

Work Breaks

Supersedes: 09-22-97
Effective: 03-16-98

1. Telecommunicators (except those that have been properly relieved) are required to get permission from the supervisor prior to leaving any dispatch or calltaking console.
2. Personnel on duty for an eight or ten hour shift are entitled to a one-hour break during the shift.
 - 2.1. The Department shall use the “first in/first choice” method for choosing dispatch time and break time. In this case, “first in” shall be considered the first person on-duty in the Dispatch Operations Center.
 - 2.2. All requests to “swap” break time or “give” break time to another telecommunicator must be approved by the on-duty Dispatch Operations Center supervisor.
3. Breaks are subject to the operating needs of the department. Every effort shall be made to grant each telecommunicator an uninterrupted break. However, call volume or staffing needs may necessitate the shortening or cancellation of break periods.
 - 3.1. All breaks shall be canceled whenever operating below “minimum staffing” levels.
 - 3.2. The on-duty Dispatch Operations Center supervisor shall cancel all breaks whenever an incident requires an additional dispatcher dedicated to a tactical channel.
 - 3.3. The on-duty Dispatch Operations Center supervisor or any member of the Command Staff has the authority to shorten or cancel all breaks whenever the call volume or workload necessitates the additional personnel.
4. Personnel on break must remain available for recall. Telecommunicators leaving the immediate area shall take a department pager or department radio.
 - 4.1. If there is no department pager or radio available, telecommunicators leaving the area must be available by personal pager or phone.
5. Members notified to return from break must do so as soon as reasonably possible.
6. Personnel returning late from a break will be considered “tardy” and may, at the supervisor’s discretion, have the time deducted from their day’s pay.
7. The supervisor retains the right to assign all console or break times regardless of the order in which telecommunicators arrived for duty.