

HOW TO USE THIS CUT AND PASTE SOP

What is Cut and Paste?

Welcome to Cut and Paste SOP. This template for a Communications Center Standard Operating Policies and Procedures Manual was made at the request of agencies who may not have the time and personnel to tackle such a large project without some support. Busy professionals struggle to find the time and assistance to complete needed tasks such as updating or organizing a Standard Operating Procedure manual. This is a great start for your agency to get this project done.

This grouping of procedures is an excellent generic beginning on a very large project. With this product your desire to provide your Communications Center with an adequate SOP is now manageable and organized! We gathered common wording from many agencies to provide your Design Team with a guide, the rest is up to you.

What is on the CD?

The CD contains Microsoft Word files – for Word 6.0 and above. Since these files can be changed numbering is simply a way to organize. Each subject begins with 1.0, and then when you combine them - numbering is your choice. We provide an organized format, suggestions and you define, refine and complete.

Pdf files are now included and are a lot more manageable with numbering and changes IF you have Adobe XI. We would strongly recommend this program to work with pdf forms – it is a time saver!

About Distribution

This CD and book hold a Copyright and you have purchased a 'Site license'. This means that you can use this product for your agency for any length of time and for any purpose – however, reproduction or distribution for any other agency would be in violation of US Copyright laws. We know it is common to pirate copies of software – it's done. We ask however that you support us so we can continue to provide great products for 911. With your help we can stay a viable business and resource for you. Thank you for your backing.

Are the procedures specific enough?

This is definitely **not** a drop-in-place document; there are adjustments and additions to make. How many depends upon your current documentation and ability to make decisions and find out what you need to know. Operating procedures must be fitting to the current methods and practices of the agency.

What if those practices are not consistent? This is the time when you will determine for your agency what are the BEST PRACTICES. Let's say you have people who say, "We all do it different." Your next statement is "Which way is the best practice?" That will determine your procedure. If there is discretion allowed, for example on giving back DOL information, then your SOP will reflect that.

Each agency has the right to determine what practices, procedures, protocol and methods to require. We offer what we know are safe practices - still the final product is yours. The primary intent of this product is to allow you a jump-start on a very important project that just never seems to get done. Why? Usually agencies have the expertise but lack time, coordination. Often it's overwhelming - where to begin. This is your beginning; we give you time, expertise, a foundation, coordination and organization.

A word about EMD

If your agency handles emergency medical calls we strongly recommend an EMD program. Many agencies use commercial programs such as Medical Priority, Power Phone, Criteria Based or APCO where procedures are easily adapted to these pages. These programs have in place clear procedures for call taking and dispatching medical calls. Many agencies build their own EMD after common principles of pre-arrival and following certain questioning for call types, high level training and quality control.

This document does not offer specific guidelines for EMD Pre-Arrival except to say that any EMD program (even if home-grown) must have clear guidelines and quality control. This document does not offer pre-arrival guidelines. What is a general practice is to include in SOP a statement that refers the Telecommunicator to the EMD program stating they shall follow the EMD program as trained and outlined in the _____ Manual Version __.

What are the benefits of using this product?

The benefits of having an up-to-date and complete SOP manual are far reaching. The benefit of using this program is that there is nothing like it that empowers you to do what you need to do. A thorough review and re-write of current procedures provide vital guidance from experienced professionals at your agency. Your attention to this project ensures that you are providing expert leadership, direction and management to the Telecommunicators. The benefit of this product is that – if you have purchased this product – you must believe your SOP is in need, therefore any movement towards providing a better document is worthy.

What about liability?

Any practice, procedure or method that takes safety into consideration is the best procedure to have. Our suggestions are *offerings*; the final responsibility for procedure adoption is the Communications Center Administration. Every public agency has legal counsel; we suggest a final review of this document. We accept no responsibility for the completion or quality of the final SOP adopted by your agency.

NEXT STEP – MOVE TO DESIGN TEAM DOCUMENTS

