



# Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall  
General Manager

**9-1-1** FIRE  
POLICE  
MEDICAL

## COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

**Policy No.** 2008 Date Issued: October 29, 2003  
**Section:** 2000 – Personnel Procedures Date Revised: March 10, 2004  
**Accreditation Standards:** CALEA 2.1.5, 2.2.2, 2.2.3

**SUBJECT: CODE OF ETHICS AND VALUES**

**APPROVED:**

  
General Manager

All employees are required to read and sign the following documents:

1. Oath
2. A Successful NetCom Employee...
3. The Customer Bill of Rights

These documents represent the Authority's code of ethics and values. All employees are required to abide by the Authority's ethics and values.