

# POLICY AND PROCEDURE

# NO. 25



## Written Directive System

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### GENERAL CONSIDERATION AND GUIDELINES:

It shall be the policy of the Worcester Police Department to keep all employees informed of all matters relating to their employment with the department.

If police officers are to be held accountable for carrying out their assigned duties properly, they must know what is expected of them. They have a right to know these expectations, and command personnel have a responsibility to clearly communicate Departmental standards of performance. These standards should be clearly stated as written directives.

The importance of written directives as a tool for conveying management expectations and performance standards cannot be overestimated. Directives establish a specific code of acceptable behavior as well as guide the police officer in decision making by narrowing the range of acceptable discretionary action. Directives also serve as an official notice of the position of the Chief on specific issues. With a properly established directive system, controversy about official Departmental policy on critical and sensitive issues is decreased. When policies are transformed into written procedures, a foundation for standardized action is created.

The quality of written directives significantly influences the efficiency and effectiveness of police officers. When directives are available in written form to all officers, misunderstandings and misinterpretations are minimized, so too, is misconduct. Written directives should be viewed by police officers as the official position of management on certain issues. Written directives stand as a permanent record of agency general orders. They are Departmental commitments to service which assure the reliable performance of police duties.

### PROCEDURE:

It shall be the responsibility of the Chief of Police to issue, modify and approve Departmental written directives for the purpose of establishing policies, procedures and rules and regulations governing matters which affect the entire department.

These General Orders are the most authoritative and may be used to add, amend, or cancel information in the Department Manual and other division orders or directives. The numbering system shall correspond to the Department's Manual.

Orders are to be available to all personnel and shall be periodically incorporated into the Department Manual. They shall be issued and reviewed by the Chief of Police and/or a designated representative or committee.

**WRITTEN DIRECTIVES-DISSEMINATION:**

Written Directives shall be issued accordingly:

- A. General Orders- Department General Orders (Policies, Procedures and R&R's) and their revisions will in total constitute the Worcester Police Department's Policy Manual. Manuals will be in notebook form. All Commanding Officers shall receive a Department Manual. It shall be the responsibility of each Commanding Officer to maintain and update their unit's Manual as needed. Upon re-assignment of Commanding Officers, the unit's Manual will remain within the transferring from unit.
  - 1. All other employees will have readily access to their respective unit's Manual for reference and guidance. In addition, employees will be able to access the Department's computer system for a complete up-to-date reviewing of same policies
- B. Special Orders and Personnel Orders shall only be issued to affected personnel of the Department and shall be maintained as needed.
- C. Memoranda-All memoranda shall be distributed as determined by the issuing authority.

Per:

*Edward P. Gardella*  
Chief of Police

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