



WRITTEN DIRECTIVES	
new: rescinds: ✓ amends: All previous	
cross-reference: accreditation standards: NYSLEAP Standard(s): 2.3	
effective date: January 1, 2011	amend date: June, 2020

I. PURPOSE

The purpose of this Order is to establish and describe the formal written directive system necessary to properly affect and guide the action of all members of the Sheriff's Office.

II. DEFINITIONS

Written Directive: Any written document used to guide or affect the performance or conduct of agency employees. Written directives are official documents of the department.

Policy: A written broad statement of agency principles. Policy statements will be included in General Orders and may be characterized by such words as "may" or "should", and usually do not establish fixed rules or set procedures for conduct of a particular activity.

Procedure: A written guideline for carrying out the department activities. A procedure may be made mandatory in tone through the use of terms such as "shall" rather than "should" or "must" rather than "may". Procedures may allow some latitude in discretion in carrying out an activity. Procedures will be incorporated in the General Orders.

III. POLICY

The Sheriff or his designee, by the authority of Tompkins County, has the authority to issue, modify or approve agency written directives. It is the policy of the office to provide personnel with a well-designed, current, and properly implemented written directive system.

IV. WRITTEN DIRECTIVE SYSTEM

A. Availability

Unless otherwise noted, all documents described in the Written Directives System are available for access by all personnel.

B. General Orders

1. Issued at the direction of the Sheriff to institute permanent policies or procedures that affect one or more organizational components of the office or an outside agency. Available in electronic format on PowerDMS.

C. The General Orders Manual will be organized as follows (sub categories will include, but are not limited to):

Chapter 1: Administration

- *Agency Role*
- *Organization*
- *Health and Safety*

Chapter 2: Internal Administration

- *Fiscal Management*
- *Agency Property*
- *Non-Agency Property*
- *Records*

Chapter 3: Personnel

- *Recruitment*
- *Selection*
- *Performance Evaluations*
- *Discipline and Conduct*
- *Grievances*
- *Promotions*
- *Awards*
- *Death or Serious Injury of Agency Personnel*

Chapter 4: Internal Affairs

Chapter 5: Public Relations

- *Public Information*
- *Community Relations*

Chapter 6: Training

- *Basic*
- *In-Service*
- *Supervisory Training*
- *Training Records*

Chapter 7: Operations

- *Patrol Functions*
- *Equipment*
- *Vehicles*

- *Activities*
- *Specialized Incidents*

Chapter 8: Traffic

Chapter 9: Use of Force

- *Use of Force*
- *Agency Review*

Chapter 10: Criminal Investigations

- *Methods*
- *Scenes of Incidents*

D. General Orders will be assigned a unique 3-digit number starting with the chapter number (e.g. 100, 105, 200, 205, 300, 305, etc.)

E. Special Orders

1. Issued at the direction of the Sheriff, the Undersheriff or a Lieutenant to implement procedures, which are needed to govern an objective, situation, or event that is specific and short term in nature. For example:
 - Instruction for the use and deployment of manpower to a particular public gathering such as a parade route.
 - Assignment of working hours for specific commands/assignments.
 - Temporary safety procedures.
2. Special Orders may be used as an interim General Order and shall supersede the existing General Order or policy and procedures until such time that the General Order can be permanently revised and disseminated.
3. Special Orders will be issued to affected staff through use of the Special Orders folder in PowerDMS. All personnel will electronically sign upon receiving and reading the order.
4. The Special Order will include specific information regarding the personnel's responsibilities for reading and complying with the document(s) and any other actions required by the affected personnel.
5. Whenever possible, Special Orders shall contain a self-canceling statement. When such statement is not included, the Special Order shall automatically become inoperative at the conclusion of the incident, situation or event that caused the directive issuance.
6. All Special Orders which are not self-canceling, shall be reviewed periodically after the original date of issuance to determine if they should be canceled, be incorporated into the General Orders, be revised or continue in their present form.

7. Special Orders will be assigned a unique sequential number listed after the year of issuance (e.g. 2018-03, 2019-06, etc.).

F. Personnel Directives

- a. Issued at the direction of the Sheriff or Undersheriff to implement any change in rank, title, or assignment of employees.
- b. Personnel Directives will be assigned a unique sequential number listed after the year of issuance (i.e., 2018-01, 2019-05, etc.).
- c. Personnel Directives will be issued to affected staff through use of the Personnel Directives folder in PowerDMS. All personnel will electronically sign upon receiving and reading the directive.

G. Department Bulletins

- a. Issued at the direction of the Sheriff, Undersheriff or supervisor to disseminate a variety of information to all members of the department that does not warrant a formal order.
- b. Examples of information distributed include:
 - Special assignment openings within the Office;
 - Possible hazards (e.g., traffic patterns, construction, weather-related problems);
 - Drug trends;
 - Criminal intelligence or crime analysis information; and
 - Any other information deemed appropriate by the Office of the Sheriff.
- c. Department Bulletins will be issued to affected staff through the use of the Department Bulletins folder in PowerDMS.
- d. Such direction shall not deviate from or conflict with established policies and procedures as documents by higher authority.

H. Internal Memorandums

- a. May be generated by all members of the Office for conducting official internal department correspondence.

I. Training Directives

- a. Issued at the direction of the Sheriff, Undersheriff of the designated Training Coordinator to assign employees to attend training programs and contain pertinent details regarding the program.

- b. Training Directives are distributed in hard copy format or email format to all affected personnel and shall be assigned a unique sequential number listed after the years of issuance (e.g. 2018-01, 2019-06, etc.).

J. All Orders, Directives and Memorandums have the power and effect of a direct order from the Sheriff or the Undersheriff.

V. **PROCEDURES AND RESPONSIBILITIES**

A. The Sheriff or his designee will:

- Index, purge, update, and revise General Orders;
- Facilitate staff review of proposed policies and procedures prior to promulgation;
- Maintain an up-to-date General Orders Manual.
- Maintain records of documents distributed.

B. Supervisors will:

- Review and comment on distributed policies and procedures in PowerDMS workflow when required;
- Distribute written orders, policies, procedures, directives, and informational documents to employees as specified;
- Ensure that each employee receiving distributed documents signs for same in PowerDMS when required;
- Review the content of written orders, policies, procedures, directives, and informational documents with employees to ensure that each employee understands them;
- Notify the Lieutenant or Undersheriff of any confusion, problems or other issues with any issued written order, policy, procedure, directive, or informational document;
- Respond in a timely manner to any direction to review and comment on proposed written orders, policies, procedures, directives, and informational documents; and
- Ensure that employees comply with written orders, policies, procedures, directives, and informational documents.

C. All employees will:

- Electronically sign, when required, indicating receipt of written orders, policies, procedures, directives, and informational documents;
- Read and comply with, all issued written orders, policies, procedures, directives, and informational documents; and
- Notify their supervisor of any confusion, problem, or other issue with written orders, policies, procedures, directives, and informational documents.

VI. GENERAL ORDERS MANUAL MAINTENANCE

- A. New General Orders may be created at the discretion of the Sheriff to implement new policies and procedures and/or to address administrative or operational issues.
- B. Existing General Orders will be reviewed at the direction of the Sheriff or Undersheriff to determine if they should be canceled, updated, or continued in their present form. The Undersheriff or his/her designee, shall conduct this review and send draft copies of any revisions or modifications, or reasons for cancellation to the Sheriff for review.
- C. Staff Review
 - a. New General Orders, or those that are to be updated, will be circulated for staff review and comment before final re-issue using PowerDMS workflow.
 - b. Personnel receiving General Orders for Staff Review will complete the requested review by the published deadline date, or contact the designated personnel to request more time to complete the review.
 - c. The original General Orders Manual will be updated by the Accreditation Manager with the most up-to-date version of the General Order being placed in the coinciding folder in PowerDMS.
 - d. The Undersheriff or his/her designee will distribute the updated General Order for signature through PowerDMS. Personnel are able to compare the revised version to the last version they signed by clicking the “Compare to Last Version I Signed” tab under the document.
 - e. All office personnel are responsible for reading and complying with all new or updated General Orders. Upon completion of review all affected personnel will electronically sign in PowerDMS acknowledging that they have reviewed and understand the new or updated General Order. Any questions or requests for clarification will be addressed through the chain-of-command.
 - f. All General Orders will be reviewed at least once in the current five-year accreditation period.

VII. FORMS MANAGEMENT

- A. In order to ensure the forms needed for office use are up-to-date and relevant, procedures established by this Order will be followed for development, review, issuance, control, distribution and maintenance of the forms used in the daily operation of the Office.
- B. The basis for developing a new form or revising an existing form will be: the purpose and use of the form is based upon a justifiable need;
 - The form will eliminate duplication or redundancy;
 - The form will eliminate or update unnecessary, outdated or obsolete forms;
 - The appearance and functional efficiency of a form or forms will be improved;

- The form is needed to coordinate with information processing procedures; or
 - The form responds to a mandated information reporting change.
- C. A master copy of all forms used by the office shall be maintained on the shared drive and in the Forms folder within PowerDMS.
- D. Supervisory personnel will ensure that an adequate supply of hard copy forms is maintained for use by office personnel. In addition, office forms that are in template form shall be maintained in an on-line capacity, available to all appropriate personnel.
- E. Responsibility for Form Development/Revision
- a. No form shall be created, revised or put into use without prior approval of the Sheriff or Undersheriff.
 - b. Requests and suggestions for development/revision should be submitted through the chain-of-command.
 - c. The suggested new, or revised, form will be circulated for review and comment by appropriate personnel, based on the subject matter or intended use of the form. In all cases the Undersheriff will review the form.
 - d. Upon approval, the form will be made available to the appropriate personnel. The Undersheriff will ensure that any revisions to General Orders or other policy and procedure made necessary by the new form are approved by the Sheriff and implemented.

VIII. ACCREDITATION PROGRAM MAINTENANCE

- A. The Accreditation Manager will be responsible for ensuring that all required reports, reviews and other activities mandated by applicable accreditation standards are accomplished.
- B. Personnel designated with reporting, inspection, and inventory duties as required by designated General Orders will ensure that all activities are completed in a timely manner and copies off all reports or other documents generated as a result of their activities are forwarded to the Accreditation Manager.

By Order Of



Derek Osborne
Sheriff