

FLORENCE POLICE DEPARTMENT GENERAL ORDER

Subject: WRITTEN DIRECTIVES	Procedure: General Order 5.2.1 CALEA 12.2.1, 12.2.2	Total Pages: 6
Authorizing Signature: Original with Authorizing Signature on File	Effective: 11/30/17	
	<input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds	

I. POLICY

It is the policy of this Department to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties. This will be accomplished through primary and in-service training, supervision, and issuance of written directives.

II. PURPOSE

This written order establishes a formal written directives system.

III. SCOPE

This written order is applicable to all personnel.

IV. RESPONSIBILITY

It shall be the responsibility of all employees to comply with this written directive.

- A. **CHIEF EXECUTIVE OFFICER:** Only the Chief of Police has the authority to issue, modify, approve, or rescind formal written directives as defined herein; except that the Chief’s designee may act in this capacity in the CEO’s absence.
- B. **ACCREDITATION MANAGER:** The Accreditation Manager shall be responsible for reviewing proposed written directives for compliance with federal and state law, municipal ordinances and accreditation standards. He or she will also be responsible for managing the Written Directives System, as described herein. The employee assigned to the position of Accreditation Manager shall receive specialized accreditation manager training within one year of being appointed.
- C. **MANUAL RECIPIENTS:** All Written Directives Manual recipients will maintain and update their manuals as new directives are received.

V. FORMAT

Formal written directives contained in the Written Directives Manual will follow a standardized format:

- A. **HEADER:** They will be published with a header that carries, at a minimum:

General Order 5.2.1
WRITTEN DIRECTIVES

1. Department name and the words “General Order”;
 2. Subject/Title;
 3. General Order number;
 4. Number of pages;
 5. Approval Signature;
 6. Effective date; and
 7. New, Amended, or Rescinds block.
- B. BODY OF DIRECTIVE:
1. **CONFIDENTIAL:** If needed, this statement is placed immediately below the title of a written directive to restrict its dissemination for tactical or other reasons.
 2. **POLICY:** These are broad statements of philosophy or principle in a given area. Statements of policy are attitude forming, intended to provide guidance to an employee in the performance of departmental activities. Statements of policy also serve to provide a foundation for developing effective procedures and rules.
 3. **PURPOSE:** This is a short statement designed to summarize the purpose of the document.
 4. **SCOPE:** This section defines to whom the directive is applicable.
 5. **RESPONSIBILITY:** This section defines specific or general responsibilities related to the directive.
 6. **DEFINITIONS:** Any definitions needed to clarify procedural issues are included in this section, generally located between the responsibility section and the procedures section.
 7. **OTHER:** Other format items may be used (e.g., **FORMAT** or **GENERAL PROVISIONS**) to serve a specific purpose for a particular directive. Where these are used, they will be placed in logical order, generally between the policy statement and the procedures section.
 8. **PROCEDURES:** Procedures define a method of performing a given operation. They are more specific than policy, yet less restrictive than rules. Statements of procedures are usually characterized by words such as “shall,” “will” and “must” rather than “may” or “should.”
 9. **RULES AND REGULATIONS:** Rules and regulations are specific and mandate a standard of conduct, where there is no discretion and a specific infraction generally results in disciplinary action.

General Order 5.2.1
WRITTEN DIRECTIVES

- C. EXTENSIONS: Format of, and authority to amend, extensions to the written directives system will be established for each extension in a manner appropriate to the type of document and purpose.

VI. DEFINITIONS

The following terms are provided to clarify other aspects of the written directive system:

- A. GENERAL ORDER: General orders are permanent directives which are issued to describe departmental policies, procedures, rules and regulations.
- B. SPECIAL ORDER: Special orders are designed to affect a specific component within the department, or circumstances and events which are of a temporary nature, e.g., parades, unusual occurrences.
- C. STAFF: This term refers to personnel in established command level policymaking positions.

VII. PROCEDURES

- A. WRITTEN DIRECTIVE, GENERALLY: A written directive is any written document, issued by competent authority, used to guide or affect the performance or conduct of agency employees. The term “written directive” includes policies, procedures, rules and regulations, general orders, special orders, memorandums and instructional material.
 - 1. IN THIS CONTEXT: For purposes of this directive, the term “Written Directive” refers ONLY to those directives formally adopted by the Chief of Police and included within the Written Directives Manual OR formally adopted as an extension of the Written Directives manual.
 - 2. EXTENSIONS: To be considered an “extension” of the Written Directives Manual, a document must have been formally adopted via an existing directive contained in the Written Directives Manual. Such extensions include publications such as the City of Florence Personnel Policies and Procedures Manual/ Supervisors Manual and manuals containing procedures specific to a particular organizational component. All such extensions must be approved by the Chief of Police and an official copy must be issued to the Accreditation Manager.
- B. WRITTEN DIRECTIVES MANUAL: The Manual is an indexed, hardcopy collection of all formal written directives promulgated by this agency.
 - 1. TABLE OF CONTENTS: All directives published by this agency will be numbered and located in the Directives Manual by their logical relationship to a particular section in the established table of contents.

General Order 5.2.1
WRITTEN DIRECTIVES

3. INDEXING: Directives are indexed alphabetically and by section number.
 4. HARD COPY LOCATIONS: Written Directives Manual copies are available for review by any employee in the following offices:
 - a. Chief of Police – Chief Executive Officer (CEO)
 - b. Accreditation Manager
 - d. Internal Affairs
- C. COMPUTERIZED DIRECTIVES MANUAL: This is an internet based computerized application containing all formal written directives promulgated by this agency. All employees are given access to the computerized directive manual. Directives can be accessed by any employee from any computer with internet access. The directive(s) can be reviewed on screen or printed on any recognized printer.
- D. DEVELOPMENT OF NEW DIRECTIVES
1. SUBMISSION: All proposed written directives shall be submitted to the Accreditation Manager, via chain of command, in the approved word processing format.
 2. INITIAL REVIEW: The Accreditation Manager will review the proposed directive for content, format and accreditation standards implications.
 3. STAFF REVIEW: The Accreditation Manager will initiate the Staff Review process. The proposed directive will be disseminated to staff members for mandatory review and comment. This generally involves reviewing the draft and documenting comments through Power DMS' workflow and complete within a specified time period.
 - a. SCOPE: Staff Review will generally involve all staff members; however, when necessary or appropriate, staff reviews can be limited to those staff members directly concerned with the directive.
 - b. LINE LEVEL INPUT: Staff members shall actively involve their subordinates in the review process. Employees wishing to comment may submit their input via chain of command, or forward it directly to the Accreditation Staff. Any staff review submitted must be signed.
 - c. OUTSIDE ENTITIES: Input will be solicited from other entities within city government when issues outside the normal range of operations of the Police Department are addressed in a proposed directive.
 4. FINALIZATION: Upon the conclusion of Staff Review the

General Order 5.2.1
WRITTEN DIRECTIVES

Accreditation Manager will coordinate finalization of the directive and forward a formatted original to the Chief of Police for review.

- E. **REVIEWS OF EXISTING DIRECTIVES:** Any Department member can request review and revision of a Written Directive. The request should be forwarded, via chain of command, to the Accreditation Manager. It should include details of what changes are needed and why. The Accreditation Manager will review the directive and initiate changes as necessary. Review requests can result in a range of actions from taking no action to amending or rescinding a directive, as appropriate. Amending or rescinding a directive requires approval by the Chief of Police. Directives will be reviewed as follows.
1. Directives carrying an automatic review and revision requirement will be reviewed as specified.
 2. The Accreditation Manager will initiate a review of any or all directives as needed.
 - a. The procedure will generally follow that for staff review of a new directive.
 - b. The choice of limited or full staff review, for revisions, will be at the discretion of the Accreditation Manager, depending on the nature and extent of the changes. The Accreditation Manager will also review directives at the direction of the Chief of Police.
 - c. The Accreditation Manager will archive all amended or rescinded directives.
- F. **RESCINDING DIRECTIVES:** Directives will be rescinded via a memorandum from the Chief of Police giving notice that the directive is no longer in effect and instructing personnel to remove it from their manuals. Staff members will ensure this information reaches all personnel.
- G. **APPROVAL BY CHIEF OF POLICE:** The Chief of Police will approve the directive with a signature on the header, and then forward it to the Accreditation Manager for dissemination.
- H. **DISSEMINATION:** The Accreditation Manager will utilize the PowerDMS electronic system to disseminate all new and revised directives. Employees shall be required to acknowledge their receipt and understanding of each disseminated directive using the PowerDMS system.
1. **TRAINING AND DOCUMENTATION OF RECEIPT:** Supervisors shall provide any necessary clarification and familiarization. Supervisors are responsible for ensuring that their subordinates acknowledge their receipt and understanding of each disseminated directive using the electronic system.

General Order 5.2.1
WRITTEN DIRECTIVES

2. DISSEMINATION FORMAT: New or newly-amended directives shall be disseminated to all affected personnel through Power DMS.
 3. NEW EMPLOYEES: Supervisors will ensure that all new personnel are thoroughly briefed on the written directives system during orientation and training. Supervisors will also ensure that the employee's training includes directives applicable to his or her position.
- I. CHANGE NOTICES: Quarterly or as needed, the Accreditation Manager will produce a change notice listing all directives issued or rescinded since the last change notice. The change notice may include other information, such as training bulletins issued during that time period. Change notices will be distributed through PowerDMS.
- J. WRITTEN DIRECTIVES ARCHIVES: The Accreditation Manager will maintain archives, through Power DMS, for all individual directives posted in the Manual, as well as an archive copy of all extensions. The archives will include, as appropriate:
1. Revised copies, if needed, of the original draft;
 2. Staff Review materials;
 4. Written Directives Dissemination records, signed and dated.
- K. PROOF OF COMPLIANCE: No directive without substance shall be adopted by this agency. Directives must be supported by documentation and/or an identifiable action(s) that would serve to prove compliance with the intent of the directive. A sampling of all proofs of compliance shall be submitted to the Accreditation Manager upon request.