



Santa Cruz Consolidated
Emergency Communications Center


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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

**COMMUNICATIONS ADMINISTRATIVE
POLICY/PROCEDURE**

Policy No. 131	Date Issued: March 18, 1993
100 – Policy Manual	Date Revised: May 25, 2006
Section: Information	
Accreditation Standards: CALEA 2.1.5	
SUBJECT: POLICIES AND PROCEDURES - RESPONSIBILITY	
APPROVED:	
	Board Chairperson

1.0 Policy and procedure development is an ongoing organizational process that requires participation at all levels of the organization including the Board, employees, and the user population.

1.1 Employee and user agency representatives are encouraged to discuss policy and procedure issues and communicate opportunities for improvement to any one or more of the following:

- 1.1.1 General Manager
- 1.1.2 Appropriate Department Manager
- 1.1.3 Any member of Staff
- 1.1.4 Any member of the Policy Review Team (as defined by Policy #283)

2.0 Each supervisor has a responsibility to:

2.1 ensure that their staff has received new or revised policies and procedures and has fully implemented them

2.2 ensure that their staff has a clear understanding of policy and procedure purpose and content.

2.3 evaluate policy and procedure effectiveness.

3.0 In order to make policies and procedures as effective as possible, each employee has a responsibility to inform their supervisor of any deficiencies or the need for clarification, modification, additions, or deletions.

3.1 When supervisors are informed of deficient, unclear, outdated, or inaccurate policies and procedures, they will take prompt action to rectify the deficiencies in accordance with their formal authority and Policy No. 282 (Written Directive System) and forward the effected policies and procedures to the appropriate process for formal review and revision.