



**Orange County Emergency Services
Standard Operating Guidelines**

SOG Name: Interdepartmental Communications

SOG Number: GEN-012

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Date Effective:

I. OBJECTIVE

1. Clear and identifiable communications are critical for the ongoing operation of OCES. This Standard Operating Guideline outlines the process and format for sending a memo to all Emergency Services staff.

II. SCOPE

1. Only Operations Managers, Section Chiefs, Branch Managers and the Director are permitted to send a communication to the entire Emergency Services Staff. All others wishing to communicate to the entire Department shall go through the appropriate operations manager.

III. PROCEDURE

1. Structure of the memorandum

- a. There is a standard All Emergency Services memo format that will be used for all correspondence to all OCES staff.
- b. All memoranda will feature a unique identifies of "YYYY-#", where YYYY is the digits of the year and # is the ordered identifier of the memorandum within the calendar year. (As example, 2008-1 would be the first memorandum of 2008.)
- c. The unique identifier will be placed in the "TO:" line of the memo following "ALL PERSONNEL".

2. Issuing the memorandum

- a. Memoranda will be written by the appropriate senior staff member to share a piece of important information with all Emergency Services Staff.
- b. Once the memorandum has been reviewed and is ready for Director approval, the staff member writing it will print and deliver the hard copy to the Director of Emergency Services for review.
- c. Upon review and approval, the Director will initial the memorandum and forward it to the Office of the Director for scanning.

- d. The Office of the Director will create and email to the All Emergency Services Email list and attach the file to the email as a .pdf file.
- e. The Office of the Director will place the original memo in a notebook that will be available for review during normal business hours.

3. Email Groups

- a. The "All Emergency Services" list is reserved for critical and emergency messages.
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