

East Haven Police Department 	Type of Directive: Policies & Procedures		No. 101.5
	Subject/Title: Template for Written Directives	Issue Date: April 10, 2025	
		Effective Date: May 1, 2025	
	Issuing Authority: Honorable Board of Police Commissioners	Review Date: Annually	
References/Attachments: N/A		Rescinds: 101.4	Amends: N/A

I. PURPOSE

- A. The purpose of this directive is to set forth the policies and procedures of the East Haven Police Department (EHPD) regarding establishing a template for its written directive system for the purpose of preserving consistency in accordance with the Department's mission statement and core values, and providing all Department personnel with a uniform standard as to how information is communicated throughout the agency.

II. POLICY

- A. It is the policy of the East Haven Police Department to describe in sufficient detail, the types of written communications, how these various types of communications are circulated, who has the authority and responsibility of issuing certain types of written communications, and the impact each form of written communication has upon Department personnel.
- B. All directives shall be written in good faith not to violate the collective bargaining agreement.

III. DEFINITION OF TERMS

- A. The written directive system shall consist of the following:
 1. Policies and Procedures Manual
 2. Operational Manuals
 3. General Orders

4. Special Orders
5. Briefing Memo
6. Training Memo
7. Agency Forms
8. Other Instructional & Informational Materials

B. Policies and Procedures Manual: The Policies and Procedures Manual is a compilation of the Department's written directives that communicate the policies, rules, regulations, and procedures that are to be followed as a matter of course when members of the Department are carrying out their duties and responsibilities.

1. Policies set forth the core values that must be reflected in members' behavior in all of their duties and actions and shall not be violated. Policies define the scope and the limits of discretion and guides discretionary judgments by members.
2. Rules are standards of conduct based on policies and are published in the Manual and in other directives. They are expressed as conduct to which members 'shall' or 'must' adhere and as boundaries they "shall not" or "must not" cross. Violations of any rule may result in severe discipline up to and including dismissal from the Department.
3. Procedure: A procedure is usually a written directive that is a guideline for carrying out an agency activity. Procedures generally allow some latitude and discretion in carrying out an activity, unless it is something that is required by law. Failure to follow procedures may result in progressive discipline unless a member has a reasonable cause for divergence from the procedure.

C. Operational Manuals: Operational manuals have been designed to instruct members of the Department in the completion of certain tasks. The operational manuals are an extension of the Policies and Procedures Manual and provide more specific or detailed instructions than would ordinarily be found in the Policies and Procedure Manual. Copies of these operational manuals have been placed in various locations throughout the Department to serve as reference manuals for members.

D. General Orders: General Orders are used for the temporary purpose of introducing new or newly revised written directives that are contained in the Policies and Procedures Manual and Operational Manuals. General Orders will supersede any previous directives that may have been issued.

1. General Orders may be directed to all members of the agency, or to specific members of divisions, sections or units.
2. They may be used to amend, supersede, or cancel any other order.
3. They are issued by the Chief of Police until a policy and procedure is updated by the Board of Police Commissioners.

- E. Special Orders: Special Orders are written directives issued by the Chief of Police. They specify instructions governing particular situations. Special Orders are generally time-sensitive and will be automatically canceled when the intended objectives have been achieved or a certain termination date has been reached.
- F. Briefing Memo: A Briefing Memo may be issued by any supervisor or under the direction of a supervisor to members of the Department. It is an informal written document that may or may not convey an order; it is generally used to clarify, inform, or inquire.
- G. Training Memo: A Training Memo is an informal written document that is used to instruct supervisors on the training material that they are to present to officers and employees under their command. Generally, the Training Memo serves as a cover sheet to the training materials that are to be presented to members of the Department.
- H. Agency Form: An Agency Form is a document created by the Department to standardize varying tasks. These forms serve as a record keeping tool and helps to ensure compliance and accountability.
- I. Other Instructional and Informational Materials: Instructional and Informational Materials are training guides, bulletins, and checklists that are provided to members of the agency, which are received from other agencies or outside resources. These materials are used to provide members with current information that will impact the performance of their duties or serve to update them on current information. The training materials will generally be distributed through the Department's email system. As part of the Roll Call Briefing, the officer conducting the roll call session will ensure that the officers reporting for duty have been given sufficient opportunity to review this material and to clarify any questions or issues that may arise from that review.
- J. Common Template: All Policies and Procedures, General Orders, and Special Orders shall use the Common Template, as displayed in the heading of this Directive.

IV. GENERAL CONSIDERATIONS AND GUIDELINES

- A. The mission statement defines the overall goal of the Department and provides the framework and context within which the Department's strategies are formulated.
 - 1. Mission Statement: ***To enforce the law and protect life and property by establishing proactive problem solving partnerships with our citizens.***
- B. The core values of the Department are the values that form the foundation on which the Department and its members perform their duties in accomplishing the mission statement. The Department's core values include the following:
 - 1. Integrity
 - 2. Respect
 - 3. Accountability
 - 4. Community

5. Excellence

V. POLICIES AND PROCEDURES MANUAL

- A. Establishment of Policies and Procedures: The Board of Police Commissioners has sole authority to promulgate, revise, revoke, and amend the Department's policies and procedures. All such policies and procedures shall be contained within the Department's Policies and Procedures Manual.
- B. Distribution of Policy Manual: The Policies and Procedures Manual, in its entirety, shall be stored, disseminated, and be readily available to all personnel via PowerDMS.
 - 1. Electronic copies of the Policies and Procedures Manual shall be readily available for public inspection via the Department's website.
 - a. Law enforcement sensitive Policies and Procedures will be excluded from public inspection.
- C. Issuance of Policies and Procedures: All adoptions of amendments, revisions, or cancellations to the Policies and Procedures Manual or portions thereof, are subject to final approval of the Board of Police Commissioners, which will be done in a timely manner. All such amendments, revisions, or cancellations may be executed in its final form for insertion into the Policies and Procedures Manual.
 - 1. Once the Board of Police Commissioners has approved the revision/adoption/ cancellation to the Policies and Procedures Manual, the said modification shall be issued as a new/updated/revised Policies and Procedures.
- D. Established Numbering System: The Policies and Procedures Manual is arranged into topical areas, with each topical area having been assigned a range of numbers to be assigned to those policies and procedures contained within a specific topical area. The topical areas contained within the policies and procedure manual and the associated numbering range is as follows:

SECTION	NUMBERS
Organization and Administration	101-199
Standards of Conduct	201-299
General Management	301-399
Operations	401-499
Transportation and Detention of Prisoners	501-599
Emergency Procedures	601-699
Property Management	701-799
Records	801-899
Currently Not Used – To Be Determined	901-999
Public Safety Communication Center Policies (Dispatch)	1001-1099

- E. As Policies and Procedures are revised, we will use a decimal system to indicate a new version. For example, "Template for Written Directives" is Number 101.1. Each revision will be numbered sequentially using the decimal system: i.e.101.1, 101.2 etc.

- F. Each set of Policies and Procedures contained within the manual will adhere to an established format in order to maintain consistency and provide for easier reference.
- G. Numbering and Structure of Policies and Procedures: Each set of Policies and Procedures contained within the manual will adhere to an established format in order to maintain consistency and provide for easier reference. The structure of each policy and set of procedures shall be as follows:
 1. Heading: A heading will be established at the beginning of each policy and set of procedures. The heading will contain specific information pertaining to that specific policy and set of procedures, such as its title, date when it was established, references used to support the directive and assigned number.
 2. Purpose Statement: The purpose statement is designed to give an overview of the policy and procedures, and may provide a brief discussion as to the rationale or need for such a policy and set of procedures.
 3. Policy Statement: The policy statement is generally a statement that reflects the position or general principle of the Department.
 4. General Considerations and Guidelines: Quite often a policy and set of procedures will contain a section that provides further insight and justification for the establishment of the policy and set of procedures. It is this section that is principally designed to furnish the member with added background and information in shaping the interpretation of the policy and set of procedures identified within the specific directive.
 5. Procedural Guidelines: The procedural guidelines describe procedures that are to be followed in order to accomplish the policy statement. These guidelines are generally written in broad terms so as to guide officers' decisions and to allow sufficient latitude in shaping the parameters for discretionary actions on the part of Department personnel.
- H. Distribution of Policy Updates and Changes: As changes are made to the Policies and Procedures, they will be distributed through the PowerDMS. PowerDMS tracks distribution, review, and acknowledgment of all Policies and Procedures.
 1. Personnel will be required to sign off on all Policies and Procedures as the acknowledgment of receipt via Power DMS.
- I. Maintenance of the Manuals: Once new or revised Policies and Procedures have been distributed for review, the new or revised copies will be distributed by the Chief of Police or his/her designee.

VI. GENERAL ORDERS

- A. Purpose of General Orders: General Orders are issued by the Chief of Police. General Orders are used to disseminate temporary revisions to the Policies and Procedures Manual and updates to the Operational Manuals.

- B. General Orders Numbering System: General Orders are numbered in a temporal numbering system that is assigned and maintained by the Chief of Police. The first four (4) digits of the numbering sequence reflects the current year of the General Order, followed by the chronological number of that particular General Order within a given year.
 - 1. Master Listing of General Orders: A listing of General Orders in chronological order shall be maintained at the direction of the Chief of Police.
- C. Distribution and Routing of General Orders: Once a General Order has been issued by the Chief of Police, it then becomes the responsibility of all supervisory personnel to ensure that all affected personnel under their command have been introduced to and understand the contents of the General Order and any corresponding documentation.
 - 1. The Internal Affairs Officer (IAO) will maintain a copy of the General Order, and corresponding attachments (including copies of the directives, etc.) in PowerDMS. All General orders will be available to personnel in PowerDMS.
 - 2. All General Orders and corresponding directives shall be disseminated via PowerDMS.
 - a. Each supervisor will ensure that all personnel under their immediate command review the General Order and corresponding directive in a timely manner.
 - b. It is the responsibility of each supervisor to review a General Order with his/her assigned personnel.
 - c. It is the responsibility of each employee to review General Orders in PowerDMS, and if necessary, seek clarification from his/her supervisor prior to signing off on a General Order in PowerDMS.
 - d. When an employee signs off on a General Order in PowerDMS, he/she is acknowledging that he/she understands the General Order, does not need any further clarification, and will adhere to the General Order.
 - 3. The acknowledgement records will be maintained in PowerDMS.

VII. OPERATIONAL MANUALS

- A. Establishment of Operational Manuals: The Board of Police Commissioners has sole authority to promulgate, revise, revoke, and amend the Department's Operational Manuals. Any such manuals shall be developed for the purpose of providing in-depth instructions on how specific jobs, duties, and/or activities are to be carried out or completed by various personnel of the agency.
- B. Distribution of Operational Manuals: Operational Manuals will be kept in an accessible location within the Department.

VIII. SPECIAL ORDERS

- A. Issuance of Special Orders: Special orders are written directives issued by the Chief of Police. They specify instructions governing particular situations. Special orders are automatically canceled when their objectives are achieved.
 - 1. Whenever a special order is issued, those members of the Department to whom it is directed are required to read and digitally sign the special order in PowerDMS indicating that they have read and fully understood the contents of the special order.
 - 2. When the officer or employee does not fully understand the special order, it then becomes that individual's responsibility to clarify its contents and interpretation with his/her immediate supervisor.
 - 3. It is the responsibility of all supervisors to ensure that when a special order is issued which effects members of the Department who are under his/her command to see that each of those individuals are properly briefed on the contents of the order, and that the order is properly understood and executed.
- B. Special Order Numbering System: Special Orders use a temporal numbering system. The first four digits of the number reflect the current year, followed by the sequential number in which a particular Special Order had been issued for that particular year.
 - 1. Numbers are assigned and maintained by the Chief of Police or his/her designee.
- C. Maintenance of Special Orders: The IAO will maintain all Special Orders.
 - 1. Once a Special Order is issued, a copy of that order will be disseminated and maintained in PowerDMS.

IX. BRIEFING MEMORANDUM/E-MAIL

- A. Issuance of Briefing Memorandum: A Briefing Memo may be issued under the authority of any superior officer.
 - 1. Whenever a briefing memo is issued, those members of the Department to whom it is directed are required to read the briefing memo.
 - 2. When the officer or employee does not fully understand the briefing memo, it is that individual's responsibility to clarify its contents with his/her immediate supervisor.
 - 3. It is the responsibility of all supervisors to ensure that all members of the Department who are under their command are properly briefed on the contents of the memo.
- B. Briefing Memos can be issued in a paper or electronic format.
 - 1. Any Briefing Memo issued in a paper format shall be submitted as an e-mail attachment so an electronic record can be maintained.

X. TRAINING MEMO/E-MAIL

- A. Issuance of Training Memos/e-mail: Training Memos are to be issued by the Training Officer.
 - 1. Whenever a training memo is issued, those members of the Department to whom it is directed are required to participate in the training exercise. Once they have completed the training exercise they may be required to demonstrate their skills, knowledge,

and/or abilities that they derived from the training exercise. The officer or employee will be required to sign an attendance sheet indicating they have participated in the training exercise and understand the material that was presented to them.

2. When the employee does not fully understand the training exercise, it is that individual's responsibility to clarify its contents with the instructor.
- B. Training Memos can be issued in a paper or electronic format.
 1. Any Training Memo issued in a paper format shall be submitted as an e-mail attachment so an electronic record can be maintained.

XI. Agency Forms

- A. Development or modification of an Agency Form can be under the authority of any Supervisor.
 1. Following the creation or modification of an Agency Form by a Supervisor, it shall be submitted to Command Staff for further review.
 2. The Chief or his/her designee shall have the final review/approval on the development or modification of any Agency Forms.
 3. Following the development or modification of an Agency Form, it shall be distributed to all Department employees, and any previous versions will be discontinued.

XII. STAFF REVIEW OF PROPOSED CHANGES TO WRITTEN DIRECTIVES

- A. Annual Review: At the direction of the Chief of Police or his/her designee, personnel may be assigned specific portions of the Policies and Procedures Manual or Operational Manuals. This assignment may be for the purposes of reviewing newly proposed procedures, for ensuring continued compliance with applicable laws, legal or judicial mandates, and directives issued by an outside authority or for other reasons.
- B. Review Assignments: The assignment(s) will be based upon personnel's specific areas of responsibilities, duties, assignments, and/or areas of expertise. The Chief of Police or his/her designee will make all such assignments.
 1. It is the responsibility of assigned personnel to thoroughly review those sections he/she has been assigned, and to return a report, along with any noted revisions to the Chief of Police, through the appropriate chain of command. Any recommendations for revisions or areas requiring revision due to changes in the law, judicial mandates (directives), or other acceptable police practices should be so noted as to reason for the change.
 2. The report submitted by the reviewing officer will indicate that he/she conducted the review of the material he/she had been assigned. He/she will note any deficiencies or revisions he/she feels may be necessary and include any supporting documentation, if appropriate.

3. All completed revisions are to be returned to the Chief of Police by no later than the deadline date specified for the project for final approval.

C. Submission of Proposed Revisions: It is the duty and responsibility of all personnel to notify the Chief of Police, through the appropriate chain of command, of any rule, regulation, policy, procedure, agency form or guideline that may require adoption, revision, cancellation or update.

1. The IAO, as part of his/her duties, will continuously review all Policies and Procedures.

XIII. INDEXING, PURGING, UPDATING AND REVISING DIRECTIVES

A. Responsibility: The IAO has been assigned the responsibility of indexing, updating, purging and revising agency written directives, as necessary, to include the following duties and responsibilities:

1. Review existing agency directives to ensure all proposed modifications/additions are incorporated into agency manuals in an appropriate numeric location.
2. Ensure that all approved revisions, modifications, or newly issued directives are placed into the departmental manuals upon the promulgation.
3. Ensure that all sections of a written directive that have been deleted/purged are removed from departmental manuals upon the promulgation of a new directive.
4. Ensure all superseded written directives are to be archived in the records storage. They will be filed in order of the most current and arranged in sequence of topical area.