



First Contact 9-1-1, LLC

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Standard Operating Procedures Workshop

If you're in an agency which has no current Policy/Procedures Manual, one that is severely outdated, or you're still in that 'we're still updating our Manual' stage...this is the workshop you've been waiting for! Our 2-Day SOP Workshop will give you the tools that you'll need to create or restore a great policy document for your Agency!

We'll answer your SOP questions:

- What constitutes 'proper' Policy for a PSAP?
- What separates a 'policy' from a 'procedure'?
- What are the differences between a SOP and a SOG?
- What is a 'Policy Needs Assessment', and why do we need one?
- What *Topic Areas* do we need to cover in our SOP Manual?
 - How do we change documents so everyone will be accountable for the new material?
 - How is a SOP Manual evaluated?
- What is *CALEA*? How may we be accredited with *CALEA*?

We'll not only show you HOW to write policies, we'll assist you in the Workshop with creating policy, using your own documents.

You'll leave the Workshop with a basic SOP digital Template that you may take back to your individual agency for future use, and we'll show you over thirty Policy/Procedure Manuals that will give you great ideas in writing your own Agency policies.

Call our FC911 Customer Care Line toll-free at (866) 613-1911,
and let's get started getting your Manual updated today.