

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Documents & Documentation-</i> Organizational Communications	SOG #102-001
	Approved: Chief Christopher J. Reynolds	Initiated: September 2021 Revised: N/A

Description: All correspondence(s) and communications on letterhead and/or memorandum format shall be approved and authorized by the Chief or Director; communications shall follow all LPEMS SOG's. Approved letterhead, memo templates and other stationary may be found in the LPEMS Google Drive. Authorized forms will be available based on members authorization status.

Purpose: The intention of this SOG is to ensure the organization and staff comply with establish general guidance and policies for official/formal written organizational communications.

Definitions:

1. **Intra-Organizational Communications** – Formal communication conducted within the organization between members, officers, and committees.
2. **Outside Agency or Organization Communications** – Formal communication with outside government agencies or organizations, both public and/or private.
3. **Public Communications** – Formal communications with the public and/or private citizens.

Procedure:

1. **Intra-Organizational Communications** – The accepted method of formal written communications shall be:
 - a. LPEMS Email
 - b. Memorandum
 - c. Organizational Letter
 - d. Organization generated flyer, poster, brochure
 - e. QA Notes via ESO
 - f. Google Meet
 - g. Wix (Website) generated form.
 - h. Message from When to Work
2. **Outside Agency or Organization Communications** – The accepted method of formal written communications shall be:
 - a. LPEMS Email
 - b. Organizational Letter
 - c. Organization generated flyer, poster, brochure
3. **Public Communications** – Public communication is restricted to the guidelines of the LPEMS media policy (100-012), social media Policy (100-010) and approval of the Chief of Operations and/or Director. The accepted method of formal written communications outside of the LPEMS Media Policy shall be:
 - a. LPEMS Email
 - b. Organizational Letter
 - c. Organization generated flyer, poster, brochure
 - d. Message via Ready Montco. Notification System (Via LP TWP. EMC)