

NEW CANAAN POLICE DEPARTMENT

SUBJECT: WRITTEN DIRECTIVES SYSTEM

GENERAL ORDER NUMBER: 87-1-36

FILE: ADM 1

ORGANIZATION & MANAGEMENT

I PURPOSE/POLICY

The purpose of a written directives system is to provide employees with a clear understanding of the constraints under which they should perform and the expectations they should fulfill. In addition, such a system ensures a consistent format for all Department orders, directives and notices.

II RESPONSIBILITY

It is the responsibility of all departmental personnel to adhere to this general order. It is the additional responsibility of the command and supervisory personnel to ensure its compliance.

III PROCEDURES (WRITTEN DIRECTIVES)

A The following terms, for purposes of this general order, shall be defined as follows:

1. Written Directive - Any written or electronic document used to guide or affect the performance or conduct of departmental employees. The term includes policies, procedures, rules and regulations, general orders, division orders, special orders, operations orders, memorandums and instructional materials.
2. Procedure - A method of operation prescribed by written directive, usually a General or Special Order that is a guideline in carrying out department activities. A procedure may be made mandatory in tone through the use of "shall" rather than "should" or "must" rather than "may." Procedures sometimes allow some latitude and discretion in carrying out an activity.
3. Rules and Regulations - A set of specific guidelines to which all employees must adhere.
4. Manual - An official repository for hard copies of orders, policies, procedures, rules and regulations, and/or other written directives.

B The New Canaan Police Department's Written Directive's System includes the following:

1. Policy - A written directive that is a broad statement of department principals. Policy statements may be characterized by such statements 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 the development of procedures, rules and regulations.

- a. Policy statements will be formulated by the Chief of Police and will be issued only after the Police Commission approves them. Generally, policy statements will be in the form of a manual. The format used for the policy manual will include:
 - 1) Preface
 - 2) Acknowledgements
 - 3) Law Enforcement Code of Ethics
 - 4) Cannons of Police Ethics
 - 5) Policy
 - 6) General Provisions
 - 7) Objectives
 - 8) Personal Conduct
 - 9) Community Relations
 - 10) Community Affairs
 - 11) Law Enforcement Operations
 - 12) Administration
 - 13) Support Services
 - 14) Weapons
 - 15) General
 - b. A policy statement will remain in effect until revised in writing or rescinded by the Chief of Police and Police Commission.
 - c. The Chief of Police or his designate will coordinate the reproduction and distribution/dissemination of the policy manuals and any additions, revisions or deletions to it.
2. **General Order** - Permanent directives, concerned with policy, rules and procedures affecting more than one organizational component.
- a. General orders will be issued, revised, disseminated and rescinded by the Chief of Police, with the approval of the Police Commission. A general order will remain in effect for an indefinite period of time or until such order is revised in writing or rescinded.
 - b. General orders will normally address, but shall not be limited to:
 - 1) Institution of rules, policies and procedures
 - 2) Permanent changes in organization

- 3) Installation of permanent programs
 - 4) Permanent personnel policies and procedures to include: recruiting, training, promotions, etc.
 - 5) Use of police facilities and equipment
 - 6) Relationships with other agencies
- c. The format used for general, division and special orders will be in outline form and contain the following information:
- 1) Order Number
 - 2) File Information
 - 3) Subject/Title
 - 4) Purpose and/or policy
 - 5) Responsibility
 - 6) Procedures
 - 7) Distribution
 - 8) Effective Date
- d. Officers and civilian personnel shall be responsible for reviewing and familiarizing themselves with the contents of all newly released or revised general orders. In addition, supervisors are responsible for reviewing any significant releases or revisions with their subordinates.
- 1) When necessary, the Training Officer will arrange for a more formalized training session. In these instances, the Training Officer shall document who received training, the subject matter instructed and when the training occurred.
3. **Division Order** - Refers to directives affecting only a specific segment of the police department and do not influence the operations of others.
- a. Division orders will normally consist of specific instructions to accomplish a particular objective.
 - b. Division orders will be issued, revised and rescinded by a Division Commander.
 - c. The format of a division order will be identical to that of a general order.
 - d. A division order shall remain in effect until revised in writing or rescinded

- e. The Division Commander, responsible for the issuance of a division order shall also be responsible for its dissemination to the appropriate personnel and/or onto the server in accordance with the procedures outlined in Section D which follows.
 - f. The Division Commander responsible for the issuance of a division order shall, at least annually, review same to determine if the information should be revised, cancelled, continued as is or incorporated into a general order.
4. **Special Order** - Refer to a policy or procedure regarding a specific circumstance or event that is of a temporary nature.
- a. Uses for special orders may include, but will not be limited to:
 - 1) Instruction for the use and deployment of personnel/equipment to a specific public gathering, such as a fireworks display, parade etc. including the assignment of individual duties.
 - 2) Assignment of and instructions for personnel in regards to training programs, firearms qualifications etc.
 - b. Special orders will be issued, revised or rescinded by the Chief of Police or a Division Commander.
 - c. The format of a special order will be identical to a general or division order.
 - d. A special order will remain in effect until revised in writing or rescinded.
 - e. The officer responsible for the issuance of a special order shall also be responsible for its dissemination to the appropriate personnel and/or onto the server.
 - 1) Said officer shall periodically review the special order to determine if the information should be revised, cancelled, continued as is or incorporated into a general order.
5. **Operations Order** – a directive issued by a commander to a subordinate for the purpose of ensuring a coordinated and planned execution of a specific operation.
- a. Operations Orders are issued by command and supervisory officers. The officer responsible for the order shall be responsible for its dissemination, any revisions and for rescinding said order. Because these orders are operation specific, they are typically self-canceling upon conclusion of the operation.
 - b. The format of the order shall be in one of two formats;
 - 1) For larger operations (Family 4th etc.) the format should consist of five major headings including;
 - a) Situation
 - b) Mission
 - c) Execution

- d) Service and Support
- e) Command and Control
- 2) For smaller operations (prisoner extradition etc.) the format should be similar to that of a memorandum. Recommended headings would include;
 - a) Date of Operation
 - b) Officer In Charge (OIC)
 - c) Contact Information, if applicable
 - d) Additional Details, if applicable
 - e) Operations Narrative

6. **Memorandum** - An informal written document that may or may not convey an order:

- a. Memorandums may be issued by any department employee if the subject matter is in the area of their department responsibility. All such issued memorandums will be disseminated via Division Commanders with a copy to the Chief of Police for filing purposes.
- b. Memorandums will generally be issued for the following purposes:
 - 1) To disseminate information or instructions which do not warrant a formal order.
 - 2) To explain or emphasize sections of previously released general orders.
 - 3) To direct the actions of subordinates in specific situations or circumstances under a level of command not authorized to issue general, division or special orders.
 - a) Such memorandums shall not deviate from or conflict with established policies and procedures as documented by higher authority.
 - 4) To inform personnel of actions or policies of other agencies.
- c. The format used for a memorandum will include:
 - 1) Memorandum (Heading)
 - 2) To (Personnel affected)
 - 3) From (Issuing authority)
 - 4) Subject (Topic discussed)
 - 5) Date (Date of Issue)

6) Narrative/Body of Memorandum

- d. The person who issues a memorandum will be responsible for copying and distributing it to the appropriate individuals. Unless self-canceling, a memorandum will remain in effect until it is revised, superseded or rescinded by the issuer.

7. **Instructional Material** - Instructional materials, including training guides, bulletins and checklists are designed to provide technical information and will generally be issued on a random basis as necessary.

- a. A Training Bulletin is prepared and released generally on a monthly basis, by the Training Officer. Its purpose is to keep officers abreast of new techniques, statutes or amendments to statutes, or recent court decisions.

- 1) Bulletins may take any form appropriate to the subject being discussed. However, a summary/cover page will accompany each bulletin and will conform to established guidelines.

C All proposed General Orders and/or Rules of Conduct policy additions and/or revisions will be disseminated to command and supervisory personnel for review using the Staff Review form. Supervisory personnel shall be given specific time constraints in which they must complete their policy review. They are offered three options when evaluating a directive. They may; concur, concur with suggestions or concur with major revisions. All comments and recommendations will be forwarded to the Chief of Police or designee for review prior to final approval of a directive.

- 1. All other directives will be reviewed by the issuing authority.

D The following procedures have been formulated in order to ensure that written directives are distributed and/or disseminated correctly, thereby ensuring that they are readily available to all personnel..

- 1. All General, Division Orders shall be available to all personnel. Primary access to these directives shall be through the department's network server. Personnel shall have "read-only" rights to the information. In addition, the directives shall be available in either compact disk (CD) or hard copy (3 ring binder) formats within designated locations within the police department. These locations are;

- a. Office of the Chief of Police
- b. Training Office
- c. Accreditation Office
- d. Report Room
- e. Communications Center

- 2. The written directives will also be available at the New Canaan Library and Town Clerk's Office at the Town Hall.

3. All General Orders will be filed alphabetically by title in one of two manuals. The "Administration" manual, which pertains to administrative procedures and the "Operations" manual, which pertains to operational procedures. Division and Special Orders shall also be filed alphabetically under their respective titles on the network server. However, when filed manually within a binder, they will be filed within the "Operations" manual.
 - a. Due to the temporary nature of a special/operations order, they will be distributed to all personnel affected but it may or may not be placed in a manual. It shall be the responsibility of the supervisory personnel to review the contents of special/operations orders with their subordinates, while in effect on a regular basis.
4. Both sworn and civilian personnel will have access to General, Division and Special Orders through a read-only file found in his/her domain on the department's network server.
5. Officers shall acknowledge that they have reviewed a general order by signing the applicable acknowledgement form, which will then remain on file with the Chief of Police or designee.

E The Chief of Police shall have the authority to issue, modify, approve or rescind any written directive issued by an employee of the police department.

IV DISTRIBUTION

This general order will be reproduced in electronic and traditional media. All sworn personnel shall have access to Department general orders through a read-only file on their individual domain of the Department's computer network. Printed copies will also be placed in locations throughout headquarters so that they are easily accessible to all personnel.

V EFFECTIVE DATE

This general order is effective August 21, 1987.
Revised February 1991
Revised July 2000
Revised November 2000
Revised July 2009
Revised December 2011

Per Order,

Edward J. Nadriczny
Chief of Police