



Lunenburg Police Department

Policy Number: 4.01	Subject: Written Directive System
Issue Date: 12/07/20 Revision Date(s): 11/09/2021; 2/3/2022 Effective Date: 12/07/20	Massachusetts Police Accreditation Standards Referenced: 11.4.3; 12.2.1; 12.2.2; 33.5.3; 33.5.4
Issuing Authority: <i>Chief Thomas L. Gammel</i>	

I. GENERAL CONSIDERATIONS AND GUIDELINES

A well designed and properly implemented written directive system provides employees with the guidance and information required to successfully perform the duties and functions of their positions and assignments. This written directive is intended to provide employees of this Department with:

- A. A glossary of terms relative to the written directive system.
- B. A reference for the proper format to be used in this manual, to ensure consistency of style and organization.
- C. Procedures for the development, review, revision, purging, implementation and distribution of directives contained in this manual.

II. DEFINITIONS

- A. *Manual*: The Operations Manual for the Town of Lunenburg Police Department, includes Rules and Regulations and Policies and Procedures. Additionally, all chapters, appendices, training briefs, attachments and contents. [12.2.1(d)]
- B. *Policy and Procedure*: A written directive that provides a guideline or parameters for carrying out department activities. A procedure may be made mandatory using the words “shall” or “must,” rather than through the use of words “should” or “may.” Procedures may allow some latitude or discretion in carrying out an activity.
- C. *Rules and Regulations*: A specific written directive from which no deviation or exceptions are permitted.
- D. *General Orders*: are permanent written orders outlining policy matters, which affect the entire Department. A General Order is the most authoritative written order the Department issues, and may be used to amend, supersede, or cancel any previous order. General Orders remain in full force and effect until amended, superseded, or

rescinded by the Chief of Police. General Orders may be issued by the Chief of Police or his designee.

- E. *Memoranda*: Memoranda are written communications (generally entitled “Memorandum” or “Memo”) issued for the following purposes:
 1. To issue information or instruction, which do not warrant a formal order;
 2. To direct the actions of subordinates in specific situations;
 3. To explain or emphasize portions of previously issued orders; or
 4. To inform Officers of actions or policies of other agencies.
- F. *Written Orders*: A written order is a command or request reduced to writing and given by a superior officer, or relayed from a superior officer by an employee of the same or lesser rank as the person who is receiving the order. A written order shall not be considered a written directive for the purposes of this Chapter, and shall have no specific formatting requirements.
- G. *Department*: The Town of Lunenburg Police Department.
- H. *Sworn Employee*: A duly appointed full or part time employee of the Department, with full police powers and full power of arrest.
- I. *Civilian Employee*: Any non-sworn employee of the Department with no police powers or power of arrest.
- J. *Employee*: Any sworn or non-sworn employee of the Department.
- K. *Superior Officer*: A Sworn Employee holding the rank of Sergeant or higher rank as well as those assigned to acting supervisory positions.
- L. *Administrative Officer*: The Chief of Police, Lieutenant, or an employee serving in the capacity of a Division Commander.
- M. *Accreditation Manager*: An employee designated by the Chief of Police to oversee and manage the Department’s accreditation process. The employee shall be responsible for the general development, maintenance indexing (alphabetized) and administration of the written directive system. The employee shall receive specialized accreditation manager training conducted by the Massachusetts Police Accreditation Commission within one year of being assigned to the position. [\[33.5.4\]](#)
- N. *Training Brief*: Permanent written directives, issued and approved by an Administrative Officer that outline a training topic. Training briefs are generally short in length and are distributed via the department computer server and/or posted. Employees shall be bound by the requirements of the training briefs, which have the full force and effect of a written directive. Training briefs remain in effect until amended, superseded, or cancelled by the Chief of Police.

III. DEVELOPING & ISSUING NEW WRITTEN DIRECTIVES [\[12.2.1\(d\)\]](#)

- A. *Formatting*: The Accreditation Manager shall be responsible for set-up, configuration, lay out, and assigning chapter numbers of new written directives. Written directives shall be alphabetized and assigned a corresponding number. Example: topics found under the letter C are assigned a corresponding numerical (3). Based on the date of issue will determine their subsection number. (3.01,3.03...).

- B. Employees of the department may prepare a proposed draft policy or training brief. In addition, the Chief of Police or his designee may assign to a subordinate the responsibility to draft a policy or training brief.
 - 1. New written directives shall be numbered in accordance with the format requirements of this directive.
 - 2. The content of the written directive shall be formatted as prescribed by this directive.
- C. A draft of a proposed or revised policy shall be forwarded to the Chief of Police or his designee for review. The Chief may, at his discretion, permit employees the opportunity to review and provide input on the proposed or revised policy. One of the purposes of the review is to ensure that current practices and requirements of the policy do not contradict other existing directives or applicable law. This may be done by utilizing one or more of the following methods:
 - 1. Review and discussion at the next available general staff meeting;
 - 2. Review by a Review Committee designated by the Chief or Accreditation Manager; and/or
 - 3. Distribution to all or selected members of effected units or bureaus within the Department. [12.2.1(i)]
- D. The Chief may, if after any review process is conducted, approve for distribution, deny or return the draft to the author for modification. The Chief of Police and the Lieutenant(s) have the final authority to sign/issue written directives contained in this Manual. [12.2.1(b); 12.2.1(c)]

IV. DISTRIBUTION AND MAINTENANCE OF WRITTEN DIRECTIVE [12.1.1(i)]

- A. The Accreditation Manager shall be responsible for the general development, maintenance, indexing (alphabetized) and administration of the written directive system. All policies, procedures, training briefs and other directives shall be immediately available to all department personnel through PMAM. When a new policy is issued or an existing policy is revised, it shall be distributed through PMAM. A hard copy of the policies shall also be available at specific locations within the police station. [12.2.1(e)]

Once the final draft of a written directive has been approved by the Chief of Police, the Accreditation Manager shall be responsible for:

- 1. Ensuring that the final copy is of the proper format, and that all appropriate standards requirements are documented within the policy.
- 2. Store the written directive in a separate, secure word processing directory.
- 3. Copying the written directive over into the electronic directive system, (PMAM) and then ensuring that hard copies are made available in the following locations:
 - a. OIC Office
 - b. Report Room
 - c. Front Desk [12.2.2(a); 12.2.2(b)]
- 4. Distributing the written directive to all affected personnel. [12.2.2(a)]

- B. The Accreditation Manager shall ensure employees e-sign via PMAM, acknowledging that the employee has read and understands the new policy. [12.2.2(c)]
- C. The Accreditation Manager may require officers receive additional training on any policy or procedure that is distributed. The extent of any training in addition to the distribution memorandum will depend upon the complexity of the policy issue and the perceived need for more advanced training.
- D. Shift Supervisors or Officer-in-Charge shall be responsible to ensure that personnel under their command are thoroughly familiarized with all existing, new or revised policies, procedures, directives or other policy issues.
- E. As part of their initial training, during their probationary period, all newly hired sworn and non-sworn employees will be given access to PMAM, and receive training on all department policies and procedures, rules and regulations. Additionally, new hires will receive information on the accreditation process (introductory/familiarization-type information) within 30 days after beginning employment. Employees will e-sign acknowledging receipt of the policies and procedures, rules and regulations and having read and understood them. [33.5.3]

V. PERIODIC REVIEW/REVISION OF WRITTEN DIRECTIVES [12.2.1(e)]

- A. The Accreditation Manager shall ensure that existing directives are periodically reviewed annually each July. This review is documented in an accreditation maintenance calendar. This review is to determine the extent of any revisions, additions or deletions to any policy as follows:
 1. Whenever a revision is made to any chapter;
 2. Revisions may also be noted on the first page of the directive;
 3. At any time when there is a change in procedures, laws, court decisions, bargaining agreements, departmental organization, or other circumstances that indicate a specific Chapter may be in need of revision;
 4. Upon the request of any employee of the Department to review a Chapter for possible revision;
 5. As directed by the Chief of Police.
- B. Supervisory personnel with authority and responsibility over specific units and Divisions shall periodically review those chapters that affect their operations to ensure that current practices and requirements of the policy do not contradict other existing directives or applicable law.

The Accreditation Manager shall be notified when changes are required within a policy or chapter. Specific proposed language changes, as well as the reason for the proposed changes shall be included within the memorandum.

- C. Whenever the Accreditation Manager is notified of proposed or required changes within a written directive, he shall be responsible for ensuring that the revised policy is read by all appropriate department personnel in accordance with Section III, Paragraph C above.

D. The fact that a review of an existing Chapter is being undertaken does not necessarily imply that a rewrite or revision is necessary or desirable. The reviewer may find that the existing directive is satisfactory in its' current form.

VI. DISTRIBUTION OF REVISED WRITTEN DIRECTIVES

The Accreditation Manager shall be responsible to ensure that revisions to any department written directive are disseminated to all affected personnel. One of the following methods may accomplish this:

1. If there has been a major revision to a departmental policy or procedure, the Accreditation Manager shall disseminate the directive in accordance with procedures set forth in Section IV, Paragraph B above;
2. If there has been a minor language revision to an existing written directive, all personnel shall be notified of the change via PMAM. Such record shall serve as indication that the employee was informed of the policy revision and was instructed to refer to an Administrations & Operations Manual to read the revisions; or
3. If there has been a revision in the formatting of any written directive, no distribution is necessary.

VII. RESCINDED/PURGED DIRECTIVES

Whenever the Chief of Police authorizes that a written directive or part of a written directive be rescinded, the Accreditation Manager shall ensure that all employees are notified of such. Additionally, the Accreditation Manager shall be responsible for purging all copies of the rescinded directive from both the hard copy and PMAM HCM storage locations and destroy by shredding or deleting all copies. [12.2.1(e)]

Additionally, the Accreditation Manager must maintain a copy of all previously issued (rescinded) directives indefinitely either in hard-copy form or in a personal computer file in order to form a history of departmental policy on each directive.

VIII. ORGANIZATION OF THE WRITTEN DIRECTIVE SYSTEM

A. The Table of Contents of the written directive system establishes the broad topical areas of policy organization as follows:

- Section 1.....Operations
- Section 2.....Investigations
- Section 3.....Transportation and Detention of Prisoners
- Section 4Administration
- Section 5Traffic
- Section 6Property Management
- Section 7.....General Orders
- Section 8.....Memorandums

- B. As new directives are issued, the Accreditation Manager shall ensure their proper placement within the manual index.
- C. The Accreditation Manager shall conduct an annual scheduled review of the Department's rules and regulations, policies and procedures, and general orders. The review shall commence on or about January 1 and shall be completed no later than January 30. A reminder notation shall be applied to the Accreditation calendar included in the in house computer system of this task. Upon completion of the review, a report will be sent to the Chief of Police. [11.4.3]

IX. ACCREDITATION MAINTENANCE SYSTEM [11.4.3]

The Accreditation Manager shall be responsible for tracking all scheduled Accreditation reports and activities to ensure completion and compliance. These reports are to include the annual analysis of Use of Force and Vehicle Pursuits.

These reports are also to include:

- A. scheduled and unscheduled property room inspections,
- B. inventories and audits of the department's property, and
- C. Evidence storage areas.

The tracking shall be done by utilizing the department's in house computer system.