



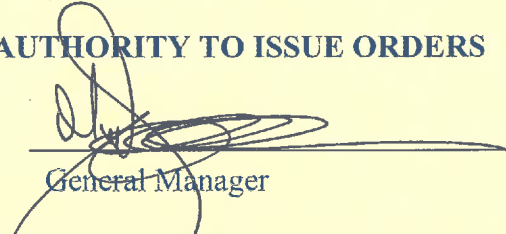
Santa Cruz Consolidated  
 Emergency Communications Center  
 495 Upper Park Road  
 Santa Cruz, California 95065  
 (831) 471-1000 Fax (831) 471-1010

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



Michael J. McDougali  
 General Manager

**COMMUNICATIONS PERSONNEL  
 POLICY/PROCEDURE**

<b>Policy No.</b> 2069	<b>Date Issued:</b> August 1, 2003
<b>Section:</b> 2000 – Personnel Procedures	<b>Date Revised:</b> April 18, 2006
<b>Accreditation Standards:</b> CALEA 2.1.3	
<b>SUBJECT: AUTHORITY TO ISSUE ORDERS</b>	
<b>APPROVED:</b>	
	General Manager

**1.0 Purpose**

It is imperative that all employees understand their responsibility for issuing and following lawful orders. It is important that employees know what to do if conflicting or unlawful orders are issued.

**2.0 Authority to Issue Lawful Orders**

Authority Managers have the responsibility and right to issue lawful orders to employees. The hierarchy of authority is the same as the line of succession (Policy No. 250). In the absence of an Operations Supervisor, a Senior Public Safety Dispatcher has the authority to issue lawful orders to ensure the efficient operation of the Communications Center.

**3.0 Requirement to Obey Lawful Orders**

All employees are required to promptly obey the lawful order(s) of a superior. This includes lawful orders relayed from a superior by an employee of the same or lesser rank. Disobedience or disregard of a lawful order is grounds for disciplinary action.

**4.0 Unlawful or Conflicting Orders**

If an employee receives a conflicting lawful order, s/he must advise the person giving the most recent order of the conflict. If the person giving the most recent order does not

change the order, the employee will obey that order and will not be held responsible for disregarding the older order.

An unlawful order is an order that violates local, State or Federal law. If an employee receives an order *s/he knows* to be unlawful, *s/he* will not obey the order. The employee will inform the person issuing the order that the order is unlawful. The person giving the order will clarify and/or revise the order so as to ensure its lawfulness. If necessary, either employee may contact someone of higher authority.

If an employee receives an order *s/he* believes *may be* unlawful, *s/he* will clarify the order with the person giving the order. The person issuing the order is responsible for ensuring the order is lawful. The employee will obey the questionable order unless *s/he knows* the order is unlawful. If necessary, either employee may contact someone of higher authority.