

CHS Healthcare – Observation Shifts at ECD (Emergency Communications Department)

When EMS, police, fire and other resources are needed, it begins with our partners at the Emergency Communications Department in downtown Rochester. As a critical element, it's important that all CHS members are familiar with and appreciate the role ECD plays in our success.

Given this, we are requiring all CHS members to spend a shift with our partners at ECD. This will allow you to see first-hand how the process works – from initial receipt of the phone call all the way through the dispatch of an EMS resource. For those that haven't been, the opportunity to observe at ECD is an exciting and unique opportunity. We encourage you to enjoy your time, ask questions, and work to build the relationship between ECD and CHS.

IMPORTANT: Upon completion of your shift, complete an Operations Pay Request form: <https://henriettaambulance.wufoo.com/forms/operations-pay-request-form/>. If you do not complete this form, you will not be paid or receive volunteer credit hours for the shift.

STATS

- Rochester's ECD serves a total of 84 agencies, has 192 employees and handles more than 1,200,000 calls each year.

SHIFT SCHEDULING

- This is not an optional shift; all CHS members will be required to complete a shift at ECD by the end of November 2018.
- You will be scheduled for a 5-hour shift at ECD sometime over the coming year.
- You will spend time with a telecommunicator (call taker) as well as Fire/EMS dispatcher.

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DIRECTIONS & TRANSPORTATION



- ECD is located at 321 West Main Street, Rochester NY 14608. This is at the intersection of West Main & Broad/Ford Streets. Click here for driving directions from [Henrietta](#) or [Chili](#). For those that are familiar, it is directly across the street from the original Nick Tahou's.

PARKING

- Parking is available in front of the building. Enter off West Main St. across from Nick Tahou's.

ENTRANCE, ID & SECURITY

- Proceed to the main entrance.
- Sign-in at the visitor/welcome desk.
- You will need to have your CHS ID with you.
- You will need to sign a [Visitor Affidavit](#). You may complete this prior to arrival. If not, they will have blank copies on-hand.

UNIFORM

- Wear your standard issue CHS duty uniform.

CELL PHONES

- Cell phones are NOT allowed in the building. All ECD employees are required to keep them in their lockers. Therefore, please do not bring your cell phone into the building. Consider locking it in your vehicle / glove compartment.

FOOD & DRINK / BREAKS

- A kitchen area with a fridge and microwave is available. You are welcome to bring food if needed.
- Please note that food is NOT allowed on the operations floor.

- Beverages are allowed however they MUST be sealed, positive-pressure closure container to prevent spills and damage.
- If you require a break, advise the host and they will assist you.