



Santa Cruz Consolidated Emergency Communications Center

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COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No: 130
Date Issued: March 18, 1993
Date Revised:

APPROVED: _____

[Handwritten Signature]
Board Chairperson

SUBJECT: POLICIES AND PROCEDURES - DEFINED

1. Policies and procedures are approved, issued, and implemented in order to assure the organization's effectiveness in carrying out its responsibility.

2. The Policy and Procedure Manual is used by the Center to provide a structured method of establishing how the Center meets its responsibilities.

2.1 Certain sections contain policies which are used to provide general guidance.

2.1.1 Policies often require interpretation.

2.1.2 Policies should be thought of as the frame work from which decisions are made.

2.2 Certain sections contain procedures to be utilized by the employees in order to meet their responsibilities.

2.2.1 Procedures seldom require extensive interpretation.

2.2.2 Procedures define the steps necessary in order to accomplish a task, goal, or objective.

2.2.3 Procedures often support other policies.

3. The Policy and Procedure Manual should serve a wide range of useful purposes which may include (but is not limited to):

3.1 To develop a common understanding of the Center's goals, objectives, and philosophy.

3.2 To create a common sense of direction and purpose.

3.2 To promote consistency in performance.

3.4 To conserve administrative and supervisory time.

3.5 To train and orient new employees in new assignments.

3.6 To provide a standard reference source and guide.

3.7 To foster employee confidence and security by providing written support and documentation for their decisions and actions.

3.8 To eliminate confusion by providing a standard medium for communication throughout the Center.