




Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

**COMMUNICATIONS ADMINISTRATIVE
POLICY/PROCEDURE**

Policy No. 284	Date Issued:	February 7, 1996
Section: 200 – Administrative Policies	Date Revised:	October 22, 2008
Accreditation Standards: CALEA 2.1.4, 2.4.3		
SUBJECT: STAFF MEETINGS		
APPROVED: 		
Scotty A. Douglass, Interim General Manager		

1.0 Purpose

- 1.1 To guide the development of the Organization.
- 1.2 To review policy/procedure and make recommendations for change.
- 1.3 To keep staff informed, exchange ideas, solve problems, and provide for group interaction.
- 1.4 To present, discuss and prioritize staff budget requests.

2.0 Frequency

- 2.1 Staff meetings will be held bi-weekly, every other Wednesday.

3.0 Attendance

- 3.1 Management Team
 - 3.1.1 General Manager
 - 3.1.2 Assistant General Manager
 - 3.1.3 Support Services Manager
 - 3.1.4 Systems Coordinator
 - 3.1.5 Operations Coordinator
 - 3.1.6 Operations Supervisors
 - 3.1.7 Senior Administrative Assistant

3.2 Dispatch Representative

- 3.2.1 Selection to be made from letters of interest submitted to the Management Team.
- 3.2.2 Dispatch Representative shall be rotated after a period of 1 year.
- 3.2.3 Assists the Management Team in reaching consensus.
- 3.2.4 Lends a line level perspective to staff topics.

4.0 Facilitator

- 4.1 The Staff Meeting facilitation duties shall rotate among Management Team Members, excluding the General Manager.
- 4.2 The facilitator is responsible for insuring a suitable meeting place and providing refreshments.
- 4.3 The role of the facilitator:
 - 4.3.1 To monitor the group, focusing on process rather than content.
 - 4.3.2 Keep the meeting focused on the agenda subjects.
 - 4.3.3 Encourage discussion from all group members.
 - 4.3.4 Store topics for future attention.
 - 4.3.5 Ensure safe meeting environment.
- 4.4 When the facilitator has strong feelings about a topic he/she will turn the facilitation of the meeting over to another staff member.

5.0 Minutes

- 5.1 The Senior Administrative Assistant is responsible for taking the minutes at each meeting.
- 5.2 The minutes of the staff meeting will be published within ten (10) days.

6.0 Consensus:

- 6.1 The goal of the group is to reach consensus on all issues through developmental dialogue.

6.2 If consensus cannot be reached:

6.2.1 The topic may be tabled for the next staff meeting and/or,

6.2.2 The General Manager serves as the tie-breaker.

7.0 Ground Rules:

7.1 Do not talk over each other, interrupt, or engage in side conversations

7.2 No personal attacks or sarcasm.

7.3 Start and end on time.

7.3.1 Consensus necessary to extend the meeting.

7.4 Stay on the agenda.

7.5 Personnel performance issues shall generally not be discussed at Staff meetings.

7.6 Practice cell phone courtesy.