



Charleston County Sheriff's Office Policy and Procedures Manual

Sheriff Carl Ritchie

2-01

WRITTEN DIRECTIVE SYSTEM

- NEW
- REVISED
- REVIEWED

ACA Standards Reference: 5-ALDF-7D-08, 09, 10; 5-ALDF-7E-01
CALEA Standards Reference: 12.2.1, 12.2.2
NCCHC Standards Reference:
SCLEA Standards Reference:
SC Minimum Standards: 1021

This policy dated 1/28/2025 replaces prior policies cited above and supersedes all previously issued directives.

I. Purpose:

To establish a formal written directive system for the Charleston County Sheriff's Office, that is available to each employee and is explained at pre-service, unless security concerns justify limited access. Written policies and procedures shall describe all areas of agency operations, maintenance, and administration. The policy and procedure manual shall be reviewed annually and revised, as needed.

(SC Min. 1021, 5-ALDF-7D-08, 7E-01)

II. Policy:

It is the policy of the Charleston County Sheriff's Office to employ a formal written directive system that provides employees with a clear understanding of the constraints and expectations relating to the performance of their duties. Agency personnel at all levels are encouraged to actively participate in the development and implementation of policies, procedures, and programs in their related areas, by submitting recommendations to their Chief Deputy through the chain-of-command.

(5-ALDF-7D-09)

III. Definitions:

A. For purposes of this procedure, the word "deputy" applies to all agency employees with a certification classification of Class I, Class II, or Class III, as defined by the South Carolina Criminal Justice Academy.

The following terms are used interchangeably; however, they carry guidance to specific employees based on usage of the term:

1. Deputy, deputy sheriff, detention deputy, sworn employee, uniformed sworn employee, sworn administrative employee, and
2. civilian, non-sworn employee.

B. *Employee*: When used without further clarification, the term employee is inclusive of all agency members (sworn and non-sworn).

IV. Procedure:

A. Sheriff's Office personnel at all levels may suggest new policies and procedures or revision of existing procedures in their related areas by submitting a *Proposal for Policy/Form Revision Form (CCSO Form-154)* via through their chain-of-command ending with their respected Chief Deputy.

- B. All personnel will be required to become familiar with new or revised policies and procedures. Classroom, computerized testing and/or roll call training can be utilized to fully implement and document the policy or procedure.
- C. SACDC facility personnel will certify that they have read and understand the SACDC Policy and Procedure Manual annually.
(REF: 5-ALDF-7D- 08, 09, SC. Min. 1021A)
- D. All personnel may submit written recommendations in memorandum format via the chain-of-command concerning programs and activities within the agency to the employee's Chief Deputy.
- E. Types of Written Directives:
 - 1. Procedures
 - a. Procedures are the core of the written directive system and document all long-term "general orders" of the Sheriff's Office. There are both administrative procedures and operational procedures.
 - b. *Administrative Procedures* generally outline methods in areas of administration for which the entire agency as a whole is responsible.
 - c. *Operational Procedures* generally outline methods of specific functional areas for which the members are responsible while assigned to that component or while carrying out the specific function which is the subject of the procedure.
(Ref: CALEA 12.2.1, item h)
 - 2. Memoranda
 - a. Memoranda of an advisory nature may be issued by any employee of the Sheriff's Office. Memoranda will apply only to the specific incidents, events, or personnel referred to in the memo and will only be effective until the conclusion of the event or for no longer than 90 days, whichever occurs first.
 - b. Memoranda by supervisors which convey orders that need to be effective for more than 90 days must be requested to be issued by the Sheriff or the Sheriff's designee as a procedure.
 - c. Memoranda issued by a supervisor to subordinate personnel

may require an acknowledgment from the person to whom the memoranda is addressed. (Ref: CALEA 12.2.1, item c)

3. Schedules
 - a. Schedules record workdays, off days, training, vacation, compensatory and holiday time off. Schedules will be prepared by section commanders and may only be altered with the permission of a supervisor.
 - b. Temporary schedules are in effect through the date of the assignment.
4. Other instructional materials
 - a. Other instructional materials include all other written materials not specified above which may occasionally be issued by the Sheriff's Office or Charleston County Government to guide performance.
 - b. These include lesson plans, personnel policies, procurement procedures, memoranda from the County Administrator's Office, Roll Call issues, etc. This also includes a Letter of Instruction which is not disciplinary in nature, but an informal tool that can be used by Sheriff's Office supervisors to remind employees of what is expected of them.
 - c. The Letter of Instruction should be specific and stress that the employee's continued current circumstances or situations could later have an impact on their job performance and result in disciplinary action.

F. Written Directive System Format:

1. The primary format for the Written Directive System will be the Charleston County Sheriff's Office Intranet which is accessible to all agency employees. All Policy and Procedures will be housed within PowerDMS, which is also accessible to all agency personnel. Accreditation will be the holder of all "Hard Copies" of Policy and Procedures. These "Hard Copies" will be considered the official repository of agency policy, procedures, and rules and regulations.
(Ref: CALEA 12.2.2, items a & b)

2. PowerDMS is an online document management system that the Sheriff's Office utilizes to manage procedures, CALEA Assessments and some aspects of training. All procedures will be issued, revised, or reviewed using PowerDMS. All employees will log into PowerDMS at least once a week.
3. Procedures will be issued with the title of the policy and an assigned index number, on the policy's cover page and centered in the middle of the cover page. Proceeding the cover page, the policy's name and index number will in the upper right corner and the month, date and year of issuance or revision on the bottom right corner of the procedure. The cover page one will also consist of all applicable ACA, CALEA, NCCHC, SCLEA, PREA, and SC Minimum standard numbers as well as the signature of and date the Sheriff or the Sheriff's designee that approved the procedure.
4. Procedures may contain statements of purpose, statements of policy, definitions, general and specific guidelines, or rules and regulations as component parts.
 - a. Policy Statements are broad statements of agency principles. Policy statements usually do not establish fixed rules or set procedures for conduct of a particular activity, but rather, provide a framework for development of procedures. Policy statements in the Charleston County Sheriff's Office written directives system are contained within procedures.

(Ref: CALEA 12.2.1, item f)
 - b. Rules and Regulations are contained in Procedure 2-11, are mandatory in nature, and are in effect until rescinded or amended by the Sheriff.

(Ref: CALEA 12.2.1, item g)
 - c. *Statements of Purpose* outline the major reasons for the issuance of the procedure.
 - d. *Definitions* clarify terms, define meaning, assist with interpretation, and otherwise serve to promote understanding of the written directive.
 - e. General or specific guidelines are outlined under the "Procedure" section of a written directive. Procedures are guidelines for carrying out the activities of the agency.

5. Memoranda will generally be informally formatted, with headers reading: "To:," "From:," "Through" (if applicable); "Subject:" and "Date:" The text of the memorandum may be varied, depending upon its content. Sheriff's memoranda or supervisors' memoranda may have a "Due Date" in addition to the above, whenever an action or a response is mandated from a particular person by the content of the message.
 6. Schedules will be formatted in such a manner as to indicate the names of personnel and the assigned work hours by each day of the month.
 7. Other instructional materials may be formatted in various styles, whichever appears best calculated to impart the desired information to the reader. (Ref: CALEA 12.2.1, item d)
- G. Issuance, Indexing, Purging, Updating and Revision of Written Directives:
1. Issuance
 - a. Procedures issued by the Sheriff or the Sheriff's designee are in effect until modified and may only be updated by the issuance of an amended procedure by the Sheriff or the Sheriff's designee. New, revised, or reviewed procedures will be approved in PowerDMS by the Sheriff or the Sheriff's designee and published to all employees through PowerDMS. The new procedure will be in the employees' Inbox until their digital signature is applied. All employees are required to acknowledge the new, revised, or reviewed procedure in PowerDMS by applying their digital signature. A test may be attached to any procedure. If a test is attached to a procedure, the employee must successfully pass the attached test in order to digitally sign for the procedure. Supervisors (either sworn or contracted) will ensure that their subordinates have acknowledged receipt for all procedures and that they understand the contents of the procedure. This must be accomplished within 30 days of the change. (Ref: CALEA 12.2.2, item c, and 5-ALDF-7D-10)
 - b. Memoranda are issued directly to the person being advised or held responsible for the content of the memorandum. If a memorandum is of interest to all members of the agency, it will be posted on agency bulletin boards until the event or for 90 days, whichever occurs first. Memoranda covering subjects of great importance may have an acknowledgment section on the

- document, requiring an initial that an employee has read the memorandum.
- c. Schedules for the current month are disseminated to all supervisors. Schedules do not have to be acknowledged in writing.
 - d. Instructional material will be issued or provided to all affected employees. Written acknowledgment is not required unless specifically requested.
2. Indexing
 - a. Each new, revised, or updated procedure will be referenced in the document section of PowerDMS.
 - b. Instructional materials will not be indexed but may be issued to an individual employee(s) for follow-up. If affecting current events, these instructional materials may be placed upon agency bulletin boards for 90 days to inform employees.
 3. Purging
 - a. Procedures will remain in effect until an official replacement is issued by the Sheriff or the Sheriff's designee. When a new or revised procedure is issued the former procedure will be archived in PowerDMS.
 - b. Memoranda are automatically purged whenever the event that is the subject of the memorandum occurs, or in 90 days, whichever transpires first.
 - c. Schedules are purged whenever the period covered by the schedules has passed.
 - d. Instructional materials are effective until the specific event or until otherwise revised, updated, or replaced. However, Letters of Instruction are valid for a period of one year from date of issuance.
 4. Updating
 - a. Revised procedures will be sent to the Sheriff or the Sheriff's designee via a PowerDMS Workflow for approval. Revised

procedures will be published in PowerDMS, which is sent to all employees' Inbox. All employees will read the revised procedure and take an attached test, if applicable. All employees are required to apply their digital signature to each revised procedure. Supervisors will ensure that their subordinates have acknowledged receipt for all procedures, and that they understand the contents of the revised procedure.

(Ref: CALEA 12.2.2, items *a*, *b* & *c*, and 5-ALDF-7D-10)

- b. Memoranda are not updated, but new memoranda may be issued to indicate any changes in conditions.
- c. Schedules are updated by supervisors as the need occurs. Whenever there is insufficient time to notify affected personnel of changes, supervisors will telephone or email personnel for notifications.
- d. Other instructional materials may be updated or be replaced with an appropriate procedure or memorandum.

5. Revision

- a. Any employees of the Sheriff's Office may initiate a review for possible revision of a particular procedure by writing a request to the deputy's Chief Deputy on an inter-office memorandum stating the procedure title and index number, the reason for the requested revision, and any suggestions for modification. Such input from personnel is encouraged and appreciated.
- b. The Accreditation Units will annually request staff to review all post orders and policies to ensure accuracy. The *Annual Policy/Review Form (CCSO Form-155)* will be completed by the reviewer of the policy. Once the necessary changes are made to the policy or post order, it will be submitted through the chain-of-command for approval. All completed forms will be kept in the Accreditation Coordinator's office.

(Ref: CALEA 12.2.1, item *d* and 5-ALDF-7D-08)

H. Authority and Applicability of Written Directives:

- 1. Written directives are to be considered as guidelines for carrying out agency activities. Directives are generally mandatory when the term "shall," "will" and "must" are used in the directive. Procedures are

generally advisory when the terms “may,” “can” or “should” are used in the directive. Latitude for deviation from procedure by sworn personnel is permitted only if any of the following apply:

- a. Circumstances in a particular incident are such that common sense dictates a deviation from the directive. Whenever this deviation occurs, an employee must be prepared to offer reasons which would lead a majority of supervisory staff in the agency to believe that adherence to procedure in this instance would have been detrimental to effective law enforcement.
 - b. When specifically ordered by a supervisor to handle a situation differently. If the employee has any question as to the wisdom of a supervisor’s order to violate procedure, the deputy should follow the order and then document in writing the deviation to their respective bureau commander as soon as possible.
 - c. If a procedure conflicts with federal, state or local law, the applicable law will supersede agency policy. If County [Charleston County Government] policy conflicts with Sheriff’s Office policy, the Sheriff’s Office policy will prevail.
2. Procedures which affect a specific group of employees (such as supervisors) or a specialized function (such as Criminal Investigations) will be sent to the groups or individuals responsible for its implementation for review and comments at least 10 days prior to promulgation. (Ref: CALEA 12.2.1, item *i*)
 3. Violations of written directives will only form the basis for agency administrative sanctions. The written directives are for agency use only and do not apply in any criminal or civil proceeding. These written directives should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.
 4. All procedures are issued only under the authority of the Charleston County Sheriff, and no procedure shall be issued until authorized by the Sheriff or the Sheriff’s designee. The Sheriff or the Sheriff’s designee may cancel, delete, revise, amend or make additions to any procedure or written directive of the Sheriff’s Office, or initiate and issue any new or additional directive whenever the Sheriff or the Sheriff’s designee deems such action necessary. (Ref: CALEA 12.2.1, item *b*)