



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

General Rules & Administration - 100.00		
S.O.P. # 100.20	Departmental Communications	PAGE: 1 OF 2
EFFECTIVE: 06/15/2004	Authorized: John Filer, Chief	
REVISED: 01/17/2017	Authorized: William Stephens, Director	

100.20.01 Purpose

The purpose of this SOP is to establish general guidance and policies for official/formal written departmental communications.

100.20.02 General

All correspondences on letterhead and memorandum format shall be approved and authorized through the County and in compliance with the *Charles County Government Style Guide*. Approved letterhead, memo templates and other standard county stationary may be found on the County's ICG.

100.20.03 Definitions

1. **Inter-departmental Communications** - Formal communication conducted between two or more departments within county government.
2. **Intra-departmental Communications** - Formal communication conducted within the Department of Emergency Services or Divisions and/or sub-groups within.
3. **Outside Agency or Organization Communications** - Formal communication with outside government agencies or organizations, both public and/or private.
4. **Public Communications** - Formal communications with the general public and/or private citizens.

100.20.04 Policy

1. **Inter-departmental Communications** - The accepted method of formal written communications shall be:
 - a. County email,
 - b. Department Memorandum;
 - c. Department Letter;
 - d. Department generated flyer or poster;
 - e. Department or County generated form (specific to communication/documentation).



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2. **Intra-departmental Communications** - The accepted method of formal written communications shall be:
 - a. County email,
 - b. Department Memorandum;
 - c. Department Letter;
 - d. Department generated flyer, poster or brochure;
 - e. QA Note through eMeds;
 - f. Department or County generated form (specific to communication/documentation);
 - g. Message from the Employee Notification System.

3. **Outside Agency or Organization Communications** - The accepted method of formal written communications shall be:
 - a. County email,
 - b. Department Letter;
 - c. Department generated flyer or poster.

4. **Public Communications** - Public communication is restricted to the guidelines of the *Charles County Media Policy* and the *Charles County Government Style Guide*. The accepted method of formal written communication outside the scope of the County's Media Policy shall be:
 - a. County email,
 - b. Department Letter;
 - c. County approved flyer, poster or brochure;
 - d. Message from the Citizen Notification System.