



MANCHACA FIRE RESCUE
Department Memorandum

Memos, Directives and SOG/SOPs

M2017-001

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From: C. Poole

A key component to the success of any organization is to have clear lines of communication for proper dissemination of information. It is also important that the information is presented in an orderly manner and is organized so that it can be retrieved and reviewed as needed. It is with these goals in mind that the Department is establishing the following system of memos, directives, and standard operating guidelines.

Memorandums (memos) will be utilized to provide general information to the department staff. Examples of the use of a memo may include items such as announcements of external training opportunities, open enrolment windows, summaries from meetings, schedules for hose, pump, ladder, or PPE testing and similar information. The primary purpose of a memo is to share information that is of benefit to the department and its members.

Directives will be utilized to deliver information that typically addresses how the department conducts business or announces a change in procedure from past practices. Directives carry the weight of department policy and may be used to adjust or supersede department policy until an SOG can be created or modified. Examples of content for directives would include placing a change to department policy in place, announcement of a new procedure or program that requires staff participation or compliance, or to place a special procedure in place to meet a specific need.

Standard Operating Guidelines/Procedures (SOPs/SOGs) are the department's playbook for how the business of the department is conducted, both on the incident scene and in the administration of the organization. The use of the term standard operating guideline is more common in reference to incident operations in that the concept of the guideline leaves room for justified deviation when incident conditions dictate. Standard operating procedures are typically used in conjunction with administrative policies where little to no deviation is expected or desired.

The Chief or Battalion Chief of the Department will approve and issue memos, directives and SOGs/SOPs. The eventual warehousing of these documents will be the department's member's only web site (once the new site is launched). Initial notification of the issuance of one of these documents will be via email to the department membership. Hard copies will be printed and posted in the watch office until the web site posting of documents is available.

The use of department email for routine communication is extremely valuable and will continue. The goal of having memos, directives, and SOGs in place is to organize and codify information that needs to be retained and retrieved for future reference. E-mail is typically not a good tool for retaining information that is intended to be remembered and recalled over a long period of time.