

Attachment 1: WCCCA Fitness for Duty Evaluation: CONFIDENTIAL

Name of Patient:	Date:
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Your patient is an Emergency Call-Taker and Dispatcher at a 9-1-1 Communications Center. Emergency Service human performance guidelines list **Essential Functions** which your patient must be able to perform. The functions include:
 Physical abilities needed to perform the duties of a 9-1-1 Call-Taker and Emergency Dispatcher.
 Mental abilities needed to maintain situational awareness and safe working environments for firefighters and police officers.
 Cognitive abilities associated with multi-tasking and information processing.

An inherent element of an Emergency Dispatcher and 911 Call-Taker job includes functioning as an integral component of a team, where sudden or subtle incapacitation of an individual can result in mission failure or increased risk of injury or death to civilians, law enforcement officers, or firefighters. Given the patient’s physical and/or mental condition, I ask you, as the evaluating physician to review **Table 1** and respond to the following;

“As the physician evaluating this patient, I have reviewed the essential functions of their assigned duties as stated below in Table 1. I have performed an exam of this patient, and in my opinion, the patient:

CAN CANNOT

... perform without limitation the essential functions of their position”.

If you have checked “Cannot”, please see the questions listed below Table 1 at the bottom of this page. The patient will need to meet with WCCCA Human Resources to discuss their work and return status, and should be able to answer these two questions during the meeting.

Physician’s Name (PRINT):	Phone Number:
Signature:	Date:
Please complete and fax this document to:	Attention:

TABLE 1: 11 Essential functions for Emergency Dispatchers/Call-Takers

1	Ability to concentrate on multiple tasks at once, including monitoring and communication on several different radio channels while listening to a caller on the telephone.	8	Must be able to coordinate and prioritize multiple emergency and non-emergency requests over the radio and telephone while maintaining situational awareness related to dangerous conditions for firefighters and police officers.
2	Ability to clearly and articulately communicate over a phone and radio in a manner that can be clearly understood inside a police or fire vehicle.	9	Ability to read, interpret, and apply complex operating procedures, general orders, codes, rules, policies, and laws.
3	Ability to sit for extended periods while maintaining concentration on multiple computer monitors and managing dynamic events (such as fires, bank robberies, assaults, etc that create heavy radio traffic).	10	Must be able to adjust to frequently changing workloads.
4	Use a keyboard and computer for extended periods with little to no tolerance for keystroke errors.	11	Ability to work shifts that span a 24-hour period (e.g., Day, Swing, and Graveyard shifts).
5	Ability to stay awake and alert for 8-12 hours while sitting and/or standing in front of multiple display monitors.	Essential Environmental Conditions/Functions	
6	Must be able to listen to radio transmissions and rapidly and accurately respond using voice communications.	Sit for extended periods while maintaining concentration on multiple tasks. Quickly and efficiently enter data using keyboard and computer.	
7	Must be able to listen to radio transmissions and rapidly and accurately enter data into a computer, including key safety updates.	Work 12 hour shifts with little or no rest. Perform while under stress.	

THIS FORM MUST BE COMPLETED AND SIGNED BEFORE THE EMPLOYEE RETURNS TO WORK.

Patient will need to identify any physical or mental impairments, that limit the patient’s ability to perform the duties outlined in Table 1.

The patient will need to specify which essential function s/he is unable to perform, the reason they cannot perform the function, and the expected duration of the impairment.