

## Releasing Personal Phone Numbers

Supersedes: 01-13-97

Effective: 06-30-97

1. Home phone numbers or personal pager numbers of Boston EMS department employees shall only be given out to Department employees.
2. Under no circumstance will a phone number marked “private”, “do not give out” or any similar notation be released without the prior approval of a supervisor.
3. Persons requesting personal phone numbers who are not Boston EMS department members will not be given this information. The calling party’s name and number will be taken by the Telecommunicator who will, if the work load permits, attempt to contact the employee and give him/her the information to call the party back. If the employee cannot be contacted in a reasonable length of time, the party will be called back and so advised.
4. The same policy (#2) shall be followed when non-department members call requesting the work schedule, district, shift or current location of a department member.
5. If the calling party insists it is an emergency, the caller shall be referred to the Dispatch Operations Center supervisor for resolution.