Waltham Police Department
ORGANIZATION AND MAINTENANCE OF THE WALTHAM POLICE DEPARTMENT MANUAL CHAPTER 12

General Order Number: GO-01 2009, GO-04 2015
Effective Date: 01/2009, 05/2012, 05/2014, 12/2015

PURPOSE:

The Chief of Police has established regulations, policies, and procedures for the government, discipline, and supervision of the Waltham Police Department. He also has the authority to issue, modify, or approve department directives. **[12.2.1-3]**

All sworn and non-sworn members of the department will adhere to, and be guided by, all written directives consistent with the positions they hold and with their duties and functions in the department. It cannot be expected that the contents of this Manual will cover all situations or emergencies that may arise

The department is responsible for providing administrative direction and control to all members of the department. One of the department's responsibilities is to ensure that internal directives are carefully organized in a manner that will provide guidance and easy access to members in departmental expectations, rules, regulations, policies, and procedures.

COMPOSITION OF MANUAL: [12.2.1-4,5]
The Waltham Police Department Manual is located electronically in WPD Share on the H drive where employees shall have access, by following the installed directions to gain admittance to the desired chapter The Waltham Police Department Manual consist of the Policies and Procedures Manual, Rules and Regulations Manual, All Hazard Manual and Operations Manual. There is also an ETD 911 and FTO Manual. The Manual shall be updated on an as-needed basis as deemed appropriate by the Chief of Police. It is the responsibility of each employee to comply with and obey, and to keep current with, the Department Regulations, Policies, Procedures, and Directives. **[12.2.1]** The WPD Policies and Procedures Manual, Rules and Regulations, job descriptions, forms and all other manuals are located in WPD Share/H drive. **[11.4.2-2f] [21.1.1-4]** All policies and regulations and other directives are written in 12 point, Times New Roman font, and are written in Outline or Info Mapping Format. **[12.2.1]**

> **RULES AND REGULATIONS:** The Regulations segment of the Manual is organized in the following manner**: [12.2.1]**

>> **INDEX (SEARCH MODE):** A numerical index notes the location of all Regulations. Use of this index should assist the user in locating material rapidly.

PARTS: The Regulations segment of the manual is sub-divided into three parts:

Part I - Organization of the Waltham Police Department.

Part II - General Regulations All Members.

Part III - Regulations Relating to Procedures.

Each page of the Rules and Regulations contains a center footer including the "Part" of the Rules and regulations and a page number in the bottom right corner of each page.

POLICIES AND PROCEDURES: The Policies and Procedures segment of the manual is organized in the following manner: **[12.2.1]**

TABLE OF CONTENTS: A Table of Contents indicates the location of policies and procedures numerically by chapter number and subject matter.

CHAPTERS: The Policies and Procedures segment of the manual organized by chapter. Each page of a Policy and Procedure shall be numbered in the bottom of each page. The first number shall indicate the chapter number; the number below shall indicate the page number.

INDEX: An alphabetical index of subjects is located at the end of the Policies and Procedures segment of the manual. The use of this index should assist the user in locating material as quickly as possible.

DEFENITIONS:

PROCEDURAL MANUALS: These are manuals that have been developed to assist and guide members of the department in the performance of their duties. All members shall, when performing duties dealt within these manuals, comply with their contents.

REGULATION: A mandate promulgated by the Chief of Police, applicable to all members of the department, and having the force of law.

POLICY: A written directive that is a broad statement of department principles. Policy statements may be characterized by words such as "may" or "should" and usually do not establish fixed rules or set procedures for conduct of a particular activity, but rather provide a framework for development of procedures and regulations.

PROCEDURE: A written directive, which is a guideline for carrying out department activities. A procedure may be made mandatory in tone through the use of "shall" rather than "should" or "must" rather than *"may,"* Procedures sometimes allow some latitude and discretion in carrying out an activity.

WRITTEN DIRECTIVES: A written directive is **any** written document used to guide or affect the performance or conduct of department employees. The terms include, but is not limited to **[12.2.1]:**

WRITTEN DIRECTIVES-ORDERS: A copy of the following directives will be placed in the department Directives Manual, located in WPD Share/WPD Manual. The following orders are also part of the department's written directive system. All written directives shall be written in Times New Roman 12pt font identified in the following manner: **[12.2.1-8,12]**

GENERAL ORDERS: General Orders are permanent written orders issued by the Chief of Police outlining policy matters. **[12.2.1-3a, b, 6]** A general order is the most authoritative written order the Chief of Police issues, and may be used to amend, supersede, or cancel any previous order. General Orders shall also be issued to promulgate Policies and Procedures. General orders remain in full effect until amended, superseded, or canceled by the Chief of Police.

POLICIES AND PROCEDURES All Policies and Procedures shall be promulgated by the issuance of a General Order. Whenever a policy is approved by the Chief of Police or his designee(s), the Accreditation Manager, under the direction of the Commanding Officer - Administrative Division, shall be responsible to ensure that the policy is transferred to the WPD Share Drive for all personnel, and that hard copies are made available in the locations designated for same. **[12.2.1]**

SPECIAL ORDERS: Special Orders are temporary written orders issued by the Chief of Police, Deputy Chief of Police, or Division Commanders **[12.2.1-3a, b, 6]** outlining instructions covering particular situations. Special orders are automatically canceled when their objective is achieved. [**Indexed**: **SO plus, sequential number plus date. Example: SO-01 xx/xx/xx]**

PERSONNEL ORDERS: Personnel Orders are orders pertaining to assignments, change of duty assignments, administrative matters related to condition of employment, and employee rights and benefits. The Chief of Police or Deputy Chief of Police issues personnel Orders **[12.2.1-3a, b, 6]. [Indexed: GO plus sequential number plus date. Example: GO-01 xx/xx/xx].**

MEMORANDA: Memoranda are written communications issued by the Chief of Police, Deputy Chief of Police, or Division Commanders **[12.2.1-3a, b, 6]** for one or more of the following purposes:

1. To issue information or instruction, which does not warrant a formal order.
2. To direct the actions of subordinates in specific situations.
3. To explain or emphasize portions of previously issued orders.
4. To inform members of actions or policies of other agencies.
   [Indexed: M plus date of issue. Example: M-01 xx/xx/xx]

BULLETINS: Information of use to members. Bulletins deal with matters such as training schools, community services, and other specific events for which there is a need for instruction or notification.

PREPARATION OF WRITTEN DIRECTIVES:

DISSEMINATION OF WRITTEN DIRECTIVES: Written directives shall Not conflict with previously established rules, regulations, policies, or procedures, unless short-term extenuating circumstances exist; be stated in precise terms with grammatical accuracy; be forwarded to the Office of the Chief of Police for numbering; carry notations, if applicable, directing attention to other published documents, directives, or manuals, which are related. Any directive amending, rescinding, or superseding other written directives shall indicate identifying notations (order number, regulation. All directives will be issued and tracked through the computer system. The following methods will be used to disseminate new and/or revised policies and procedures to employees: by General Order, which will be read at roll call, entered into DHQ and placed into the Police Information Book in Operations. Directives may be entered into the QED Bulletin System and in WPD Manual in the WPD Share Folder. **[12.2.1, 12.2.2-1-3]** All policies and procedures are updated and officially located in WPD Share**.**

> **VERBALLY/HARD COPY: [12.2.2-2]** Upon issuance of a written directive, it shall be the Roll Call Supervisor's responsibility to deliver verbally at roll call all information contained in the written directive, and to adhere to all instructions contained therein.

> **QED BULLETIN SYSTEM:** In order to facilitate the dissemination of written directives, including new and/or revised forms, the Department will utilize the **Waltham Police Department QED Web Partner Bulletin System**, The Accreditation Manager will be responsible for the posting and tracking of directives through the Bulletin System. It is the responsibility of each employee to review these directives. It is the Captain of Administration's responsibility to run reports on who has read and not read the Bulletin. **[12.2.2-2,3], [11.4.2].** All Department employees shall be responsible for checking the Waltham Police Department Bulletin system once per working shift, just as they are responsible for the e-mail and voice mail system. All messages and their attachments shall be read and are considered to have been received, read and reviewed by the Officer once opened. It is the responsibility of each employee to review the information. **[12.2.2-5,8]**

> **RECEIPT:** The tracking receipt indicating that the employee read the Bulletin shall serve as a record that the employee received, acknowledged, read/reviewed, and understood the written directives. It will be incumbent upon the individual officer to seek assistance if they do not understand the directive. No officer shall delete any Department related e-mail or Bulletin without first opening it and reading the messages and/or its attachments. **[12.2.2- 11]**

STORAGE:

All General Orders, Special Orders, Personnel Orders, Memoranda, and Bulletins shall be placed in the manuals located within the department. These directives are to remain in the Manual until they expire, or are modified or rescinded. When a new directive has been issued, the Accreditation Manager will then "archive" the old policy forms or other directives in WPD Share under Archived Old Policies and replace the current manual with the new policy. **[11.4.2-2h] [12.2.1] It shall be the responsibility of division commanders to ensure that all applicable personnel under their command have received them. Orders shall be placed into the Police Information Book in DHQ and shall be read at three consecutive roll calls.**

COMPUTER FILE STORAGE: All written directives shall be posted as PDF documents filed on the H-drive of the Department's network server in the WPD Manual Folder, located in the WPD Share Folder and shall say so in the Bulletin message. **[12.2.2-4].** Procedures to access the Manual from Computer Menu Screen**: [12.2.2]**

1. Sign on.
2. Open "My Computer"
3. Open "H" drive
4. Open "WPD" Folder
5. Open "WPD Share" Folder.
6. Open "WPD Manual".

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BACK UP [12.2.2-3A]: Hard copies of written directives will be posted in the police information book, located in Police Operations. All written directives will be placed in the WPD Share/Policies and Procedures Manual.

The following procedural guidelines will be adhered to by all members:

1. All members are expected to read the Manual(s) in WPD Share/WPD Manual and to be thoroughly familiar with its contents. Members will be held accountable for understanding all policies and following all directives in the manual. All members are invited and encouraged to forward suggestions for the improvement of department operations, practices, and procedures, in writing through department channels, for the attention of the Chief.

2. New regulations, policies, and procedures will be issued through a General Order and are entered into QED as a Bulletin for employees to electronically sign, indicating receipt.

3. Employees are responsible for checking Directives in DHQ and in WPD Share and for reading the contents of the directive at least once per working shift.

DIRECTIVE RESPONSIBILITY AND AWARENESS:

When a new policy, procedure, or regulation, becomes effective, all members will receive a Bulletin message through the WPD Web Partner System, which will have a tracking component for review by the Accreditation Manager, as explained in the above #1-B6. **[12.2.2]**

ACCREDITATION SYSTEM: [11.4.3]

Waltham has been an accredited police department since 1999. In order to maintain accreditation status, it is imperative that all policies, procedures, rules and regulations, and other manuals are reviewed at least biennially to update any change in practices that occur. The Waltham Police Department assigns an officer as Accreditation Manager who must receive training conducted by the Accreditation Commission within one year of assignment **[33.5.4].**

In addition, the Accreditation Manager must ensure that all time sensitive activities and action reports are being complied with and must maintain all records for these documents. The following are systems used for organizing accreditation items [**11.4.3]:**

1. Policy Review by schedule, yearly
2. Policies issued to the Captains of each division for designation
3. Excel spreadsheets to maintain compliance documentation, policy review, other directive review, forms review and other necessary information
4. Review signature cover page for reviewing officer.
5. Accreditation Manager Outlook Calendar with reminders to facilitate the process.
6. Hard Copy File Folders are maintained to include proof of compliance for all standards
7. PM/AM software platform is utilized to maintain Accreditation compliance and to house all policies, forms, regulations, etc.
8. All administrative reports/compliance documents are listed in an excel file and hyperlinked as follows: \Accreditation\Action Items\Action Items by occurance.xls. It can also be located on WPD Share/Accreditation/Action Items.

ACCREDITATION FILES:

In all cases of issued directives shall be forwarded to the Administration Division. This is a necessary procedure in order to maintain department standards as mandated by the Accreditation process.

FORMS: [11.4.2]

All forms shall be forwarded to the Accreditation Manger in the Administration Division for revisions, implementation, and numbering. All forms shall be reviewed on a regular yearly basis, preferably coinciding with policy review. Any revisions to forms will be disseminated via General Order once approved by the Chief of Policy and his/her designee(s).

GENERAL MAINTENACE:

The appropriate unit supervisor or commander will participate in the review process when originating, revising, or canceling policies, directives, procedures, or other memoranda affecting their component. General maintenance is essential to the accreditation process and to the Police Department. It ensures all policies and procedures, rules and regulations, and other directives remain up to date. Review will be done in the following ways:

1. All manuals, general orders related to policy or practice, rules and regulations and other organization matters, including the organizational chart and forms are facilitated by the Accreditation Manager during a yearly or biennial review. **[11.1.2], [11.4.2, 2g]. [12.2.1-16]**

2. Policies and procedures and rules and regulations will also be reviewed on an as need basis and may be initiated by any sworn or non-sworn member. The schedule will aim to review all policies once per year but at least biennially. **[12.2.1-16] [21.1.1-2,3]**

TIME SENSITIVE REPORTS/OTHER COMPLIANCE DOCUMENTS:

1. All time sensitive reports are placed into the outlook calendar by the Accreditation Manager. These include but are not limited to Annual Use of Force reports **[1.1.13],** Vehicular Pursuit reports **[41.2.2],** and Bias Free Policing analysis **[1.1.9].**

2. Requests may made outside of scheduled date and time or other documentation needed to maintain accreditation files.

3. New Hires – orientation and checklist are established to ensure mandatory training and other action items are covered, including Accreditation training **[33.5.3].**

POLICY REVIEW AND DEVELOPMENT: [12.2.1-26]

ROUTINE REVIEW: Regularly scheduled reviews shall be assigned to the Captain of every division for designation policy expert. Any changes, reviews or revisions of policies shall go through the review process, either by regular schedule or if requested. Scheduled policy review is issued to the Captain of each division for distribution. Once complete, policies shall be returned to the Captain of the Administration Division who submits the completed policy to the Chief of Police final approval and promulgation. **[11.4.2-2d]** All policies shall be reviewed at least biennially but ideally once per year. [**12.2.1-16**] The Accreditation Manager, under

the direction of the Captain of the Administration Division, [**12.2.1-15,16,17**] maintains a "Policy Review Excel spreadsheet with dates and assignments as a means of tracing and documenting all policy review." All policies will be initiated at the same time and will be issued due dates.

REQUESTS FOR REVIEW OR DEVELOPMENTS: Any requests for policy and procedure review, development, or change will be directed to Captain of the Administration Division and issued to the appropriate division commander as well as reported to the Chief of Police. Division Commanders are encouraged to seek input on policy and procedure development from subordinates Division commanders should afford supervisors under their command an opportunity to review orders and provide input.

After review and/or revision the policy will be given to the Chief of Police for final approval. The Accreditation Manager will ensure all revisions are placed in their final format **[12.2.1-24]** and will request a General Order be issued by the Chief [**12.2.1-26**]. The final document will replace the old document in the Manual and old documents will be placed in the archived policies and procedures in WPD Share: Old Archived Policies. Hard copies of all old policies will be purged by way of shredding. **[12.2.1-14]**

Depending on the nature of the order, selected personnel in various operational components, e.g., communications, crime prevention, operations, etc., should be permitted review and input. The Chief of Police must be the final approving authority to ensure that the proposed or revised directive follows department practice and does not contradict other existing agency directives or applicable law. **[12.2.1-24, 25]** The final copy will be automatically forwarded to the Accreditation Mgr. for the promulgation process.

REVISIONS: All Policies and Procedures that have been revised with anything other than grammar, format and spelling changes shall be promulgated by the issuance of a General Order. The revision date (month/year) of the Policy and Procedure shall be noted on the front page of the policy and procedure as the Effective date. This revision shall be promulgated in the same manner as in number 4 above.