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1789

WRITTEN DIRECTIVE SYSTEM
GENERAL ORDER NO: 1.5.00

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Volume 1: Organizational Structure	Chapter 5: Written Directives
Distribution: All Personnel	NYSLEAP: 2.3
Issuing Authority: Chief Eric Hawkins	Page: 1 of 12

PURPOSE: The purpose of this policy is to establish a system for the development, dissemination, and storage of written directives.

POLICY: It is the policy of the Albany Police Department to maintain an effective and up to date Written Directive System, with the intent to keep all personnel informed of the expectations, policies, and procedures of the department.

DEFINITIONS: **Written Directive** – Written directive means any written document that is used to guide or affect the performance or conduct of employees. The term includes policies, procedures, rules and regulations, General Orders, Special Orders, Personnel Orders, Operational Orders, Training Bulletins, Intra-Departmental Correspondences, and Memoranda.

General Orders – General Order means a written directive that is used to define the permanent policies and procedures of the Albany Police Department. General Orders apply to all personnel, sworn and non-sworn, unless otherwise specified.

Special Orders – Special Order means a temporary written directive that is used to announce changes in policy, procedures, or law. Special Orders shall automatically expire ninety (90) days after the date of issuance. At the ninety (90) day expiration date, the Special Order shall either be put into a permanent General Order format, or the Special Order shall expire. This process allows for the immediate dissemination of priority information, as well as, time to properly address information into permanent policy format.

Training Bulletins – Training Bulletin means a written directive that is used to communicate training related material to personnel within the department.

Intra-Departmental Correspondences – Intra-Departmental Correspondence (IDC) means a written directive that is used to formally communicate through the chain of command. IDCs shall be utilized as means for the Chief of Police to communicate with personnel of the department, as well as a means for personnel to formally communicate with the Chief of Police, through the employee's chain of command.

Operational Orders – Operational Order means a written directive that is used to direct personnel in the performance of a particular task for a specific event.

**DEFINITIONS:
(CONT'D)**

Memoranda – Memorandum means a written directive that is used by supervisors to informally communicate with department personnel. Memoranda shall be utilized to inform, direct, or inquire. An example of when a Memorandum shall be issued would be to address a parking related matter within a station. All Memoranda shall be in the standard format described in this policy and shall not conflict with or supersede any General Order.

Personnel Orders – Personnel Order means a written directive that is used to change the employment status of personnel, such as a new assignment, promotion, or retirement.

Rules and Regulations – Department Rules and Regulations shall be collectively referred to as the Albany Police Department Policy and Procedures Manual.

Standard Operating Procedures – Standard Operating Procedures, or SOP, shall now be collectively referred to as the Albany Police Department Policy and Procedures Manual.

PowerDMS – PowerDMS means an electronic Document Management System that will be utilized to store and disseminate department written directives. PowerDMS is web-based software accessed via the Internet at PowerDMS.com.

I. DEPARTMENT POLICY REGARDING GENERAL ORDERS

A. Departmental General Orders establish policies and procedures about matters that affect the entire department.

1. The policies are the rules and regulations employees will use in the performance of their duties and for carrying out Police Department activities.
2. They are the most authoritative directives issued in the department and supersede all previously published rules or orders on the same subject.

II. ISSUING AUTHORITIES

A. The Chief of Police or his/her designee has the overall authority to issue, modify, or approve department written directives.

1. Department personnel or positions, other than the Chief of Police, shall be authorized to issue written directives; only as outlined in this policy.

B. General Orders:

1. The Chief of Police or his/her designee shall have the authority to issue, modify, approve, or rescind all General Orders.
2. General Orders supersede all other written directives of the department, unless otherwise specified. However, General Orders do not supersede laws of the City of Albany or the State of New York.

C. Special Orders:

1. The Chief of Police or his/her designee shall have the authority to issue, modify, approve, or rescind Special Orders.

D. Training Bulletins:

1. The Chief of Police or his/her designee shall have the authority to issue, modify, approve, or rescind Training Bulletins.
2. Training Bulletins shall not conflict with established departmental policies and procedures.

E. Intra-Departmental Correspondence (IDC):

1. The Chief of Police or his/her designee shall have the authority to issue, modify, approve, or rescind IDCs that are indexed and issued to personnel from the Chief of Police.
 - a. IDCs issued by the Chief of Police or his/her designee shall not conflict with established departmental policies and procedures.
2. Personnel shall have the authority to submit IDCs to the Chief of Police. This type of communication does not constitute the issuing of an IDC; therefore, it will not require an index number.

F. Operational Orders:

1. Members of the command staff and lieutenants shall have the authority to issue, modify, approve, or rescind Operational Orders.
2. Operational Orders shall not conflict with established departmental policies and procedures.

G. Memoranda:

1. All supervisors shall have the authority to issue, modify, approve, or rescind Memoranda.
2. Memoranda shall not conflict with established departmental policies and procedures.

H. Personnel Orders:

1. Personnel of the department who have the authority to hire, promote, transfer, or terminate personnel shall have the authority to issue, modify, approve, or rescind Personnel Orders.

III. FORMATTING AND INDEXING WRITTEN DIRECTIVES

A. General Orders shall conform to the following format:

1. The template used in an Albany Police Department General Order has been adopted by the Albany Police Department and shall be utilized for all General Orders.
 - a. General Order templates shall be stored in PowerDMS. Therefore the only means for completion, publication, and dissemination shall be within PowerDMS.

2. The name and address of the department shall be listed on the top center of the first page.
 3. The General Order subject name and General Order (G.O.) number shall be listed above the table on the first page.
 4. The following fields shall be listed in the pre-formatted table:
 - a. Issue Date – Indicates the date that the General Order was issued to personnel;
 - b. Effective Date - Indicates the date that the General Order originally became in effect. If the General Order is new, the Effective Date shall match the Issue Date;
 - c. Revision Date - Indicates the date that the General Order was last revised;
 - d. CALEA Reference Number - Indicates the Commission on Accreditation for Law Enforcement Agencies (CALEA) standard number(s) that the General Order references;
 - e. Volume - Indicates the volume where the General Order is located;
 - f. Chapter - Indicates the chapter within the volume where the General Order is located;
 - g. Distribution - Indicates the personnel that the General Order shall be issued to;
 - h. NYSLEAP Reference Number - Indicates the New York State Law Enforcement Accreditation Program (NYSLEAP) standard number(s) that the General Order references;
 - i. Page number(s) - Indicates the number of pages within the General Order; and
 - j. Issuing Authority - Indicates who authorized the General Order to be issued.
 5. Each General Order shall introduce the subject through a Statement of Purpose.
 - a. A Statement of Purpose offers a clear reason why the written directive is being implemented.
 6. A Statement of Policy shall follow the Statement of Purpose.
 - a. A Statement of Policy is a broad statement of the department's philosophy and sets forth the main theme of the written directive.
 7. Definition(s), if applicable, shall follow the Statement of Policy.
 8. The remainder of the General Order shall be divided into topics and subtopics. Topics shall be identified by upper case Roman numerals, and subtopics shall be identified by the following sequence:
 - A.
 1.
 - a.
 - i.
 - a)
 - 1)
 -
9. The Chief of Police or his/her designee shall sign all General Orders. This signature grants the authority to issue General Orders.

10. The footer shall consist of the following:

- a. Page number(s);
- b. Subject; and
- c. General Order number.

11. All General Orders shall use the following typesetting:

- a. Arial 12 point font;
- b. Topics shall be listed in all capital letters and in bold font; and
- c. All outline letters or numbers shall be in bold.

12. The words "SHALL" or "WILL" are considered mandatory words.

13. The words "MAY" or "SHOULD" are considered permissive words.

14. The Albany Police Department Policy and Procedures Manual shall use a decimal point numbering system to reference and index all General Orders.

a. An example of this designated numbering system is 1.4.25:

- i The "1" indicates that the material is contained in Volume 1.
- ii The "4" indicates that the material is contained in Chapter 4.
- iii The "25" indicates that the material is contained in Section 25 (of Volume 1, Chapter 4).

B. Special Orders shall conform to the following format:

1. The template used in an Albany Police Department Special Order has been adopted by the Albany Police Department and shall be used in all Special Orders.

a. Special Order templates shall be stored in PowerDMS. Therefore the only means for completion, publication, and dissemination shall be within PowerDMS.

2. The name and address of the department shall be listed on the top center of the first page.

3. The Special Order subject name and Special Order (S.O.) number shall be listed above the table on the first page.

4. The following fields shall be listed in the pre-formatted table:

- a. Issue Date – Indicates the date that the Special Order was issued to personnel;
- b. Effective Date - Indicates the date that the Special Order originally became in effect. If the Special Order is new, the Effective Date shall match the Issue Date;
- c. Revision Date - Indicates the date that the Special Order was last revised;
- d. Supersedes - Indicates the written directive that the Special Order supersedes, if applicable;
- e. Subject - Indicates the subject that the Special Order shall convey;
- f. Distribution - Indicates the personnel that the Special Order shall be issued to;
- g. Page number(s) - Indicates the number of pages within the Special Order; and
- h. Issuing Authority - Indicates who authorized the Special Order to be issued.

5. The remainder of the Special Order shall be in an open text format describing the subject

to be conveyed.

6. The footer shall consist of the following:

- a. Page number(s);
- b. Subject; and
- c. Special Order number.

7. Special Orders shall be assigned an index number by the accreditation manager. This index number shall be listed as the Special Order number.

- a. The indexed number shall begin with the abbreviation of SO, followed by the last two digits of the current calendar year, and a sequential number (e.g. SO 13-01).

C. Training Bulletins shall conform to the following format:

1. The template used in an Albany Police Department Training Bulletin has been adopted by the Albany Police Department and shall be used for all Training Bulletins.

- a. Training Bulletin templates shall be stored in PowerDMS, therefore, the only means for completion, publication, and dissemination shall be within PowerDMS.

2. The name and address of the department shall be listed on the top center of the first page.

3. The introduction shall contain one centered column designating the following:

- a. The form name of Training Bulletin shall be in bold text;
- b. The date that the training bulletin shall be issued; and
- c. The Index Number.

4. The remainder of the Training Bulletin shall be in an open text format describing the training information to be conveyed.

5. Training Bulletins shall be assigned an index number by the accreditation manager.

- a. The indexed number shall begin with the abbreviation of TR, followed by the last two digits of the current calendar year, and a sequential number (e.g. TR 13-01).

D. Intra-Departmental Correspondences (IDCs) shall conform to the following format:

1. The template used in an Intra-Departmental Correspondence has been adopted by the Albany Police Department and shall be used in all IDCs.

- a. Intra-Departmental Correspondence templates shall be stored on the department website under Printable Forms, then under Miscellaneous Forms and in PowerDMS. This template shall be used by personnel to submit an IDC to the Chief of Police.
- b. Intra-Departmental Correspondence templates shall also be stored in PowerDMS for issuance by the Chief of Police. This template shall be used for completion, publication, and dissemination of all IDCs issued by the Chief of Police or his/her designee.

2. The name and address of the department shall be listed on the top center of the first page.
3. If an IDC is being submitted by personnel to the Chief of Police or his/her designee it shall conform to the following format:
 - a. The date shall be listed in the upper right portion of the first page.
 - b. The introduction shall contain one column which designates the following:
 - i. TO: Brendan Cox, Chief of Police
 - ii. FROM: Title and name of personnel, PIN Number
 - iii. SUBJECT: Topic to be addressed and IDC Number if applicable
 - c. The introduction shall use the title Sir.
 - d. The body shall start out restating the title, name, and assignment of the employee who is submitting the IDC. It shall then describe the reason why the IDC is being submitted.
 - e. Using the closing of "Respectfully submitted" shall conclude IDCs. Followed by the rank, name, unit, and PIN number of the employee submitting the IDC.
4. If an IDC is being issued to personnel from the Chief of Police or his/her designee it shall conform to the following format:
 - a. The date shall be listed in the upper right portion of the first page.
 - b. The Chief's Secretary shall assign index numbers for all IDCs issued by the Chief of Police.
 - i. The indexed number shall begin with the abbreviation of IDC, followed by the last two digits of the current calendar year, and a sequential number (e.g. IDC 13-01).
 - c. The introduction shall contain one column designating the following:
 - i. TO: Personnel who the order shall be issued to
 - ii. FROM: Brendan Cox, Chief of Police
 - iii. SUBJECT: Topic to be addressed
 - d. The remainder of the IDC shall be in an open text format describing the information to be conveyed.

E. Operational Orders shall conform to the following format:

1. The template used in an Albany Police Department Operational Order has been adopted by the Albany Police Department and shall be used in all Operational Orders.
 - a. Operational Order templates shall be stored in PowerDMS.
2. The name and address of the department shall be listed on the top center of the first page.
3. The introduction shall contain one centered column designating the following:

- a. The name and rank of the employee issuing the order;
 - b. The dates that the order shall be in effect; and
 - c. The Index Number.
4. The event name shall be centered and underlined below the above listed column.
5. The remainder of the Operational Order shall consist of the following sections:
 - a. Situation;
 - b. Objective;
 - c. Execution;
 - d. Command and Control; and
 - e. Coordinating Instruction and Assignments.
6. Operational Orders shall be assigned an index number by the accreditation manager.
 - a. The indexed number shall begin with the abbreviation of OP, followed by the last two digits of the current calendar year, and a sequential number (e.g. OP 13-01).

F. Memoranda shall conform to the following format:

1. The template used in an Albany Police Department Memoranda has been adopted by the Albany Police Department and shall be used in all Memoranda.
 - a. Memorandum templates shall be stored on the department homepage and in PowerDMS.
2. The form name of Memorandum shall be centered and underlined beneath the Albany Police Department patch.
3. The introduction shall contain one column designating the following:
 - a. To;
 - b. From;
 - c. Date; and
 - d. Subject.
4. The remainder of the Memorandum shall be in an open text format describing the information to be conveyed.
5. Memoranda shall be assigned an index number by the accreditation manager.
 - a. The indexed number shall begin with the abbreviation of Memo, followed by the last two digits of the current calendar year, and a sequential number (e.g. Memo 13-01).

G. Personnel Orders shall conform to the following format:

1. The template used in an Albany Police Department Personnel Order has been adopted by the Albany Police Department and shall be used in all Personnel Orders.
 - a. Personnel Order templates shall be stored on the department website under Printable Forms, then under Miscellaneous Forms and in PowerDMS.

2. The name and address of the department shall be listed on the top center of the first page.
 3. The following fields shall be filled out in the pre-formatted table:
 - a. Employee;
 - b. PIN #;
 - c. Present Assignment;
 - d. New Assignment;
 - e. Tour of Duty;
 - f. Letter Day;
 - g. Previous Rank or Title;
 - h. New Rank or Title;
 - i. Reason for Status Change;
 - j. Remarks; and
 - k. Date and Commanding Officer.
 4. Personnel Orders shall be sent as an attachment via department email, marked with "high importance", to statuschange@albany-ny.org.
 - a. This email address is a distribution list for the Fiscal Department, the Computer and Technology Unit, and the Office of Professional Standards.
 - b. The Office of Professional Standards shall print the Personnel Order form and file it in the employee's personnel file.
 5. Personnel Orders are not indexed and shall only be utilized as outlined in this policy.
- H. The Albany Police Department does not authorize any other type of written directive, other than as outlined above.

IV. REVIEW, APPROVAL, DISSEMINATION AND STORAGE WRITTEN DIRECTIVES

A. General Orders, Special Orders, and Training Bulletins:

1. Upon completion of a new or revised General Order, Special Order, or Training Bulletin, the accreditation manager shall submit the written directive to all members of the command staff, and the Training Unit lieutenant, for review and approval, via the workflow process in PowerDMS.
 - a. The above mentioned personnel will receive notification of the pending workflow, via a PowerDMS "Document Inbox Task".
 - b. Said personnel shall review the written directive and, when applicable, make electronic comments within the document.
 - c. After reviewing the written directive, the above mentioned personnel shall either approve or deny the document.
 - i. If denied, the workflow will end, and the accreditation manager will receive a PowerDMS Inbox Message noting that the written directive was "denied".
 - a) In these instances, it shall be the responsibility of the accreditation

manager to make any necessary amendments and resubmit the written directive for review and approval, via the same workflow approval processes.

b) This process shall continue until all members of the workflow approve the written directive, or until otherwise determined by the Chief of Police or his/her designee.

ii. If approved, the accreditation manager will receive a PowerDMS Inbox Message noting that the document was "approved".

a) General Orders, Special Orders, and Training Bulletins shall not be considered approved until all members listed in the workflow complete the workflow approval process, or until otherwise determined by the Chief of Police or his/her designee.

1) It shall be noted that the designated approving authority, as outlined in this policy, shall be listed in the workflow and shall be considered the final approving authority.

2. Once approved, General Orders, Special Orders, and Training Bulletins shall be disseminated to applicable personnel for review and electronic "signature" in PowerDMS. This electronic signature by the employee acknowledges receipt and review of the written directive.
3. General Orders, Special Orders, and Training Bulletins shall be stored and maintained within PowerDMS.

B. IDCs:

1. IDCs submitted by personnel to the Chief of Police shall be submitted through the employee's chain of command.
 - a. The submitted IDC shall be reviewed and acknowledged by supervisors according to the following steps:
 - i. The name and PIN number of the supervisor shall be printed;
 - ii. The name and PIN number of the supervisor shall then be signed;
 - iii. The date of receipt; and
 - iv. The time of receipt.
 - b. IDCs submitted by personnel shall be stored and maintained by the Office of the Chief.
2. IDCs issued to department personnel from the Chief of Police shall be submitted to the Chief's Secretary for assignment of an index number.
 - a. Upon completion of a new or revised IDC, issued by the authority of the Chief of Police, the IDC shall be submitted to the Chief or Police or his/her designee for review and approval.
 - b. Once approved, said written directive shall be assigned an index number by the Chief's secretary and disseminated via department email to all personnel, unless

otherwise noted.

- c. IDCs issued to department personnel shall be stored and maintained within PowerDMS.

C. Operational Orders:

1. Upon completion of a new or revised Operational Order, the Operational Order shall be submitted to the Chief or Police or his/her designee for review and approval.
2. Once approved, said written directive shall be disseminated to applicable personnel, via department email, unless otherwise noted.
3. Operational Orders shall be stored and maintained within PowerDMS.

D. Memoranda:

1. Memoranda shall only be issued by supervisors. Therefore, submission for approval is not needed as long as the Memorandum does not conflict with any department policies and procedures.
2. Memoranda shall be disseminated to applicable personnel via PowerDMS or department email.
3. Memoranda shall be sent to the accreditation manager for storage in PowerDMS.

E. Personnel Orders:

1. Personnel Orders shall only be issued by personnel, who have the authority to hire, promote, transfer, or terminate personnel. Therefore, submission for approval is not needed as long as the Personnel Order does not conflict with any department policies and procedures.
2. Personnel Orders shall be submitted to [REDACTED] and stored within the designated employee's personnel file, which is maintained by the Office of Professional Standards.

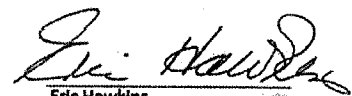
F. General guidelines regarding the review, approval, dissemination, and storage of department written directives:

1. It shall be the responsibility of the accreditation manager, members of the command staff, and the Training Unit lieutenant to review proposed or revised policies, procedures, rules, and regulations, prior to dissemination, to ensure that they do not contradict with any other existing department directives or applicable law.
2. All personnel are encouraged to note any written directive that needs to be reviewed, updated, or amended because of a revision in law or any other justifiable reason.
 - a. These recommendations shall be documented on an IDC and routed through the employee's chain of command to the Chief of Police.
3. Personnel shall recognize that the condition of any written directive ultimately reflects upon the employee and the department, as a whole. Therefore, all written directives shall be written in clear, concise, and accurate grammar and punctuation.
4. Each employee shall have access to new or revised written directives on the Internet via PowerDMS.

- a. A hard copy of the Albany Police Department Policy and Procedures Manual shall be maintained in the squad room of South Station, Center Station, Communications, and Headquarters.
 - b. The accreditation manager shall be responsible for updating and removing written directives within these manuals. No hard copy manuals need be maintained by individual employees.
5. Supervisors shall thoroughly acquaint themselves with each written directive and shall discuss these directives with personnel assigned to their unit to ensure full understanding and compliance.
 6. At no time, shall an employee disseminate or disclose any written directive without prior written authorization from the Chief of Police or his/her designee.
 7. No correspondence shall be sent on department letterhead without the prior written approval of the Chief of Police or his/her designee.

V. PURGING, UPDATING, AND REVISING WRITTEN DIRECTIVES

- A. It shall be the responsibility of the accreditation manager to review all General Orders one (1) year after the date of issuance.
 1. The accreditation manager shall be responsible for the purging, updating, and revising all General Orders.
- B. It shall be the responsibility of the accreditation manager to review all Special Orders ninety (90) days after the date of issuance.
 1. The accreditation manager shall be responsible for the completion of any Special Order placed into permanent policy format or the expiration of the Special Order with explanation.
 2. The explanation shall be contained within the comments section of the same Special Order.
- C. It shall be the responsibility of the accreditation manager to review all Training Bulletins on a periodic basis.
 1. The accreditation manager shall be responsible for the purging, updating, and revising of all Training Bulletins.
- D. All other written directives shall be considered permanent in nature. Said templates and formats shall be reviewed, purged, and/or revised on an as needed basis by the accreditation manager.


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Chief of Police