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**DOUGLAS COUNTY ADMINISTRATIVE  
POLICIES AND PROCEDURES**

**NUMBER:** 100.22  
**EFFECTIVE DATE:** 12/17/87  
**REVISED:** 12/19/02, 06/05/03  
**AUTHORITY:** BOC  
**COUNTY MANAGER:** Dan Holler  
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**SUBJECT: GENERAL COMMUNICATIONS POLICY**

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- I. BRIEF DESCRIPTION:** The County organizational structure provides an effective means for general administration and operations.
- II. PURPOSE:** The County structure should be utilized whenever it is necessary to discuss the operations of the department. When someone has a problem regarding their dealings with a specific employee or organizational unit, they must be encouraged to discuss this problem with their unit supervisor; if the problem cannot be solved at this level, it should be elevated up through the departmental structure. The final arbitrator for organizational issues is the department head/elected official in charge.
- III. PROCEDURES:**
- A. This policy applies to all normal operations of the County. Communications should flow up, down, from the department head/elected official to the person carrying out the instructions, and across between similar levels for day-to-day operations. In emergencies, it may be necessary to circumvent this policy to correct the specific responsible officials, supervisors, etc., informed of that which transpired.
  - B. Routine questions for the purposes of obtaining information regarding specific reports, and services provided by an employee may be obtained directly – if that employee is available.
  - C. Each department should document how their chain of command functions and have this generally available for employees and the public. The organizational chain has developed over the years and the concept has withstood the test of time. It is essential for the effective direction of the County. Conversely, going around the chain, while possibly effective for a single issue, can result in general discord and interfere with effective management direction. End runs are discouraged by County policy.
- IV. RESPONSIBILITY FOR REVIEW:** The County Manager will review this directive every 5 years or as necessary.

06/09/03