



# Helen Police Department

## Standard Operating Policies and Procedures

Chapter A-055  Written Directives	Effective Date:	August 1, 2022	# of Pages:	8
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	Special Instructions:			

### I. PURPOSE:

It is the purpose of this manual to provide written directives, standard operating procedure, general orders, and rules and regulations. It will be the policy of the Helen Police Department, whenever possible, to establish policies, procedures, practices, orders, and rules and regulations in the form of written directives for carrying out agency activities. The written directives will be referred to as the "Standard Operating Procedure" (SOP) of the Helen Police Department. All directives will be written in a clear and concise manner. The SOP will be used to establish a uniform and consistent procedure for department personnel. It will be the responsibility of each employee to notify their immediate supervisor if there is a part or section of their SOP that they do not understand or comprehend.

### II. EXTERNAL WRITTEN DIRECTIVES

- A. Employees of the Department will additionally be responsible for certain external written directives. Whenever possible, external written directives will be made available to all affected employees.
- B. These external directives may include, but not be limited to:
  1. Federal Law
  2. State Law
  3. City Code or County Ordinance
  4. Administrative directives from the Agency's Government (Mayor and Council) City of Helen Employee Handbook
  5. Administrative directives from federal and state agencies, i.e. P.O.S.T., N.C.I.C. and G.C.I. C.

- C. Every effort should be made to avoid conflict between department directives and external directives. If such conflict does exist, it may be resolved by application of the following principles:
- D. Law takes precedence over administrative regulations. (Example: Federal and State law would take precedence over Georgia P.O.S.T. Council regulations.)
- E. The Law of the highest jurisdiction takes precedence over laws of a lower jurisdiction. (For example, U.S. Supreme Court Constitutional Interpretations take precedence over state law. State law takes precedence over local ordinances.)
- F. City-issued directives take precedence over department directives. (Example: City personnel policies take precedence over Department personnel policies.)
- G. It should be clearly noted that the application of these principles is necessary only in the case of conflict between directives. Department directives issued to supplement external directives will control in the absence of such conflict.

### **III. DIRECTIVE INPUT / STAFF REVIEW**

- 1. Whenever possible, it is essential that those responsible for developing any and all written directives originating from within the Helen Police Department consult with and solicit input from the division commanders affected by the directive. The purpose for this is to receive input from these components for assurance that the directive addresses all concerns and interests. During the review and comment process, division and unit commanders should additionally solicit input from representatives of all employee groups directly affected by the proposed directive(s).

### **IV. WRITTEN DIRECTIVES THAT ESTABLISH POLICY**

- 1. Definition - Policy
- 2. A policy is a written directive that is a broad statement of agency principles. Policy statements may be characterized by such words as "may" or "should" and usually do not establish fixed rules or set procedures for conduct of a particular activity but rather provide a framework for development of procedures and rules and regulations.

3. When a written directive is issued, modified, and/or approved and that directive is a policy statement, it will be issued as a general order by the authority of the Chief of Police.

## V. HELEN POLICE DEPARTMENT WRITTEN DIRECTIVES

A. The purpose of this section is to establish authority for the system of written directives. This order also establishes definitions, formats and other instructions relating to the system of written directives. Pursuant to authority granted to the Chief of Police, the Standard Operating Procedure, Special Orders, Memorandums, and the Standard Operating Procedure Manual, is hereby established for the operation of the Helen Police Department. Authority for the issuance, revision and updating, and approval of all written directives, including Standard Operating Procedures, Special Orders, and Memorandums, lies with the Chief of Police or his designee. **(GLECP Std 2.1a, 2.1b)**

B. This Manual is written to standardize the operation of the Helen Police Department and increase the level of professionalism and efficiency of department employees. Having trained and informed personnel is the most effective approach to improving the operation and maintenance of the Department. This written directive system will be an aid to increasing efficiency and job knowledge.

### C. Purpose of the Written Directives System

1. To systematically formulate standard statements of Department Policy.
2. To provide procedures for carrying out Department activities.
3. To provide procedures for indexing, purging, updating and revising directives.
4. To describe the written directives system format.
  - a. The written directives system must encompass a range of publications from permanent to temporary, and from mandatory instructions to informational memoranda. An effort should be made to minimize the number of and complexity of publications while providing centralized information and direction toward common organizational objectives.

### D. Guidelines to the Written Directives System

1. To provide a framework for the development of written departmental publications, certain general guidelines have been adopted:
  - E. Publications will not conflict with established rules, regulations or policies of the Department or administrative regulations and statutory law imposed by higher authorities.
  - F. All publications will be stated in precise and positive terms with grammatical accuracy and simplified language.
  - G. When applicable, cross references will be made to other related and published documents. Publications that cancel or supersede other issued documents will reference the affected documents.
  - H. The Chief of Police, prior to issuance, will review departmental publications effecting the interpretation of policy. The Chief of Police may require that command staff review certain publications prior to issuance.
  - I. Policy and procedures adopted by the Helen Police Department will be issued on official forms when approved by the Chief of Police.

## **VI. HELEN POLICE DEPARTMENT WRITTEN DIRECTIVES**

### **A. Standard Operating Procedures (SOP)**

1. Written directives in the form of policy, procedures, rules and regulations that are issued to all employees as guidelines for operations of the police department and a specific set of guidelines to which all employees must adhere. SOPs will be issued as the need arises and will supplement the procedures and policies contained in the department manual. SOPs are issued by the Chief of Police, or his/her designee.

### **B. Special Orders**

1. Special orders are restricted orders issued by the Chief, Deputy Chief, or Division Supervisors (or their designee) when the following applies:
  - a. Pertains to a specific circumstance or situation.

### **C. Memorandums**

1. Informal written document usually to a specific person or a specific group of people that may or may not convey an order. It is generally

used to clarify, inform or inquire. May be issued by any member of the department.

#### D. Standard Operating Procedure Manual

1. A collection of policies, procedures, rules, regulations, guidelines and/or other written directives. If any section, subsection, item, cause, or phrase contained therein is found to be illegal or otherwise incorrect or inapplicable, such findings shall not affect the validity of the remaining portions of the manual. **(GLECP Std. 2.1c)**

### VII. INDEXING AND FORMAT OF WRITTEN DIRECTIVES

A. All written directives should be correctly dated and properly indexed.

#### B. Standard Operating Procedure

1. All Standard Operating Procedure indexing numbers will begin with the letter pertaining to the category of the topic. This will be followed by the three digits that designate the policy chapter number. (e.g. A-005)

#### C. Helen Police Department Special Orders

1. Special Orders will be distributed in hard copy form. Special Orders shall be maintained in hard copy form with the appropriate unit.

#### D. Memorandum Indexing

1. Memoranda are not normally numbered for indexing. If the memorandum is to be retained by the employee, it will be placed in the appropriate location for the designated employee. Memoranda issued for departmental meetings or general information will be placed on the read-and-sign board and will be numbered by the year and memo number for that year. (e.g. 2004-001)

#### E. Format

a. The SOP manual shall be divided into the following sections:

b. Administrative = A-000

c. Patrol Operations = P-000

d. Communications = C-000

e. Investigative = I-000

- f. Training = T-000
- g. Emergency Operations = E-000
- h. Jail Operations = J-000
- i. Reserve Officer Program = R-000
- j. The SOP manual shall contain a table of contents and a subject index to aid the reader in locating the policy or procedure.
- k. Policies or procedures shall be listed with an appropriate subject heading. All policies or procedures shall describe a purpose and scope of the policy except in areas where purpose and scope is evident or where it is unnecessary.
- l. All policies or procedures shall be provided space for a revised date on the first page of each policy or procedure. The revised date will reflect the implementation of new or modified policy and/or procedure, this revised date will also be documented when each employee received the revised policy and or procedure. **(GLECP Std. 2.1d)**

### **VIII. DISTRIBUTION/ACCESS TO C.P.D. SOP MANUALS**

- A. All existing, new, and newly revised general orders will be disseminated in hard copy form to all personnel via placement on the Read and Sign Board. General Orders will be placed in the policy manual in digital form, accessible to all employees.
  - 1. When existing, new, or revised general orders are issued, the employee receiving the directive will place it in the issued manual in the proper location and remove any outdated information.
  - 2. The receiving employee will sign a receipt for the written directive and this receipt will be maintained by the Office of the Chief of Police.
  - 3. The Certification Manager will ensure that training is conducted with each employee that may be affected by the order. The Training Officer shall maintain records that document the training and dissemination of the new or modified order.

4. The Training Officer shall submit a written report, to the Chief of Police at a staff meeting, that will serve to keep him informed as to the proper distribution and training on new or modified orders.
5. All newly written or revised general orders that are of a high liability nature shall be reviewed by the city attorney prior to being adopted.

## **IX. DISSEMINATION OF ORDERS**

### **A. Standard Operating Procedures**

1. Standard Operating Procedures shall be in manual format and indexed. Standard Operating Procedures shall be maintained in the Helen Police Department Manual by all employees. Upon approval of the Chief of Police, an amended, updated, or new Standard Operating Procedure, the Training Officer shall disseminate the SOP to the affected employees for review and signature.

### **B. Memorandums & Special Orders**

1. A record of Special Orders & Memorandums issued by the Chief of Police and shall be maintained in the Office of the Chief of Police.
2. Division Supervisors shall maintain a copy of all memorandums and Special Orders that are issued by the respective Divisions. The Office of the Chief of Police shall receive a copy of all directives that are operational and/or personnel in nature.
3. Dissemination of Special Orders and Memorandums to the affected personnel is essential for order and continuity within the Department. Accountability for the dissemination of these policies is the responsibility of the Division Supervisors and their designated representatives. Accountability can be maintained by retaining a roster of all personnel affected by the policy. The personnel roster shall include signatures of personnel receiving copies of the Inter-Office Directive and the date such personnel received a supervisor briefing on the Inter-Office Directive. Each officer shall be held accountable for the information received in the Inter-Officer Directive. The officer may retain a copy of the directive for reference.

### **C. Personnel Directives**

1. Personnel Directives shall be written in the form of an Inter-Office Memorandum clearly stating the change in status of the employee. A copy of all Personnel Orders which reflect a change in status,

assignment, or position shall be forwarded to the Office of Chief of Police and Human Resources.

## **X. UPDATING, REVISING OR CANCELLING WRITTEN DIRECTIVES**

- A. Each division, along with the Chief of Police's office shall ensure that all policy directives are periodically reviewed in order to determine whether each directive is current and still in effect.
- B. If it is determined that a directive is out of date, no longer in effect or in need of change or revision, the issuing authority will immediately take corrective action in issuing a draft of the cancellation, update or revision of the directive. The Chief of Police may designate any supervisor to draft or revise new or existing directive. A draft copy of the new or revised directive shall be submitted through the chain of command for review by the certification manager and to the Chief of Police for approval before being designated policy.
  1. The Chief of Police has the authority to issue, modify or approve written directives, including Standard Operating Procedures, Special Orders, and Memorandums, at any time.
  2. All proposed policies or revisions shall be reviewed by all affected supervisory personnel before they are implemented. **(GLECP Std. 2.1e)**