

THREE

WRITTEN DIRECTIVE SYSTEM

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CHAPTER THREE
WRITTEN DIRECTIVE SYSTEM

I. Purpose

The purpose of this directive is to establish a consistent format to insure proper preparation, indexing, distribution, and purging of written orders, directives, procedures, and policy statements.

II. DISCUSSION

It is of the utmost importance that personnel receive current information and consistent direction. An efficient written directive system is invaluable in achieving this goal. The written directive is the primary means by which policy is developed, revised, and maintained. It is the policy of the Monroe County Sheriff's Office to provide a written directive system.

III. DEFINITIONS

- A. Written Directives – are policies, plans, procedures, rules, general orders or special orders, training directives/bulletins **post orders, job descriptions** or other documents that is binding upon Office personnel.

Revised 07/10/2009

- B. General Order – General Orders are the official written policies and procedures promulgated by the Sheriff for permanent guidance of member behavior and conduct, and Sheriff's Office operations.
- C. Special Order – A directive affecting only a specific segment of the Office or a statement of policy or procedures regarding a specific circumstance or event that is of a temporary nature, or directive of a temporary nature.
- D. Division Directive – A written rule which further clarifies General Orders or to direct activities within that particular division.
- E. Personnel Order - A written directive issued by the Sheriff or his designee designating a change in the status of personnel (i.e., transfers, promotions, salary changes, etc.)
- F. Training Bulletin - A written directive which provides information relative to matters that require special explanation or training.
- G. Inter-Office Memoranda - Written inter agency or county government communications that contain directives or advisories, which do not create, state, or alter the policies of the Sheriff's Office.
- H. General Operations Manual – Collection and combination of General Orders.
- I. Letter/Correspondence – Official written communications with outside entities

IV. POLICY AND PROCEDURES

- A. The Sheriff has the ultimate authority to issue, modify and approve agency written directives.
- B. The Sheriff's Office Mission and Values Statement is the shared product of input from every level within the agency and are placed in the beginning of the General Operations Manual.
- C. Authority to issue directives is determined by the level of directive. Authority to issue directives is as follows;

Order Type	Issuing Authority
General Order	Sheriff
Special Order	Sheriff, Undersheriff
Division Directive	Captain, Lieutenant, Executive Director, Director, or Section Supervisor
Personnel Order	Executive Director of Human Resources for the Sheriff
Training Bulletin	Training Director
Memorandum	Any Agency Member
Letter / Correspondence	Any Agency Member, under signature of the Sheriff

D. No directive will be issued which conflicts with a General Order and applicable accreditation standards.

E. Format

1. All General Orders, Special Orders, and Division Directives will follow the prescribed format and include:

- b. Purpose: The purpose should provide a brief statement of the need or goal of the order
- c. Discussion: If needed, the discussion provides a brief examination into the subject in support of and justification for the order.
- d. Definitions or Terminology (if needed)
- e. Policy: Provides a statement of policy
- f. Procedures: The procedure shall clearly delineate the method of completing tasks or effecting an act composed of steps or a course of action.
- g. Issue Date
- h. Authorizing Signature

2. Any directive draft submitted not in this format will be returned to the author for correction.

3. All Personnel Orders will follow the prescribed format and include:

- a. Employee Name
- b. Change Made By
- c. Type of Change
- d. New Hire Checklist (if appropriate)
- e. Exit Checklist (if appropriate)
- f. Payroll Change Checklist (if appropriate)

4. All Training Bulletins will follow the prescribed format and include:

- a. Course Title
- b. Total Hours
- c. Date
- d. Time
- e. Locations
- f. Target Audience
- g. Overview
- h. Instructors
- i. Attire
- j. Equipment

- k. Enrollment
- l. Tuition
- m. Coordinator

5. All Inter-Office Memorandums will follow the prescribed format and include:

- a. Addressed to
- b. Via (if applicable)
- c. Addressed from
- d. Date
- e. Subject
- f. Text

6. All Letters/Correspondence will follow the prescribed format and include:

- a. Format on Office Letterhead
- b. Date
- c. Addressee
- d. Greeting
- e. Text
- f. Salutation
- g. Signature
- h. Typed Senders Name and Title

F. Directive Formulation

Any member of the Office may submit a directive draft for a General Order, Special Order, or Division Directive.

1. The draft shall be submitted in the format described above in paragraph E of this directive.
2. Commanders should seek assistance from the Director of Professional Standards when drafting a indexing, updating, revised and/or purging of existing orders proposal.

G. Review

1. All directive drafts shall be submitted to the Office of Professional Standards through the Chain-of-Command for review for accreditation standards compliance, and conflicts with directives and statutes.
 - a. If the draft conflicts with a standard(s), state statute, or existing directive it will be returned for revision to the submitting party with an explanation.
 - b. If no conflict exists, it will be codified and submitted to the appropriate authority for signature.
2. General Orders and appropriate Special Orders shall be submitted to the Sheriff's Staff for review and editing before submission to the Sheriff for signature.
 - a. For review purposes the Sheriff's Staff consist of:
 - 1) Sheriff
 - 2) Undersheriff (Colonel)
 - 3) Chief, Bureau of Administration
 - 4) General Counsel
 - 5) Professional Standards Commander

- 6) Collective Bargaining Unit Counsel (for information and feedback purposes only)
 - 7) Affected Commanders (for information and feedback purposes only)
3. Appropriate Special Orders shall be reviewed and recommendations made by the Undersheriff's Staff before submission for signature.
- a. For review purposes the Sheriff's Staff consist of:
 - 1) All Sector Commanders
 - 2) All Station Commanders
 - 3) Commanders Special Investigations
 - 4) Director Public Relations
 - 5) Inspector General
 - 6) Director of Communications
4. Division Directives shall be reviewed by each appropriate Staff before submission to the Sheriff's Staff for review before submission for signature.
- H. The Office of Professional Standards shall maintain a historical file of all current and rescinded Directives.
- I. Codification
1. General Orders
 - a. Once approved will be codified by Professional Standards for inclusion into the General Operations Manual (GOM).
 - b. The General Order will be formatted for insertion into the appropriate GOM chapter and page. If the directive is a new chapter it will be codified in relation to Commission on Accreditation for Law Enforcement Agencies (CALEA) Standards chapters. If no corresponding CALEA standard exist, the directive will be inserted according to subject matter.
 2. Special Orders / Division Directives
 - a. Special Orders shall be codified in accordance with guidelines for the codification of General Orders
 - b. Division Directives shall be codified by Professional Standards.
 - 1) The codification shall identify:
 - a) The applicable Division
 - b) Date of order
 - c) Sequential Number
 - d) Order of insertion in the General Operations Manual
- J. Indexing
- Each General Order shall contain an alphabetical index, which shall list at a minimum the main subject title of the General Order and other subject references. An alphabetical list compiled from the index portion of the General Order shall be placed in the Subject Index located after the Table of Contents.

K. Distribution

1. General Orders will be distributed to all members by the Office of Professional Standards through e-mail via "Outlook".
2. Special Orders will be distributed only to those members affected by the directive through e-mail via "Outlook". Division Directives will also only be distributed only to those members affected by the directive, and may be distributed through e-mail via "Outlook" or hard paper copies.
3. **Effective Date: Distributed Orders will have an effective date a minimum of 7 days from the date of distribution.**

(Effective 6-27-2006)

4. Electronic Distribution –

- a. An e-mail message will be sent to every member of the agency through "Outlook" with read receipt requested. The message will inform the member that by opening the e-mail they are acknowledging receipt and are responsible for knowing and complying with the Order.
 - 1) Each member will completely open all such e-mails and not just read the summary or preview windows. This ensures there is an electronic record that they actually opened the message.
- b. Professional Standards will review the message receipt log after 30 days. An e-mail will be sent to the commander of the members who have not opened and read the distribution message or the log shows the message was "deleted w/o reading". The commander is required to have the member open and acknowledge the distribution message.

5. Paper Distribution

Members who choose to maintain a paper format of the Operations Manual are responsible to print out the updated material themselves when an update notice is received via e-mail. They are also responsible to place updates in to the appropriate section, removing the outdated material.

(Revised 11-5-04)

L. General Orders

1. Operations Manual

- a. Electronic Format – The complete Operations Manual is posted and maintained for access by every member of the agency in "Outlook" under "Public Folders, General Orders". A sub-file "Special Orders" is also available. [The General Operations manual and policy modifications and updates are available to every member by use of the Monroe County Sheriff's Office computer system.]
- b. Paper Format – Members may maintain a paper format of the Operations Manual and are solely responsible for inserting revisions into their Manual as they are issued electronically.[Each member shall be responsible for maintaining all Orders in the Manual in proper condition. The Manual and contents shall be considered Office property.]
(revised 11-5-04)
- c. The Operations Manual is divided into Chapters. Each Chapter has a table of contents that deals with broad related topic areas. Within the Chapter, specifics are delineated. Particular topic areas within a Chapter can be located by examining the Chapter Table of Contents or the Master Index for appropriate Chapter page.

- d. All personnel are responsible for knowing, understanding, and conforming to the contents of all information, orders, and procedures issued.
- e. Any question regarding the contents of information, orders and/or procedures issued should be brought to the attention of the member's immediate supervisor.
- f. The General Operations manual and policy modifications and updates are available to every member by use of the Monroe County Sheriff's Office computer system.

2. Revision of the Operations Manual

- a. Once a year the Manual shall be reviewed in its entirety by the Office of Professional Standards for the purpose of indexing, purging, updating, and revising directives.
- b. As new or additional directives are distributed for placement in the Manual, a statement will be attached explaining what section is to be purged, updated, or revised depicting what pages should be added or deleted.
- c. Proposed revisions to the Operations Manual may be submitted by any member of the Office. (Refer to Paragraph D. of this chapter for procedure).
- d. Once a General Order has been signed by the Sheriff it will be formulated into manual format before issue.

M. Special Orders

- 1. All Special Orders shall be placed in the rear of the Operations Manual.
- 2. The Office of Professional Standards shall maintain a copy of every Special Order

N. Division Directives

- 1. All Division Directives shall be maintained in a section in the back of the affected members Operations Manual.

O. Personnel Orders

- 1. Personnel Orders shall be initiated by the Sheriff or his designee.
 - a. When signed by the Sheriff or his designee, distribution shall be accomplished by the Human Resources Section with the original order placed in the affected individual's personnel file.
 - b. Personnel Orders shall not be placed in the Operations Manual. Rather, they shall be kept by affected personnel under a separate folder.

P. Training Bulletins

- 1. These are written directives that provide information relative to matters that require special explanation or training.
 - a. Training Bulletins shall be prepared and distributed by the Training Office on forms approved by the Administrative Commander.
 - b. A copy shall be forwarded to the Office of Professional Standards for proper filing.

- c. Training Bulletins shall not be placed in the Operations Manual. Rather, they shall be kept by affected personnel under a separate folder.

Q. Inter-Office Memoranda

1. Inter-Office Memoranda may be prepared by any member of the Office

- a. It shall not be necessary to cross-index or number the memoranda.
- b. Inter-Office Memoranda shall not be placed in the Operations Manual, unless otherwise directed. Rather, they shall be kept by affected personnel under a separate folder.

c. Memorandums may be produced on blank paper or Office letterhead with the following format

- 1) Header – Inter Office Memorandum**
- 2) Date – memo was written**
- 3) To – Person to whom the memo is directed, with title, and “via-chain-of-command”, if appropriate**
- 4) From – Person who authored the memo with title, if appropriate.**
- 5) Subject – One line memo content reference**
- 6) Body of memo – Memo content**

R. Letters/Correspondence

1. Letters are the agency's official means of written communications with outside entities. They shall be prepared on letterhead stationery in the accepted business letter format.

2. Personal Use: Sheriff's Office letterhead shall not be used for personal or private correspondence, nor may a member use the official mailing address for the purpose of receiving personal mail not connected with official agency business except where provided by law.

(Revised 11/5/04)