

PALM BEACH GARDENS POLICE DEPARTMENT		
WRITTEN DIRECTIVE SYSTEM		
POLICY AND PROCEDURE 4.1.19		
Effective Date : 06/22/2011	Accreditation Standards: CALEA 12.2.1, 12.2.2 CFA 3.01M, 3.02M	Review Date: 08/01/2014

CONTENTS

- 1.Administration of Written Directive System**
- 2.Policy and Procedure Development and Review**
- 3.Format for Written Directives**
- 4.Distribution and Receipt of Written Directives**
- 5.General and Special Orders**
- 6.Bureau/Division Directives**
- 7.Memorandums and Correspondence**
- 8.Glossary**

PURPOSE: To establish a consistent format for written policies and procedures, rules and regulations, general and special orders and other directives; to provide guidelines for the development, review, revision, distribution and maintenance of written directives, and to provide guidance for the issuance and control of official correspondence.

SCOPE: This policy and procedure applies to all members.

REVIEW RESPONSIBILITY: Bureau Commanders and Accreditation Manager

POLICY: The Chief of Police establishes policies and procedures and other written directives to provide guidance and direction for Department operations and member behavior. All written directives and correspondence will comply with the provisions of this policy and procedure. Only the Chief of Police has the authority to issue, modify or rescind a policy and procedure, a rule or regulation, or a general or special order. Once a policy and procedure, a rule or regulation, or a general or special order is adopted and approved by the Chief of Police and distributed, it shall become the official order on the subject. The issuing authority for other directives as authorized in this policy and procedure shall be responsible for issuing, maintaining, updating and revising those directives as necessary. Each Department member is responsible for familiarizing himself\herself with and following all directives pertaining to their respective assignments and\or responsibilities.

PROCEDURES

1.ADMINISTRATION OF WRITTEN DIRECTIVE SYSTEM

- a. The Bureau Commanders are responsible for the currency and accuracy of written directives applicable to their Bureaus. They shall ensure that operations are conducted in accordance with the directives and shall take appropriate steps to ensure directives are updated when needed, e.g., when there are changes in operations, etc.
- b. The Accreditation Manager shall be responsible for the maintenance of the Written Directive System. Bureau Commanders will be responsible for coordinating the development, review, updating, purging and revision of written directives as necessary.

- c. Written directives shall include, but are not limited to: Policies and Procedures, Rules and Regulations, and Policy Statements.
- d. The Accreditation Manager will be responsible for maintaining original approved copies of policies and procedures, rules and regulations, and policy statements and shall maintain historical files of all rescinded/revised/purged directives.

2. WRITTEN DIRECTIVE DEVELOPMENT AND REVIEW

- a. Written directive development, revision and review shall be an ongoing process driven by, but not limited to:
 - i. Direction of the Chief of Police
 - ii. Changes in law and legal guidelines
 - iii. Changes\updates of accreditation standards
 - iv. Changes in Department operations
 - v. New or revised programs
 - vi. Discontinuance of existing programs
 - vii. Suggestions and feedback from Department members and outside agencies
- b. The written directive revision and update process is intended to be a collaborative effort between the Bureau Commanders or designees and Accreditation Manager.
- c. It shall be the responsibility of each Bureau Commander to ensure that operations within their Bureau are conducted in accordance with the Department's written directives. Should a practice, operation, procedure, etc. be changed from what is contained in the directives, the Bureau Commander is responsible for ensuring the information and suggested directive changes are provided to Accreditation Manager.
- d. Each Bureau Commander shall ensure that policies and procedures affecting or assigned to their Bureaus are reviewed for currency and accuracy on an on-going basis. Any needed changes shall be handled as described in this policy and procedure.
- e. In addition to the Bureau Commanders, any Department member may propose new written directives, revisions to existing directives or deletion of existing directives.
 - i. Submissions should be made with the draft directive as an email attachment, via the chain of command to the submitter's Bureau Commander; the Commander will review the proposal with the Accreditation Manager to ensure proper form and content and will make their comments and recommendations before forwarding the email to the Division Assistant Chief; whom upon review, comment and approval will then forward the submission directly to the Police Chief.
 - ii. The submission should be in the appropriate format as specified in this policy and procedure, with changes documented using the "Track Changes" feature of Microsoft Word. A policy and procedure template or an electronic copy of the policy and procedure to be modified can be obtained from the Accreditation Manager.
 - iii. Upon receipt of the proposal, or development of a proposal, the Accreditation Manager will research the proposal to ensure it conforms to accreditation standards and any other appropriate guidelines. If it does, and there are no other problems with the proposal, the Accreditation Manager will provide copies of the proposal for review at a staff meeting. Staff members shall have one week to review the proposal and provide input or comments to the Accreditation Manager. If a staff member does not provide input or comments it will be understood that the staff member concurs with the proposal. In the event a specific bureau is not represented at a staff meeting, and that bureau is affected by the proposal, the Accreditation Manager shall ensure that Bureau Commander is provided with a copy of the proposal for review and comment.
 - iv. If a submitted proposal requires modification, it will be returned to the submitter along with any relevant comments or direction. The revised proposal will be returned directly to the Accreditation Manager. The Accreditation Manager may make any minor changes not affecting the substance of

- the policy and procedure.
- v. In the case of minor modifications to any policy, including, but not limited to changes made due to reorganization, changes in format, changes due to legislative direction, etc., the Accreditation Manager may make those changes without a staff review process and submit the proposed changes directly to the Chief of Police for review and approval.
 - vi. Upon completion of staff review, if held, the proposed policy and procedure shall be submitted to the Chief of Police for review and approval. Any changes requested by the Chief shall be made prior to approval. The Chief of Police is the sole approving authority for policies, procedures, rules and regulations.

3.FORMAT FOR WRITTEN DIRECTIVES

- a. All new policies and procedures and all policies and procedures revised after the effective date of this policy and procedure shall conform to the specified format:
 - i. The margins shall be 1" at the top, 0.5" at the bottom, 0.5" on the inside edge, 0.5" on the outside edge, and with a 0.5" header margin.
 - ii. The title table will consist of 6 cells, formatted and centered at the top of page 1. Entered into the top row cell of the title table will be "PALM BEACH GARDENS POLICE DEPARTMENT" using Times New Roman (TNR) bold font, 16 pt.
 - iii. Designated high liability policy headers will be formatted with a red border.
 - iv. The remainder of the title table contents shall include:
 - 1. Title of the policy and procedure in the second row cell using TNR bold font, 12 pt., all caps.
 - 2. "POLICY AND PROCEDURE" followed by the appropriate assigned number in the third row cell using TNR bold font, 12 pt.
 - 3. "Effective Date" of the policy and procedure in the left cell of the fourth row, TNR bold font, 12 pt. The date format will be MM/DD/YY using TNR font, 12pt., entered below "Effective Date".
 - 4. A listing of applicable accreditation standards
 - 5. The assigned review date, absent exigent circumstances.
 - v. The second and each subsequent page shall have the following information included in a header:
 - 1. The title of the policy and procedure in capital letters and on the left side of the header.
 - 2. The date of the policy and procedure, and the policy and procedure number on the right side of the header.
 - vi. The page footer will contain the page number in the format # of total #, example 1 of 2; respective of each policy.
 - vii. Introductory material will follow the title block. This material includes:
 - 1. Contents: a sequential list of the major topical sections within the policy and procedure.
 - 2. Purpose: a brief statement of the need or goal of the policy and procedure.
 - 3. Scope: Designates the members affected by the policy and procedure.
 - 4. Review Responsibility: The Bureau or Unit with primary responsibility for review and maintenance of the policy and procedure.
 - 5. Policy: a statement of department policy regarding the subject
 - 6. Procedure: specific information about the subject, including designating a way of performing or affecting some activity or specifying some steps or course of action.
 - viii. The text of the policy and procedure shall follow the introductory material. The text may encompass as many pages as necessary to complete the directive. The text of the policy and procedure will be organized using a numbered bullet list in the following format:
 - 1. Major Topic
 - a. First subheading
 - i. Second subheading
 - 1. Third subheading

- a. Fourth subheading
 - i. Fifth subheading
- ix. If needed, a glossary may be included following the text to provide explanations and definitions of words and phrases unique to the policy and procedure.
- x. An index will list the topic of the policy and procedure and other subject references as appropriate. This information will be used to prepare a general index for the On-line Policy Manual.
- xi. A responsibility index will list any positions or assignments specifically referred to in the policy and procedure. This information will be used to prepare a "Responsibility Index" for the On-line Policy Manual. The purpose of this index is to allow any person in an assignment to quickly locate specific policies and procedures related to that assignment.
- xii. Authentication information will be included at the end of the policy and procedure. This information shall include:
 - 1. A line providing tracking information on the policy and procedure to include the initials of the person writing the policy, the date the policy was drafted, and the computerized file name under which the policy and procedure is stored in the Accreditation Unit's computer.
 - 2. A block for the Chief's signature approving and authenticating the policy and procedure. For distribution copies, the Chief's signature will be placed in this block electronically once the Chief has approved the final draft in the on-line policy manual.
- b. Rules and regulations shall be identified by subject matter addressed and each different subject shall be numbered sequentially. The rules and regulations shall be written in narrative format.
- c. Policy statements shall be written using the following format: Title of Policy Statement, Policy Statement Number, and Policy Statement.

4.DISTRIBUTION AND RECEIPT OF WRITTEN DIRECTIVES

- a. All Department members are provided with intranet access to the Department's On-line Policy Manual. The on-line manual will include all Department policies and procedures, rules and regulations, and policy statements. All current and new members will provide an electronic signature indicating receipt of the manual.
- b. The Accreditation Manager shall be responsible for maintaining the computerized database of written directives to be available via the Department's Intranet, mobile data terminals, and other access methods as may be developed.
- c. New or revised written directives shall be distributed to all members upon being approved by the Chief of Police.
 - i. The Accreditation Manager shall distribute approved directives by uploading them to the on-line manual; notifying all members via Department-wide email distribution to check their "INBOX" for policies to be reviewed and electronically signed.
 - ii. Supervisors are encouraged to acknowledge the issuance of approved policies during briefings. All members should check the on-line policy manual weekly to ensure that "INBOX" policies are reviewed and electronically signed.
 - iii. All members shall review and electronically sign any new or revised policy within 5 working days of issuance or within 5 working days from their first working day following time off.
- e. The Accreditation Manager or unit supervisor will provide all new members with on-line policy manual familiarization training.
- f. Supervisors shall be responsible for reviewing new\revised policies and procedures with their subordinates when appropriate, and for ensuring new members have reviewed policies and procedures relevant to the member's assignment.
- g. The on-line policy software shall provide member history for issued, signed, and unsigned policies, as well as archiving new, revised and rescinded policies. Reports are available from the Accreditation Manager or Information Technology Unit upon request.

- h. The Information Technology Unit maintains intranet servers and will provide an updated backup copy of the on-line policy manual for dissemination should members have no access to PDNET.

5. GENERAL AND SPECIAL ORDERS

- a. General orders are written directives issued for temporary situations or operations or as a bridge implementing a new policy or procedure or rule or regulation pending creation or revision of a new\existing policy and procedure or rule or regulation.
- b. Special orders deal with personnel matters such as transfers, job assignments, promotions, and disciplinary matters.
- c. Only the Chief of Police may issue General or Special Orders. The Chiefs Office will maintain a copy of all general and special orders issued.
- d. General and special orders shall be in memorandum format and shall be sequentially numbered.
 - i. General orders will be numbered as General Order XX-YYY, where XX is the year and YYY is the sequential number of the order, e.g., General Order 10-003 would be the third general order issued in 2010.
 - ii. Special orders will be numbered as Special Order XX-YYY, where XX is the year and YYY is the sequential number of the order, e.g., Special Order 10-003 would be the third special order issued in 2010.
- e. Distribution of General and Special Orders is achieved by posting on the Department bulletin boards and/or Department-wide email distribution.

6. DIVISION OR BUREAU DIRECTIVES

- a. Assistant Chiefs and Bureau Commanders have the authority to issue written directives affecting only their respective Division or Bureau. These directives should be written in the same memorandum style format as for General Orders.
- b. Assistant Chiefs and Bureau Commanders are responsible for maintaining a file of all directives issued by them and for ensuring that all affected members are advised of the directive.
- c. Copies of all Division or Bureau Directives will be submitted to the Accreditation Manager. The Accreditation Manager should be consulted for ensuring the directive does not conflict with existing Department policies and procedures or with accreditation standards. In the case of a conflict, the issuing authority of the directive will be notified and will modify the directive to bring it into compliance.

7. MEMORANDUMS AND CORRESPONDENCE

- a. Memorandums
 - i. Memorandums are intended to be an in-house or city-wide medium for sharing and requesting information, for making requests, or for other operational or administrative needs.
 - ii. Memorandums may be prepared by any member of the Department subject to approval by his\her immediate supervisor.
 - iii. The Chief of Police is the only person authorized to issue or approves a memorandum addressed to "all personnel." Any memorandum addressed to all personnel from a person other than the Chief of Police must include an "Approved" block with the Chiefs name and initials\signature.
 - iv. Any memorandum addressed to a person or persons in a bureau\division other than the writer's bureau\division must be routed through both affected bureau\division commanders.
 - v. The original memorandum must be signed or initialed by the sender.
- b. Formal Correspondence
 - i. Department letterhead shall be used for all formal correspondence outside of the department and other city departments.
 - ii. Department letterhead shall be used for official department business only.

- iii. All members must have the permission of their division or bureau commander prior to sending out any correspondence on department letterhead, except for routine correspondence frequently handled by the member.
- iv. Department letterhead shall be of a design and format as directed by the Chief of Police.
- v. All official correspondence shall be prepared using commonly accepted business practices and style.
- vi. The original correspondence must be signed or initialed by the sender.

8.GLOSSARY

General Order: Written directives issued for, temporary situations or operations or as a bridge implementing a new policy or procedure or rule or regulation pending creation or revision of a new\existing policy and procedure or rule or regulation.

On-line Policy Manual: An electronic manual accessed by all members containing department policies and procedures, rules and regulations, policy statements, and other written directives.

Policy and Procedure: A combined directive containing both a policy statement and specific procedures for carrying out department activities.

Policy Statement: A broad statement of principles for the attainment of various goals and objectives.

Rule and Regulation: A specific directive which narrowly defines expected behavior and from which no deviations or exceptions are permitted.

Special Order: A document stating a change in the status of department personnel; may include new hire, promotion, transfer, and disciplinary action.

Written Directive: A written document used to guide the performance or conduct of department members. The term includes, but is not limited to: policies, procedures, rules, regulations, and policy statements.

INDEX AS:

- WRITTEN DIRECTIVE SYSTEM
- ON-LINE POLICY MANUAL
- POLICIES AND PROCEDURES
- RULES AND REGULATIONS

RESPONSIBILITY INDEX:

- CHIEF OF POLICE
- ASSISTANT CHIEFS AND COLONEL
- BUREAU COMMANDERS
- ACCREDITATION MANAGER
- TRAINING SERGEANT

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APPROVED:



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Date