

FREDERICK POLICE DEPARTMENT GENERAL ORDER

Section 11: Management Systems **Order Number:** 1181
Topic: GENERAL ORDERS AND OPERATIONS MANUAL **Issued by:** Chief of Police
Approved: 03/01/17
Review: Annually in January by Commander, TSD
Supersedes: G.O. 1181 dated 10/01/15

.01 PURPOSE:

To characterize "Operations Manual" and "General Order," to specify their applicability, and to mandate procedures for originating, revising and distributing them.

.02 CROSS-REF:

G.O. [1180](#), "Written Directives and Communications"
G.O. [1182](#), "Personnel, Special and Training Orders"
G.O. [1183](#), "Standard Operating Procedures (SOP's)"
G.O. [1186](#), "Daily Bulletin"
G.O. [1187](#), "Memorandums"
CALEA STANDARDS 12.2.1; 12.2.2
Form [OCP-005](#), "Receipt of Orders, Memoranda and Manual Revisions"
Form [RS-040](#) "General Order Staffing Form"

.03 DISCUSSION:

.04 POLICY:

All personnel of the Frederick Police Department are governed by the provisions of the Department's General Orders, which are collectively known as the Operations Manual. Each individual employee is responsible for knowing and abiding by these provisions. It shall be officially presumed that each employee knows the provisions stated in the Operations Manual, and failure to abide by them will be cause for appropriate corrective action.

.05 DEFINITIONS:

GENERAL ORDERS - General Orders are the individual directives that are collectively referred to as the Operations Manual. They have reference to and are binding upon the entire Department. They define policy and direct procedures. General Orders are issued only by the Chief of Police and are effective upon the "approved" date in the header of the order. They remain in effect permanently unless replaced by another General Order or officially canceled by the Chief of Police.

.10 POLICE OPERATIONS MANUAL:

1. THE FREDERICK POLICE DEPARTMENT OPERATIONS MANUAL is the primary body of written directives governing the Department and is made up of all current General Orders governing the Department. It contains official instructions and information about ongoing Police Department functions, for which the Department's employees, both sworn and civilian, will be held accountable. The Operations Manual consists of two volumes, the Field Manual (Vol. 1) and the Administrative Manual (Vol. 2). A Table of Contents, which is updated at least annually, is in each volume and lists the date, number, and title of each current General Order. All General Orders pertaining to field operations (Vol. 1) have been given a three-digit number and all orders in Volume 2, pertaining to administrative functions, have a four-digit number to identify them. All members have ready access to the Operations Manual via the PowerDMS website.
 - A. FIELD MANUAL. The first volume of the Operations Manual, entitled "Field Manual," contains General Orders directly pertaining to tactical or operational

matters. Although its provisions are binding upon all Department personnel whenever applicable, the contents of this volume are used most frequently by officers in operational components such as Patrol, Special Operations, Community Services, and Criminal Investigations.

- B. ADMINISTRATIVE MANUAL. The second volume of the Operations Manual, entitled "Administrative Manual," contains all General Orders that are not immediately concerned with tactical operations.
2. All employees will familiarize themselves with the location the Operations Manuals and with access to the Operations Manual via the PowerDMS website.

.15 MASTER COPIES:

Master copies of all directives are maintained on Department's PowerDMS website.

.20 ISSUANCE

1. Written directives are issued to employees via access to the PowerDMS website. The Department will not issue printed manuals to each member. Exceptions may be made for management or training purposes.
2. Familiarization with the Written Directive System – Sworn Officers:
 - A. The Training staff will ensure that each student officer is trained to utilize the department's written directive system, which is managed through PowerDMS. This will include a review and familiarization of all written directives, with emphasis on policies pertaining to general operations, use of force, and authorized weapons prior to the student officer being authorized to carry any weapon.
 - B. All student officers for the Frederick Police Department must read and electronically sign for each directive prior to achieving sworn status. This acknowledges that they have read and understood each directive.
3. Familiarization with the Written Directive System – Civilian Employees:
 - A. Supervisors of new civilian employees will be responsible for ensuring that employees are trained in the department's written directive system. This will include a review and familiarization of all written directive with an emphasis on policies pertaining to conduct and behavior and those special operating procedures specific to their assignment.
 - B. All new civilian employees must read and electronically sign for each directive prior to being released from probationary status. This acknowledges that they have read and understood each directive.
4. Due to the high cost of printing and the regularity of revision, General Orders should be routinely referred to by computer and should not be routinely printed. Exceptions may be made for specific purposes.

.25 MANAGEMENT RESPONSIBILITY:

Each supervisor will be responsible for reviewing new and updated General Orders with each of his subordinates and for ensuring that their personnel acknowledge and electronically sign for new and revised policies in PowerDMS.. Records of acknowledgement will be maintained by the Supervisor of Records and Agency Accreditation in PowerDMS.

.30 EMPLOYEE RESPONSIBILITY:

Every Department employee is responsible for reading and acknowledging any updates to the Operations Manual that he has been made aware of by electronically signing off on the policy via

the electronic signature feature in PowerDMS. Department employees are responsible for knowing and adhering to all the provisions of the Operations Manual. Violations of a directive will not be excused by the claim that the directive was not received unless proven.

.35 AUTHORITY TO AMEND OR REVOKE ORDERS:

Whenever an amendment or revocation of any General Order is proposed, the official planning process will be followed. Every policy/procedural amendment or revocation requires the approval of the Chief of Police. Workflows will be initiated with the appropriate reviewing/approving authorities listed in the steps. Upon electronic review and signature by the Chief of Police, the General Order will be published by the Supervisor of Records and Agency Accreditation and disseminated to all staff for signature. Administrative changes which do not alter policy can be made by the Commander responsible for the annual review of the order. Administrative changes will be made using the workflow process and final revisions will be published by the Supervisor of Records and Agency Accreditation.

.40 SIGNATURES OF APPROVING AUTHORITIES:

1. Distributed directives do not need to contain reproduced approval signatures to be in effect.
2. Electronically distributed directives are considered signed by the authorizing official unless otherwise specified.

.45 CONTINUITY

All agency directives remain in effect through changes of administration and command until they are modified or rescinded by successors.

.50 GENERAL ORDER REVIEWS:

1. As General Orders are permanent directives, it is essential that they be reviewed regularly to ensure currency, accuracy, and adequacy. Each General Order has, therefore, been assigned for review to a specific sworn or civilian command position of the Department. The person occupying that position at the specified review time will be responsible for reviewing the content of the General Order and for making any appropriate changes. Upon completion of a scheduled review that results in proposed changes, the reviewing member will create a draft version of the document and initiate a workflow in PowerDMS. If no changes are required, they will notify the Supervisor of Records and Agency Accreditation in writing that no changes are needed. Electronic mail notification is acceptable.
2. In the event that the responsible party is unable to complete the review by the due date, (s)he will email the Supervisor of Records and Agency Accreditation and request an extension. The Supervisor of Records and Agency Accreditation will extend the deadline by 30 days. Requests for extensions beyond 30 days will be sent to the Supervisor of Records and Agency Accreditation who will forward them to the responsible party's chain of command for approval.

.55 GENERAL ORDER UPDATES:

The Operations Manual will be updated in PowerDMS as needed. Change notifications will be sent to departmental personnel via email notification generated from PowerDMS. The Supervisor of Records and Agency Accreditation will maintain a master file of all superseded orders for historical purposes.

.60 PROCEDURE FOR PREPARING AND REVISING ORDERS:

1. The Chief of Police or a command officer may at any time require that a directive be revised or drafted for command staff consideration. In addition, revisions and proposals for General Orders may be originated by any Department employee.

2. A draft of a proposed or revised General Order will be prepared by the employee originating or revising the order. New order numbers will be assigned by the Supervisor of Records and Agency Accreditation before publication as needed. Revisions will be published under the existing number if appropriate.
3. Each proposal or revision will be conducted on a draft version of the order utilizing the workflow process in PowerDMS.
4. Revisions should be drafted using the "Review/ Track Changes" functions in Microsoft Word. The original draft should be forwarded through the chain of command to the employee's division commander via a workflow in PowerDMS. The Supervisor of Records and Agency Accreditation will always be included in the workflow for draft orders for review.
5. Reviewers will make any comments utilizing the discussion feature in PowerDMS and will complete their workflow step by the required due date.
6. The originator will review the comments, discuss if necessary, make any necessary changes and repeat the workflow process as necessary to complete a final draft.
7. Once the final draft is developed, the originating command member will begin a final workflow for the following review:
 - A. Significant revisions that change Department-wide policy will be reviewed by the Deputy Chief of Police.
 - B. Revisions that apply only at the Division / Section level may be submitted directly to the Chief of Police via the Supervisor of Records and Agency Accreditation.
 - D. The Supervisor of Records and Agency Accreditation will be the step before and after the Chief of Police and will ensure the order is properly formatted and revision dates are updated before forwarding the workflow to the Chief for his approval and signature.
8. Upon final approval by the Chief of Police, the order will be returned to the Supervisor of Records and Agency Accreditation for publication and dissemination.
9. Draft General Orders or revisions may be disseminated electronically provided all of the above conditions are met.
10. EXCEPTIONS TO NORMAL PROCEDURE: Occasions may arise when it will be desirable to revise or originate and issue a General Order more quickly than is possible using the foregoing procedures. The decision to bypass any portion of the normal procedure will be made by the Chief of Police.

.65 DISTRIBUTION, REVIEW, AND ACCOUNTABILITY:

1. After the proper review procedures, Supervisor of Records and Agency Accreditation, is responsible for putting proposed General Orders into the proper format, and for publishing, distributing, and maintaining those General Orders that are approved.
2. Once a new or revised General Order is approved by the Chief of Police, the Supervisor of Records and Agency Accreditation will ensure that the order is published via PowerDMS on the appropriate effective date. Publication of a policy in PowerDMS will generate an automatic email to applicable departmental personnel notifying them of revisions to the order. Personnel can view current and new versions side by side in PowerDMS which will highlight changes made.

3. Employees are responsible for responding to PowerDMS alerts regarding General Order updates, for reviewing the new order and for electronically signing the order. Electronic signatures indicate that employees have read and understood the contents of the order.
4. Any essential background material used to write the order will be forwarded to the Supervisor of Records and Agency Accreditation, who will upload it to the electronic file in the document's PowerDMS history.

.70 FORMAT:

1. General Orders are prepared in a standard General Order form whose heading contains the words, "Frederick Police Department General Order." The heading also contains spaces for the following: section number; order number; topic; issued by; approved; review (which indicates how often and by whom); and the order that is being superseded, as necessary.
2. There are five standard paragraph captions at the beginning of each General Order, numbered .01 through .05. The paragraph captions are included in each General Order, but content is supplied only when appropriate. The paragraph captions are:
 - .01 PURPOSE: This is the only paragraph caption that must be completed for every General Order. It contains a concise statement of the intent of the directive.
 - .02 CROSS-REF: An exhaustive set of cross-references for every imaginable purpose would be impossible. This paragraph, when used, is designed to direct the reader to other written directives that have particular relevance.
 - .03 DISCUSSION: This paragraph, when used, contains general or background information to set a context for the subsequent paragraphs.
 - .04 POLICY: Although most General Orders contain a stated policy, not all do. Some General Orders are entirely procedural, and others may be subdivisions of a broader subject that is covered by a policy statement in another General Order. When used, the policy statement indicates the Department's attitude toward, official position upon, or goals for the subject in question. Broader than a procedural statement, it serves as a guide and context for procedures.
 - .05 DEFINITIONS: Definitions that are essential to or especially important for a specific general order are placed in this paragraph.
3. The remainder of each General Order is structured according to the sequence in which the information will be most useful. Generally, sections after the above should begin with .10 and thereafter increase by at least 5, i.e. .15, .20, .25 etc. unless the order is of exceptional length, whereby sections can be numbered closer together, but leaving open section numbers for later additions. If an order is being revised by the addition of intervening sections, they will be numbered sequentially, i.e. the first addition of a section after section .10 would be .11. Renumbering of sections is discouraged. Depending upon the needs of any particular General Order or portion of it, the information may be structured either chronologically or categorically. If warranted, a separate "Summary of Action" page (which is a basic checklist of one-line bullets/statements of required actions) will be attached to assist units in adhering to the Order.