

Headsets: Repair and Replacement

Supersedes: 07-11-99

Effective: 10-10-04

1. Telecommunicators suspecting a problem with their Department issued headsets should turn the headset in to the on-duty Dispatch Operations Center Supervisor.
 - 1.1. Headsets shall be turned in with headband and storage bag.
 - 1.2. Mouth and earpieces shall be removed and kept for use with a spare headset to be issued by the Dispatch Operations Center Supervisor.
 - 1.3. An incident report noting the day and time of the problem, the calltaker or dispatch positions where the problem occurred and a full description of the problem experienced shall be completed and submitted to the Dispatch Operations Center Supervisor.
 - 1.4. The Dispatch Operations Center Supervisor shall sign the report. If the headset appears damaged, attempt to ascertain how this damage occurred and document this on the incident report as well.
 - 1.5. The Dispatch Operations Center Supervisor shall then arrange to have the headset to the Commanding Officer of Dispatch Operations.
2. Issuance of a spare headset shall be documented on the Dispatch Operations Center Supervisor Summary report.
 - 2.1. Time of issuance, who it was issued to and time it was returned should be documented.
 - 2.2. Spare headsets shall be secured in the Dispatch Operations Center Supervisor's desk and inventoried during each shift.
 - 2.3. Missing headsets shall be documented on the Dispatch Operations Center Supervisor Summary report.

See Related SOP: "Headset Use"