SANTA CRUZ REGIONAL 9-1-1



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COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No. 282 Date Issued: December 10, 2003

Section: 200 - Administrative Date Revised: February 22, 2012

Accreditation Standards: CALEA 2.1.5

SUBJECT: WRITTEN DIRECTIVE SYSTEM

APPROVED:

Scotty A. Douglass, General Manager

1.0 Purpose

A well organized and defined written directive system provides employees with a clear understanding of limits and expectations relating to their employment and performance of their duties. Written directives are any written documents used to guide or affect employees' performance or conduct. Written directives include policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional materials. To be effective, written directives must be accessible and current.

2.0 Procedure

- 2.1 In accordance with Policy No. 150 (Authority for Implementation of Policy/Procedure) the General Manager has the authority to issue, modify, and approve policies and procedures. The General Manager, and his delegates, have the authority to issue, modify and approve other types of written directives including, but not limited to, orders, memorandums, and instructional materials.
 - 2.1.1 Authority rules and regulations are contained within policy and procedure and as such are subject to approval in accordance with Policy No. 150 (Authority for Implementation of Policy/Procedure).
 - 2.1.2 The General Manager has delegated the authority to issue written directives, other than policies and procedures, to the Authority management positions: Managers, Coordinators, and Supervisors.

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- 2.1.3 A copy of all written directives, except for instructional materials, will be distributed in such a manner to allow for accountability that the recipient has reviewed it.
- 2.2 The organization and format of the policy and procedure manual is defined by Policy Manual Section 100 (Policy Manual Information).
- 2.3 The format of the written directive system other than policy and procedure is as follows.
 - 2.3.1 Written directives other than policy/procedure and except for instructional materials may be written and distributed as memoranda on agency stationery.
 - 2.3.2 Written directives other than policy/procedure and except for instructional materials may be written and distributed as email.
 - 2.3.3 Instructional materials will be written and distributed in the format best suited for achieving the educational objective. This may include posting a copy of the material on the Reading Board.
 - 2.3.4 Written directives other than policy and procedure will be indexed and purged in accordance with Policy No. 3230 (Electronic Reading Board).
- 2.4 All written directives will be updated and revised as necessary.
 - 2.4.1 Employees will inform their supervisor of any outdated or inaccurate written directive.
- 2.5 Policies and procedures will be reviewed via the appropriate process prior to approval and implementation. Examples of appropriate processes include, but are not limited to: Staff Meetings, User Subcommittee Meetings, and Operational Policy Task Teams.
 - 2.5.1 This review process will not restrict any manager's ability to address an urgent operational or organizational need by issuing an immediate written directive.

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