



# Fitchburg State University Police Department

<b>Subject:</b> WRITTEN DIRECTIVE SYSTEM	
Reference: IACLEA: 1.1.4 MPAC:12.2.1	
<b>Effective Date:</b> April 16, 2019	<b>Review Date:</b> October 20, 2021
<b>By Order of:</b> Michael J. Cloutier, Chief of Police	

General Order

1.1.4

**PURPOSE:**

One of the responsibilities of the Fitchburg State University Police Department is to ensure that internal directives are carefully organized in a manner that will provide guidance and easy access to all members of the department in the organization's expectations, policies, rules, regulations, orders, and procedures. To provide the needed guidance, the Fitchburg State University Police Department has developed a system of internal directives as the primary means for providing written instructions to employees that will assist them in carrying out their responsibilities. It cannot be expected that the contents of this manual will cover all situations or emergencies that may arise.

**GENERAL:**

The department's written directive system is comprised of the following components:

**Policy and Procedure Manual**

- General Orders

**Supporting Order Manual**

- Personnel Orders
- Directed Patrol Orders
- Special Orders
- Memoranda

All employees are required to be familiar, comply, and to keep current with department Rules and Regulations, Policies and Procedures, Directives, and Orders. In general terms, "Policies"

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are general principles that are intended to guide the decisions and actions of members of the Department. "Procedures" are those steps and tasks necessary to perform a required or necessary job.

### **POLICY:**

The Vice President for Student Affairs at Fitchburg State University has designated the Chief of Police the authority to issue, modify, approve, or rescind written directives for the University Police Department.

It is the policy of the Fitchburg State University Police Department to provide a uniform system of formal written and computerized directive formats. The intent of the written directive system is to provide administrative direction and operational guidance to all sworn and non-sworn personnel of the department. Whenever this order refers to officer(s), this will refer to only "sworn" employees of the department. Whenever this order refers to employee(s) or members of the department, this will refer to all "sworn" and "non-sworn" employees of the department.

A written directive system is essential to communicate to all personnel their individual discretionary powers in carrying out their duties in accordance with departmental written policies and procedures, rules and regulations and job descriptions. It is the policy of the department to provide clarity and rapid access to information essential to the effective implementation of departmental written directives. The department encourages and supports the exchange of information among all department functions and personnel for the purpose of coordinating activities. Information may be communicated through staff meetings, shift briefings, written roll call notices, e-mail, voice mail, and bulletins.

The Policy and Procedure Manual incorporates earlier Rules and Regulations, General Directives, General Orders, Memos into a "Chapter" format; and the Manual includes a "Table of Contents" and an "Index." Each chapter describes the various General Orders for the department's employees related to the chapter's title.

Each chapter may have appendices that are intended to provide additional information and clarification for department employees. Some appendices will be incorporated into the electronic and the hard copy versions of the Policy and Procedure Manual. However, all appendices may be incorporated only into the hard copy versions of the "Manual."

### **GENERAL ORDER ISSUANCE AND MODIFICATIONS:**

As needed, the Chief of Police, or his/her designee, will approve and issue modifications to policies and procedures found in this manual. These modifications may clarify, rescind, or modify a current policy or procedure, and these modifications become a part of the General Order at the time they are issued.

General Order modifications will be announced during roll calls for at least three days in order to provide the time for questions and or feedback from employees. This review prior to issuance ensures staff review and that the new/modified General Order does not contradict other existing agency directives or applicable law.



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The final new/modified General Order will be placed on-line through PMAM, announced during roll calls, and placed in all copies of the manual at which time employees will electronically sign the acknowledgement through PMAM. The supervisors will be provided with the opportunity to discuss the General Order, as well as training, at the regular supervisors meetings in order to assist with the most effective means of presenting and reviewing policies and procedures with employees.

All newly-hired employees will receive all policies through PMAM. Employees must electronically sign the checklist to affirm they have read and understood the issued policy/procedure. A supervisor or field training officer should review the General Order with the employee as part of the Field Training Process. All other issued General Order will be reviewed as disseminated during Roll Call.

*IACLEA 1.1.4 d*

### **WRITTEN POLICY SYSTEM COMPONENTS:**

Fitchburg State University Police Department's written directive system consists of the Policy and Procedure Manual, which is the collection of General Orders. In addition to the Policy and Procedure Manual, additional orders/memos may be issued to communicate to personnel, but due to either the evolving nature or expected expiration, are not part of the Policy and Procedure Manual. All orders in the written directive system are explained below.

#### **A. Policy and Procedure Manual**

1. **General Orders:** General Orders are permanent written directives issued by the Chief of Police outlining policy matters, rules, regulations, and procedures that affect the entire department. They may be used to amend, supersede, or cancel any previous directives. General Orders remain in full effect until amended, superseded, or canceled by the Chief. General Orders will be distributed for review through PMAM and announced at roll calls for a specific time period (3 days) and maintained in the Orders Books located in the Chief's Office, Patrol Office, and Lieutenant's Office.

#### **B. Supporting Orders Manual**

1. **Personnel Order:** Personnel Orders pertaining to change of duty assignments such as a transfer, promotion, or a schedule change. Administrative matters related to conditions of employment and employee rights and benefits as issued by the Chief of Police or his/her designee. Personnel Orders will be distributed for review through PMAM and announced at roll calls for a specific time period (3 days) and maintained in the Supporting Orders Book located in the Chief's Office, Patrol Office and Lieutenant's Office.
2. **Directed Patrol Order:** Directed patrol orders may be designed and implemented by any member of the supervisory or command staff, and are intended to address a specific problem during a specific period of time. Therefore, any directed patrol order must include a statement regarding the issue or problem being targeted and the time period (expiration date) of the directed patrol. Such directed patrols can be extended as needed. Directed Patrol Orders can be in any format to include Operational Plans
3. **Special Order:** Special orders are directives issued by the Chief of Police, or

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Lieutenants, affecting only a specific segment of the organization or a statement of policy and procedure regarding a specific circumstance or event that is of a temporary nature. Special Orders are automatically canceled when their objective is achieved. Special Orders can also address issues in a General Order if changes in law, University Policy/Procedure, or a temporary exemption needs to be made to a General Order.

4. **Memoranda:** Memoranda may be issued by the Chief of Police, Lieutenant, or a Sergeant. Memoranda are temporary notices which provide information or clarify a specific topic. In most cases, memoranda are posted and/or announced at roll calls for a specific time period. Memoranda shall also be used to clarify and implement university policies or policies that impact or requires inter-departmental cooperation, that may be revised based on external changes, (i.e. Inclement Weather Procedure).
5. **Training Bulletin/Roll Call Training:** Training Bulletin/Roll Call Training is a written directive, which includes instruction and/or training material.

*IACLEA 1.1.4 a & b*

General Orders will be drafted using standardized templates and numbering that will coincide with the IACLEA Accreditation Standards Manual's Chapter, Section, and Subsection. Where the first number refers to the Chapter, the second number refers to the subsection. The third number refers to the order in that subsection,

General Orders issued that do not have a corresponding standard will be numbered and placed within the Chapter and Section most likely related to the subject.

All non-General Orders and memoranda will be numbered according to the assigned letters (PO, DPO, SO), then the year and number according to the most recent one issued i.e. SO 19-007 – would be the 7th order issued for the calendar year, beginning on January 1, 2019). All orders and memos will be distributed through PMAM to all members of the department and placed in the orders books.

Event Action Plans, Event Operation Plans although considered Direct Patrol Orders, will not be saved in either the Policy and Procedure Manual or the Supporting Order Manual, but in the Department's Records Management System.

Memoranda will not have a designated number but shall be dated. All previous memoranda of the same matters will automatically be rescinded by the issuance of an updated memorandum of the same topic. All orders will trump a memorandum if a conflict is created by a memorandum, or if a subsequent Order has been issued.

### **PROCEDURE:**

#### **A. General Orders:**

1. General Orders will normally address, but are not limited to:
  - a. The institution of policies and procedures, or rules and regulations;
  - b. Permanent changes in the department;
  - c. Installation of permanent programs;



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- d. Permanent personnel policies and procedures, including recruiting, and hiring;
  - e. Use of police facilities and equipment.
2. The General Order format will include:
- a. Header;
  - b. Chapter number and the title;
  - c. Section and Subsection;
  - d. Effective date;
  - e. Policy and procedure, rule and regulation, etc., that the General Order rescinds, if applicable;
  - f. Purpose;
  - g. Policy;
  - h. General statement, or definitions as deemed necessary;
  - i. Procedures, in outline form;
  - j. References, as deemed necessary.
3. General Orders shall remain in effect until revised or rescinded in writing by the Chief of Police.
4. General Orders will be assigned a chapter and section number according to the numeric index established by the Department Policy and Procedure Manual. An alphabetized index by topic will also be established in the index.
5. Proposed addendum, revisions, or new General Orders must be reviewed by the Chief of Police, the Accreditation Manager, and those designated by the Chief to do so.
- a. One of the reasons for the review is to prevent any conflict in the General Orders. In the event that one order is found to conflict another order, this conflict will be brought to the immediate attention of the Chief of Police. The Chief of Police will determine which General Order will take precedence until the conflict is resolved. Massachusetts General Law will take overall precedence if it is involved in the conflict.
  - b. The Accreditation Manager will be in charge of ensuring that all time sensitive standards are complied with. The Accreditation Manager will do so using the Certification/Accreditation Checklist of Time Sensitive Actions Items provided by the Accrediting Commission as a guide.
  - c. The Accreditation Manager, with the approval of the Chief of Police, can delegate the review of sections of the General Orders to those individuals who have daily

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control or expert knowledge of the subject.

- d. All employees shall be familiar with those reporting standards that require a report based on the incident. This may include, but not be limited to, use of force incidents, motor vehicle pursuits, training, etc.
- e. Any individual asked to review certain orders (in regards to making changes or ensuring the order is up to date) would be provided with a timeline to do so and would respond in writing whether or not changes are needed to any orders, or as to the result of any inspections or reviews that are required.
- f. Any member of the department may recommend a change in the General Orders, or any policy, in which they discover an error, or if they believe that an Order or a procedure is outdated. This recommendation should be made to the Accreditation Manager.
- g. On an annual basis the Accreditation Manager will review all General Orders. The Accreditation Manager may have assistance from others members of the department in doing so. This process will begin in July and August of every year. Any changes that are needed will be brought to the attention of the Chief of Police.

*IACLEA 1.1.4 e*

- h. General Orders that may affect other institutional departments and campus stakeholders should be reviewed for recommendations and feedback by the Vice President for Student Affairs, counsel, other department heads, or union representatives prior to the approval by the Chief of Police. This will be done in the following manner:
  - 1) A draft version of the general order will be shared with the appropriate institutional partner where said general order may overlap with their department or field of expertise.
  - 2) Once the feedback and edits are provided to the Accreditation Manager, appropriate edits will be made to the draft general order.
  - 3) When necessary, the Accreditation Manager will meet with the institutional partner to seek clarification and have a discussion on any edits that may not be feasible to incorporate into the general order.

*IACLEA 1.1.4 f*

- 6. Once a General Order has been approved by the Chief of Police, the following will be adhered to:
  - a. The original will be placed in the Master Policy and Procedure Manual retained by the Chief of Police.
  - b. The Accreditation Manager will make, or have made, the appropriate copies and will ensure that they are distributed to the following locations:

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- 1) Uploaded to the department's accreditation software, PMAM, so all personnel may have an opportunity to electronically sign off on each order issued;
  - 2) Copy placed in Policy and Procedure Manual in the Patrol Room
  - 3) Copy placed in Policy and Procedure Manual in Lieutenant's Office
- c. The Accreditation manager will ensure that each employee reads a copy of the General Order, electronically signs for it, and understands each General Order issued. This will take place in a reasonable amount of time from the date of issuance, not to exceed one month.
- d. Roll call training concerning all new General Orders may be performed by the shift supervisor, or lead police officer (OIC), at the issuance of said orders;
- e. If additional training is required in order to carry out compliance with the order, the Chief of Police may require a department training officer to conduct the appropriate additional training;
- f. If additional training is conducted, the training officer will document who has been trained and the date trained. He/she will submit the training documentation to the record maintenance officer for filing.
- g. A lesson plan will be submitted along with the results of any test given.
7. Every employee will be responsible for its understanding and implementation. Clerical personnel will be issued and instructed in all General Orders affecting their respective positions.

### **B. Personnel Order:**

1. Orders pertaining to change of duty assignments. Administrative matters related to conditions of employment, and employee rights and benefits as issued by the Chief of Police, or their designee.
  - a. Personnel Orders are to be used for, but are not limited to:
    - 1) Promotions
    - 2) Special Assignments (Cruiser Maintenance Officer, Evidence Officer, RAD Instructor, etc.)

### **C. Directed Patrol Order:**

1. Directed Patrol Orders are intended to address a specific problem during a specific period of time, and includes a statement of the issue or concerns that need to be rectified as well as the purpose of the directive.
  - a. Directed Patrol Orders are to be used for, but are not limited to:



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- 1) Issues and concerns within university residences.
  - 2) Issues and concerns in the neighborhood.
  - 3) Concerns brought forth by faculty and staff of suspicious individuals or persons.
2. Operations Plans are plans for specific occasions, events, or operational periods which include, Move In, Commencements, Dances, Concerts, or any other large events that have the potential of impacting the normal day to day activities of the university.
- a. Operation Plans can be generated by any member of the command staff, with approval of the Chief of Police.

### D. Special Orders:

1. Special Orders refer to directives affecting only a specific segment of the department, or procedures regarding a specific circumstance or event.
  - a. Special Orders will normally be used for, but are not limited to:
    - 1) Temporary change or exemption of policy;
    - 2) Modification to uniform or grooming standards such as:
      - a). Mourning Bands
      - b). No Shave November
      - c). Seasonal Uniform change over extension
    - 3) Instructions for proper use of statutes;
  - b. Once the Special Order is approved by the Chief of Police or his/her designee, s/he shall assign the appropriate number in chronological order and undertake the following:
    - 1) Make the appropriate copies;
    - 2) Distribute the order to all employees via the department's accreditation maintenance software, PMAM and by placed in all Supporting Order Binder;
    - 3) When said Special Order is issued, all affected employee shall have the opportunity to electronically sign off on each order issued.

### A. Memoranda:

1. Memos shall be published utilizing the following format:



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- a. To, From, Date, Subject and content.

IACLEA 1.1.4 c

### GENERAL ORDER REVIEW

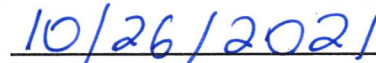
The Chief of Police or his/her designee will review the "Policy and Procedure Manual" and the Supporting Order Manual annually. The review will be done with affected department supervisors and is done to update policies and procedures and to ensure that any new policies and procedures do not contradict other existing policies and procedures, Institutional Policies, Changes in Case Laws or state statutes. Such review will be documented and any addenda or other necessary change to the manual will be made at that time, or as needed. Any changes to pages will be distributed to all Department employees, as noted above. All changes will be tracked through PMAM.

The Chief of Police, or designee, will also solicit feedback on policies that affect other departments within the institution. This aids and maintains a productive dialogue between the agency and other departments which helps to generate confidence and support for agency practices from stakeholders within the institution.

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Approval:

  
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Chief of Police

  
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Date