

Sheriff



**Ben F. Johnson**

VOLUSIA COUNTY SHERIFF'S OFFICE

123 W. Indiana Avenue  
P.O. Box 569  
DeLand, FL 32721-0569

October 29, 2013

CTO Shauna Justice #7421  
Volusia County Sheriff's Office  
Support Services Division  
Communications/Delta Shift

SJS

10.31.13

**Final Suspension**

CTO Shauna Justice:

Volusia County Sheriff's Office Directive 26.2.34 requires all "Employees shall adhere to all official Directives and/or orders, and shall faithfully execute all the duties and responsibilities of their assigned position." As a result of your actions documented in a supervisor's inquiry referenced by memorandum number -113M0119.13, I have determined you violated the following Sheriff's Office Standards Directives:

**26.2.33 Inattention to Duties, Loafing, Sleeping** - Employees shall be attentive to job duties and shall not neglect work by inattention, loafing, or sleeping while on duty. (Violation subject up to a 1 day suspension.)

**26.2.41 Negligence Associated with Safety of Persons or Property** - Employees shall be attentive to job duties and shall not violate official Directives, orders, supervisory instructions, or knowingly refrain and cause another to refrain from the performance of lawful duties required for the safety of persons or property. (Violation subject up to a demotion.)

**26.2.124 Compliance With Direct Order of a Superior or Competent Authority** - Employees shall comply with the direct orders or instructions given by a supervisor or superior officer and shall not refuse to comply when orders or instructions are lawful and proper. (Violation subject up to dismissal.)

Additionally, you were in violation of VCSO Communications Policy regarding: Cell Phones, Pagers, Emails And Other Distractions - Personal cell phones and pagers are not allowed to be visible or used while in the dispatch room

**To Wit:**

On Wednesday, September 4, 2013 at approximately 1746 hours, Telecommunicator (TC) trainee Matt Cresenzi #8138, answered a 9-1-1 call for an unconscious person while working in a training capacity under your direct supervision. TC trainee Cresenzi entered the address into the computer aided dispatch (CAD) system incorrectly using a common place location of the "Ormond Rec Center," rather than entering the specific cross streets of Nova Road and Wilmette Avenue, Ormond Beach, FL, which was provided by the 9-1-1 caller. This error caused a delay in medical first responders reaching the appropriate location of 440 N. Nova Road, Ormond Beach, FL. TC trainee Cresenzi failed to follow proper address verification procedures, while you were his assigned training officer. You were totally unaware of the mistake until your trainee brought it to your attention approximately 10 minutes into the call.

On September 10, 2013, during the supervisor's inquiry, you told Communications Center Coordinator Ed Parrish that you were aware of the 9-1-1 call answered and entered by your trainee, Matt Cresenzi, at the "Ormond Rec. Center." You told Mr. Parrish the location that TC trainee Cresenzi picked seemed like the correct choice to you as well. You also told him you weren't aware of the wrong location until the units in the field advised they couldn't find the patient. What concerns me most is your admission, while your trainee was taking the 9-1-1 call; you were using your personal cell phone on the dispatch floor. This is a clear violation of the Communications Center policy and procedures. You also admitted to talking to others on the dispatch floor while your trainee was entering the aforementioned call and while he was actively providing CPR instructions to the reporting party. Your negligence, lack of supervision of your trainee while handling this medical emergency, and failure to adhere to the strict address verification and call handling procedures are unacceptable, and will not be tolerated. Be mindful of your future performance as your status as a training officer is in jeopardy if this poor performance continues.

SLJ  
10-31-13

You have previously been the subject of the following disciplinary action:

11/19/2007	26.2.033 Inattention to Duties, Loafing, Sleeping	Verbal Reprimand
	26.2.034 Failure to Follow Directive or Order	
09/09/2009	26.2.124 Compl w/Direct Order of a Superior	Written Reprimand
	26.2.031 Meal Break Attendance	
09/09/2009	26.2.014 Tardiness	Written Reprimand
	26.2.012 Absence from Duty without Proper Notification	
08/31/2010	26.2.005 Neglect of Duty	Verbal Reprimand
	26.2.041 Negligence Associated with Safety of	
	26.2.132 Failure to Maintain Required Skills	
04/02/2013	26.2.099 Intentional Abuse of Equip & Vehicle	Verbal Reprimand

CTO Shauna Justice, you were served with an "Intent to Suspend" letter on October 24, 2013, advising you of my intent to suspend you from duty without pay for five (5) work day(s) which equates to forty (40) work hours. You were given the opportunity to make an appointment and appear before me in order to respond to this intended action. You appeared before me on October 28, 2013, and had the opportunity to offer any mitigating circumstances that should be considered prior to the final discipline. You accepted full responsibility for your actions and after earnest consideration; my final decision is to suspend you from duty **without pay for three (3) work day(s) which equates to twenty-four (24) work hours.**

**You are hereby ordered to serve your suspension on November 19 and 20, 2013.** During the period of suspension you are instructed not to drive a department vehicle, nor act in any capacity as an employee of the Sheriff's Office.


**You may not work any additional hours (i.e., scheduled days off) during the pay periods in which the suspension is taken. Only the Division Commander, at his discretion, may waive this prohibition.**

If there is any problem or condition that is troubling you that we are unaware of, please let me know so that we will have the opportunity to assist you in correcting this problem.

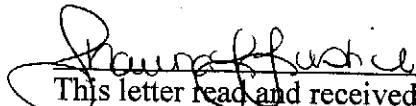
Pursuant to the Volusia County Merit System Rules, Section 86-455, the Volusia County Legal Department and Personnel Director have reviewed and concur with this intended action.

Any subsequent activity of a similar nature will result in more severe administrative action, up to and including dismissal. Take due care and govern yourself accordingly. Be especially aware of **Progressive Discipline 26.1.1**. If you wish to appeal my decision in this matter, you may do so by filing a written request through the County Personnel Director within ten (10) days of receipt of this notification.

Sincerely,

  
BEN F. JOHNSON  
SHERIFF

cc: County Personnel  
County Legal  
Internal Affairs

  
This letter read and received by:  
CTO Shauna Justice #7421  
Date: 10.31.13  
Time: 1525

BFJ/ee 040L0394.13

Served by: Jim Havel 2201