Handling Telephone Calls For the Captain

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OFFICE CORRESPONDENCE

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TO: ALL PERSONNEL
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SUBJECT: NORWALK STATION MANAGEMENT DIRECTIVE 05-03
HANDLING TELEPHONE CALLS FOR THE CAPTAIN

PURPOSE

This directive establishes procedures for the handling of telephone calls where the caller requests to speak with the Captain.

DIRECTIVE

When station personnel receive a call wherein the caller requests to speak with the Captain, the following guidelines shall be followed.

Calls for the Captain during business hours shall immediately be transferred to the Operations office. Calls for the Captain after business hours shall be directed to the Watch Commander.

If there is any doubt as to whether the Captain is at the station or not after normal business hours, the call shall be forwarded to the Watch Commander. If the Watch Commander is unavailable, the call shall be transferred to the Watch Sergeant.

At no time should personnel screen a call when the caller requests to speak with the Captain.