

## Headset Use & Storage

Supersedes: 07-11-99

Effective: 01-14-02

Headset use is considered the standard in the telecommunication industry.

1. Telecommunicators shall wear department issued headsets while staffing any VESTA calltaking or primary dispatch position (EDT01, EDT02, or EDT03). Personnel operating at a dispatch position equipped with a “gooseneck” style microphone or department issued handset are not required to wear a headset.
2. When not in use, department issued headsets, like all department property, should be securely stored to prevent loss, damage or theft. Headsets should be taken home or secured in a locker when not in use. Storing a headset in a “mail slot” of the intra-department mailbox does not constitute secure storage.
3. Personnel may give their headset to the Dispatch Operations Supervisor for short-term safekeeping when leaving the area to go on break or to use the facilities.

See related SOP “Headset: Repair / Replacement