



Santa Cruz Consolidated  
Emergency Communications Center

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Michael J. McDougall  
General Manager

**COMMUNICATIONS ADMINISTRATIVE  
POLICY/PROCEDURE**

**Policy No. 283** Date Issued: February 18, 2005  
Section: 200 -- Administrative Policies Date Revised:  
Accreditation Standards: CALEA 2.1.5, 2.1.6

**SUBJECT: DEVELOPMENT, APPROVAL, AND IMPLEMENTATION OF  
POLICIES AND PROCEDURES**

APPROVED:   
Michael J. McDougall, General Manager

**1.0 Purpose**

1.1 To provide a clear and consistent method for the development, approval, and implementation of policies and procedures.

1.2 To assign responsibility and provide accountability for the development, approval, and implementation of policies and procedures.

**2.0 Development of Policies and Procedures**

2.1 In accordance with Policy No. 131 (Policies and Procedures – Responsibility) and Policy No. 282 (Written Directive System), all recommended policies and procedures will be developed using an Authority sponsored collaborative process such as a task team or committee.

2.2 The goal of the collaborative process is to reach consensus on the recommended policy or procedure.

2.2.1 Consensus is not required to approve and implement a policy or procedure in accordance with Policy No. 150 (Authority for Implementation of Policy/Procedure).

2.3 Authority managers assigned to collaborative processes as facilitators are responsible for developing and drafting recommended policies and procedures within the scope of the task team or committee.

### **3.0 Approval of Policies and Procedures**

3.1 After completing the collaborative process, all recommended policies and procedures will be forwarded to the Support Services Manager for routing to the appropriate approval process as defined by Policy No. 150 (Authority for Implementation of Policy/Procedure).

3.2 Before forwarding for approval, the Support Services Manager will ensure recommended policies and procedures are properly formatted and cross referenced.

3.2.1 The Support Services Manager may edit recommended policies and procedures to ensure consistent editorial tone is maintained throughout the Authority's policies and procedures. The Support Services Manager will not alter the intent of the documents thus undermining the collaborative process.

### **4.0 Implementation of Policies and Procedures**

4.1 Once approved, the Support Services Manager will prepare final policy documents for signature.

4.2 Approved policies and procedures will be distributed in accordance with Policy No. 140 (Issuing of Policy and Procedure).

4.2.1 To ensure prompt implementation, electronic versions of approved policies and procedures will be distributed within five (5) business days of approval.