Report module of SCRIBE for viewing by executives and management personnel throughout the GDC statewide.