



**Santa Cruz Consolidated
Emergency Communications Center**

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

**COMMUNICATIONS TECHNICAL
POLICY/PROCEDURE**

Policy No. 3230

Date Issued: July 1, 2003

Section: 3200 – Other Systems

Date Revised: October 1, 2007

Accreditation Standards: CALEA 2.1.6

SUBJECT: ELECTRONIC DISTRIBUTION OF DOCUMENTS

APPROVED:


General Manager

1.0 Intent

- 1.1 To enhance internal communications by establishing an electronic method of disseminating, organizing, tracking and searching information distributed to employees.

2.0 Distribution of Written Directives

- 2.1 Written directives provide employees with a clear understanding of operational parameters and organizational expectations. They may be in the form of policies and procedures, training bulletins, operational orders or memorandums.
- 2.2 Written directives will be distributed using PowerDMS
- 2.2.1 Depending on the subject matter the written directive may be distributed by PowerDMS to individuals or groups.
- 2.2.2 The originator will place a hard copy on the administrative reading board maintained in the Copy Room.
- 2.2.3 The originator will send a copy of the posted document as an e-mail attachment to the PowerDMS e-mail address.

2.2.4 If the posted document is not available in an electronic format, the originator will place a hard copy in the PowerDMS Administrator's in-box.

2.2.5 The PowerDMS Administrator is responsible for promptly distributing all received materials.

2.2.5.1 In case of a prolonged absence (more than two business days), the PowerDMS Administrator will make arrangements to have the material posted in his/her absence.

3.0 Policy and Procedure Manual

3.1 For convenience, the entire Policy and Procedure Manual is maintained on the PowerDMS Server.

3.1.1 New and updated policies and procedures will be forwarded to the PowerDMS Administrator for distribution.

4.0 Tracking

4.1 Employees are responsible for checking their PowerDMS account at least once during every work day.

4.1.1 Employees not assigned to work between the hours of 0300 – 1000 will be provided a 10 minute administrative period during their shift ensure that they have a chance to review any written directives.

4.1.2 Employees are responsible for reading and understanding the written directives they receive.

4.1.3 If employees do not understand any written directive, they will seek immediate clarification from their Lead Dispatcher or Supervisor.

4.2 The PowerDMS Administrator will periodically check the server to ensure employees are regularly signing their documents. This information will be sent to supervisors for follow up as necessary.

4.2.1 Supervisors are ultimately responsible for the successful implementation of written directives by the employees assigned to them.

5.0 Retention

5.1 Documents on the PowerDMS server will remain on the server for as long as they are applicable.

6.0 Reading Board

- 6.1 Documents that are considered to not be mandatory can be posted on the reading board.
- 6.2 The Electronic Reading board will be maintained by an assigned member of the Support Services Division.
- 6.3 Materials intended for the Electronic Reading board shall be forwarded to reading board email address as a file attachment. If an electronic version is unavailable, the document shall be placed in the Reading Board in-box located in the front office.
- 6.4 A hardcopy of all electronic reading board documents shall be placed on the administrative reading board maintained in the Copy Room.