

Glendale Heights Police Department

GENERAL ORDER # 510

SUBJECT: Directive System

ACTIVE DATE: 07-26-2018

RESCINDS: GO #510, issued 06-09-2017

AUTHORITY: Douglas R. Flint, Chief of Police

RELATED DOCUMENTS: Directives Manual; Table of Contents; Acknowledgement of Receipt

.01 Purpose

The purpose of this order is to establish definitions, format and authority for preparation and issuance of written Departmental directives. It further establishes a review process along with providing a formal distribution system to ensure that all employees receive a copy of the directives.

.02 CALEA Standards

12.2.1, 12.2.2

.03 Policy

The Glendale Heights Police Department maintains a formal written policy system to provide members with a clear understanding of the constraints and expectations relating to the performance of their duties.

.04 Definitions

Directives Manual—A manual containing General Orders and Operating Procedures, the Department's Mission Statement and a Table of Contents.

General Order—A written directive concerned with Department policy, rules, and procedures usually affecting more than one organizational component. Issued by the Chief of Police and contained in the Directives Manual.

Memorandum—A written document that contains information that is brief in nature and does not require the issuance of an order or procedure. It is generally used to clarify, inform, instruct, inquire or reply to a request for information. Memoranda may announce changes in the status of personnel, such as new hires, transfers, promotions, demotions, suspensions, retirements, resignations, dismissals and temporary command. Memoranda may be issued by any employee.

Operating Procedure—A written standard for carrying out Department activities. May sometimes allow latitude and discretion in carrying out an activity. Issued by the Chief of Police and contained in the Directives Manual.

PowerDMS—The Department's electronic document management system, which allows all Department members to have passworded electronic access to Departmental directives and other required documents.

Professional Code of Conduct—A set of specific directions to which all Department members must adhere. Contained in GO #1350 Professional Code of Conduct.

ORDER

.10 Written Directive System

A. The Chief of Police shall have complete authority to issue, delete, modify and approve any Department directive.

B. Written directives shall not conflict with established policy, orders, or procedures, unless short term extenuating circumstances exist, or the directive constitutes a revision or replacement of an existing policy, order, or procedure.

.15 Review of Directives

A. All proposals creating new policies, rules, orders, or procedures, or changing existing policies, rules, orders, or procedures, must be approved by the Chief of Police prior to implementation.

1. Changes shall be reviewed by the Command Staff. Review of proposals and changes shall be part of the regular agenda at the scheduled Staff meetings. All proposals shall be reviewed for the purpose of gauging the directive's impact on operations.
2. When and where appropriate, the affected personnel can be contacted for additional input.
3. The Support Division, through the CALEA Accreditation Manager, shall ensure consistency with existing authority, compliance with CALEA standards, and correct format.

B. All directives should be reviewed annually by the Support Division, through the CALEA Accreditation Manager, to ensure accuracy and relevance.

C. A document review process shall precede the issuance of all new directives. When given a directive for review, members shall submit their written comments to the issuing authority or his designee within a specified deadline. Members are encouraged to make comments, suggestions, proofreading corrections, etc.

.20 General Order and Operating Procedure Format

A. Each General Order and Operating Procedure shall contain a header on the first page, including:

1. An identifying number
2. The title of the order or procedure
3. The date the order or procedure was issued
4. The names and issue dates of any directives the order or procedure rescinds
5. The name of the Chief of Police and his/her signature
6. Names of any related relevant documents or resources

B. General Orders shall be distributed on blue bond paper.

C. Operating Procedures shall be distributed on canary (yellow) bond paper.

D. Each General Order and Operating Procedure shall contain a footer including the identifying number and the page number.

E. Each General Order and Operating Procedure shall be formatted in outline form.

F. Each General Order and Operating Procedure shall contain, if applicable, a purpose statement, relevant CALEA standard numbers, a policy statement, and definitions, prior to the actual order or procedure.

.21 Memoranda

Memoranda shall use a standard office format. Memoranda are not indexed. Department members are responsible for organizing and storing memoranda issued to them.

.25 Numbering System

A. The Directives Manual, containing General Orders and Operating Procedures, shall be divided into thirty eight (38) chapters. Each chapter represents a category of the Department's operations and conforms to the classification system used by CALEA (Commission on Accreditation for Law Enforcement Agencies, Inc.). The chapter numbers, categories, and related orders and procedures are enumerated in the following table:

Chapter	Category	CALEA	Directive Nos.
1	Law Enforcement Role and Authority	1	100-199
2	Agency Jurisdiction and Mutual Aid	2	200-299
3	Contractual Agreements for Law Enforcement Services	3	300-399
4	Organization and Administration	11	400-499
5	Direction	12	500-599
6	Crime Analysis/Planning	15	600-699
7	Allocation and Distribution of Personnel and Personnel Alternatives	16	700-799
8	Fiscal Management and Agency-Owned Property	17	800-899
9	Classification and Delineation of Duties and Responsibilities	21	900-999
10	Compensation, Benefits, and Conditions of Work	22	1000-1099
11	Collective Bargaining	24	1100-1199
12	Grievance Procedures	25	1200-1299
13	Disciplinary Procedures	26	1300-1399
14	Recruitment	31	1400-1499
15	Selection	32	1500-1599
16	Training and Career Development	33	1600-1699
17	Promotion	34	1700-1799
18	Performance Evaluation	35	1800-1899
19	Patrol	41	1900-1999
20	Criminal Investigation	42	2000-2099
21	Vice, Drugs, and Organized Crime	43	2100-2199
22	Juvenile Operations	44	2200-2299
23	Crime Prevention and Community Involvement	45	2300-2399
24	Critical Incidents and Special Operations	46	2400-2499
25	< this section intentionally blank >		2500-2599
26	Internal Affairs	52	2600-2699
27	Inspectional Services	53	2700-2799
28	Public Information	54	2800-2899
29	Victim/Witness Assistance	55	2900-2999
30	Traffic	61	3000-3099
31	Prisoner and Court-Related Activities	70	3100-3199
32	Temporary Detention / Holding Facility / Detainees	71, 72	3200-3299
33	Court Security	73	3300-3399
34	Legal Process	74	3400-3499
35	Communications	81	3500-3599
36	Records	82	3600-3699
37	Collection and Preservation of Evidence	83	3700-3799
38	Property and Evidence Control	84	3800-3899

B. General Orders and Operating Procedures which do not fall under a CALEA standard are also enumerated in the above system under their relevant category.

C. A full index of current General Orders and Operating Procedures is included in the Table of Contents in the front of the Directives Manual.

.30 Distribution

A. The Support Division shall be responsible for the distribution of General Orders and Operating Procedures. The Accreditation Manager shall administer the PowerDMS document management system.

B. Upon hiring, each member shall receive a user name and password for the Department's PowerDMS system. The member shall be responsible for reviewing and signing each of the orders and procedures contained within PowerDMS, within a reasonable amount of time after hire and in accordance with supervisory direction and training program schedules. The Accreditation Manager shall ensure all current directives are assigned to each new member via PowerDMS.

C. Revisions to current directives and brand new directives shall be assigned for distribution to all members using the PowerDMS system. Some directives may have tests attached to ensure the member has read and understood the directive. Electronic signatures may only occur upon successful completion of any required test. Members who have questions about the content of any directive shall address the question to their supervisor.

D. Hard copy Directive Manuals shall be maintained in the Watch Commander's common area and the Accreditation Manager's office. The Accreditation Manager shall ensure paper copies of directives are issued to recipients on a timely basis.

E. The Accreditation Manager shall maintain read-only versions of all directives on a common drive on the Village computer network.

F. All members are responsible for acknowledging the receipt and comprehension of General Orders and Operating Procedures through electronic signature in the PowerDMS system. Members are responsible for meeting assigned due dates for their electronic signature. Members receiving paper copies of directives, or supervisors responsible for maintaining hard copies of the Directives Manual, shall acknowledge receipt of the paper copy on the sign-off sheet known as the Acknowledgement of Receipt form, ensure the paper copy is inserted in the Directives Manual in the correct place, and remove any older versions.

G. Supervisors shall be responsible for ensuring that subordinates receive, are aware of, and understand new or revised directives. This will be accomplished during roll call or within each section or unit by the supervisor immediately following issuance.

.35 Directive Storage

A. The Accreditation Manager shall maintain computerized files on all directives issued.

B. The Accreditation Manager shall maintain a file of all rescinded directives.

C. The Support Division shall be responsible for keeping the original hard copies of all directives that are issued.