



# CONCORD POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE

### WRITTEN DIRECTIVES

**GENERAL ORDER:** 02.04

**CREATED:** December 1, 2000

**ISSUE DATE:** March 12, 2024

**CALEA STANDARD:** 12.2.1, 12.2.2

**EFFECTIVE DATE:** March 12, 2024

**ACTION:** Amends general order dated March 29, 2023.

#### **02.04.0**     **PURPOSE**

The purpose of this general order is to establish a standard operating procedure for the proper preparation, communication, review, dissemination, cancellation and archival of written directives within the department.

#### **02.04.1**     **POLICY**

It shall be the policy of the Concord Police Department to maintain an effective and updated system of written directives with the intent to keep all coworkers informed of information necessary for the appropriate performance of their duties.

#### **02.04.2**     **DEFINITIONS**

A.    COMMANDING OFFICER

Sworn management staff assigned to oversee a division, bureau, or the entire police department; generally the rank of lieutenant and higher.

B.    SUPERVISORY STAFF

Consists of all supervisory positions, sworn and civilian.

C.    DOCUMENTS FOLDER

The location within PowerDMS where department wide or work location specific information is archived for future reference.

D.    POLICY

A directive that broadly outlines the department principles to guide the department toward the attainment of its goals. Policy statements may be characterized by the 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, core values, and guiding principles. A policy is communicated in the form of a general order.

E.    POWER DMS

A searchable online platform that is used to disseminate, collect signatures on, and track important documents and written directives.

**F. PROCEDURE**

Written, specified directives used to describe expected methods of operation. A procedure may be made mandatory in tone using "will", "shall" or "must" rather than "should" or "may". A procedure sometimes allows limited discretion in carrying out an activity. A procedure is communicated in the form of a general order.

**G. CORE VALUE / GUIDING PRINCIPLE**

A directive that governs specific behavior and which requires performance of certain duties, from which no deviations or exceptions are permitted and to which all coworkers must adhere. A core value/guiding principle is generally inflexible and may apply equally to all coworkers. A core value/guiding principle may be characterized as containing the word "will", "must", or "shall".

**02.04.3 WRITTEN DIRECTIVES****A. CODE OF CONDUCT**

The Code of Conduct is comprised of the department's Vision and Mission statements, Core Values, and Guiding Principles. The Code of Conduct establishes fundamental standards of conduct and work performance. The Code of Conduct shall only be promulgated by the Chief of Police.

**B. CRIME BULLETINS**

1. Departmental communications containing information on incidents of criminal activity and the identity of those responsible if known, designed to alert coworkers.
2. May be disseminated by an officer after the bulletin has been reviewed by a supervisor and shall be prepared according to the general format shown in attachment #1.

**C. DEPARTMENT MEMORANDUMS**

1. Provide coworkers with information or instruction related to their employment, permanent or temporary assignments, and duties.
2. May be disseminated by commanding officers, which may pertain to their specific area of responsibility and/or areas under the command of other coworkers.
3. Commanding officers shall use a standard format on department letterhead when authoring department-wide memorandums. Written memorandums shall be prepared according to the general format shown in attachment #2.
4. Department memorandums shall be read in their entirety at roll calls or division/unit briefings for a sufficient period of time from the effective date to ensure familiarization with the content.

#### D. GENERAL ORDERS

1. General orders are those orders that establish or revise the department's organization, policies or procedures, and Code of Conduct. Only a general order shall create, amend, or rescind any standard operating procedures, department policy or Code of Conduct of the Concord Police Department.

**Note: General orders that are rescinded shall be archived in PowerDMS. A master copy of the rescinded general order shall be maintained by the Accreditation Unit in accordance with North Carolina Records Retention and Disposition Schedule.**

2. General orders shall be promulgated only by the Chief of Police.
3. General orders shall be read in their entirety at roll calls or division/unit briefings for a sufficient period from the effective date to ensure familiarization with the content.
4. Any proposal which may affect policy or procedure shall be forwarded through the chain of command to the Chief of Police for consideration.
5. Prior to being published, drafts of general orders may be provided to specific supervisory staff, or subject matter experts, for additional input. Final approval of any general order shall rest with the Chief of Police.
6. General orders shall be prepared according to the general format shown in attachment #3.

#### E. PERSONNEL ORDERS

1. Personnel orders are those orders that specifically implement changes in coworker status such as assignments, transfers, promotions or demotions.
2. Coworkers may be transferred to another shift or team within their assigned district, division, or unit by their commanding officer or bureau commander without appearing on a personnel order. However, transfers from one district, division, or unit to another requires the approval of the Chief of Police and shall be documented on a personnel order.
3. Personnel orders shall be promulgated only by the Chief of Police or designee.
4. Personnel orders shall be prepared according to the general format shown in attachment #4.

#### F. STANDARD OPERATING INSTRUCTIONS (SOI)

1. Standard Operating Instructions are intended to supplement general orders. They provide detailed working instructions to coworkers who are assigned to specialized units (e.g. Public Safety Unit, SWAT, and Mobile Field Force). SOIs are unit specific, whereas general orders typically apply department wide.
2. SOIs shall be reviewed and approved by the bureau commander to which the specialized unit, equipment, or technology is attached.

3. Supervisors under the direction of the unit's bureau commander shall be responsible for SOIs that apply to their area of responsibility and ensure that applicable SOIs do not contradict other department directives, general orders, or the Code of Conduct.
4. Upon assignment to a special unit or division, the coworker shall review the applicable SOI.
5. Unit supervisor(s) shall distribute either physical or digital copies of SOI's to all coworkers assigned to the applicable unit and shall be maintained in PowerDMS.
6. Original copies signed by the Chief of Police shall be maintained by the Accreditation Unit for retention.
7. SOI's shall be prepared according to the general format shown in attachment #5.

#### G. TRAINING BULLETINS

1. Training bulletins shall be prepared by the Training Unit as directed by the Chief of Police, or designee. In the absence of other instructions to the contrary, the information contained in training bulletins constitutes the official departmental position on the subject matter under consideration.
2. Training bulletins shall be read at all roll calls or division/unit briefings for a sufficient period of from date of bulletin to ensure familiarization with the content.
3. Coworkers who have any questions regarding training bulletins shall consult with their supervisor or commanding officer for clarification.
4. Training bulletins shall be prepared according to the general format shown in attachment #6.

### **02.04.4 PUBLICATION AND MAINTENANCE**

#### A. COMMANDING OFFICERS

Commanding officers or their designee shall:

1. Ensure that written directives and roll call information are communicated to all coworkers within their area of command.
2. Take necessary measures to ensure that coworkers under their command are familiar with the content of all written directives and be accessible to answer coworker questions or clarify content.

#### B. COWORKER RESPONSIBILITY

1. Written directives may be published or communicated to coworkers using different methods, such as hardcopy handouts, email, PowerDMS, verbal instruction, etc.

2. As it relates to email, coworkers are required to check their email inbox at least once per shift. It's preferable to check at the beginning and end of one's shift to maximize the exchange of information. The department recognizes that work demands may sometimes prevent what's required or preferred, so in such instances coworkers shall check their email inbox as soon as practicable during their shift.
3. Coworkers shall be directed to PowerDMS to acknowledge the receipt of, understanding, and agreement to comply with certain written directives – typically changes to general orders and new training bulletins. In such cases coworkers shall complete this acknowledgment within the specified timeframe.
4. Coworkers shall be responsible for familiarizing themselves with all provisions of written directives that deal specifically or generally with the duties of their rank, grade, or position within 14 days of issuance.
5. Coworkers are encouraged to reference written directives via PowerDMS in addition to attending roll call or division/unit briefings.
6. Coworkers who are absent from duty for more than 72 hours are responsible for familiarizing themselves with written directives or archived information (Power DMS Documents Folder) that have been published but are no longer a topic covered in roll call or division/unit briefings.
7. Coworkers with questions regarding any written directives shall consult their supervisor or commanding officer for clarification.

**NOTE: While not a "written directive", coworkers shall also be attentive to their voicemail inbox. Coworkers shall promptly respond back to the caller, if requested, or carry out any proper instruction or directive issued by their supervisor or commanding officer.**

#### C. ACCREDITATION UNIT RESPONSIBILITIES

1. Publish digital/online copies of all written directives for dissemination.
2. Maintain and index current written directives on PowerDMS and the internet.
3. Archive physical copies of all written directives in accordance with the North Carolina Municipal Records Retention and Disposition Schedule.
4. Post and archive content to the PowerDMS Documents Folder, when appropriate, for future reference in general; or, for coworkers who may be on an extended leave of absence (vacation, injury leave, military leave, etc.).
5. Conduct a review of all standard operating procedures and standard operating instructions at least once every 36 months unless an extension is approved by the Chief of Police. The review shall ensure all standard operating procedures and standard operating instructions remain current and determine if revisions are needed.

- a. Upon completion of a scheduled review the Accreditation Unit shall prepare a new version of the general order or SOI and forward it to the Chief of Police for review and approval. Upon approval by the Chief of Police, the Accreditation Unit shall prepare an updated version of the general order or SOI reflecting the reviewed/approved date and publish pursuant to 02.04.4(C).

#### D. RECRUITING UNIT RESPONSIBILITIES

The commanding officer of the Recruiting Unit or designee shall:

1. Ensure newly hired coworkers have access to PowerDMS to familiarize themselves with written directives, standard operating procedures, and the Code of Conduct.
2. Maintain a sufficient quantity of printed copies of the department's Code of Conduct for issuance to newly hired coworkers during their training and probationary periods.

**NOTE: Prior to permanent job assignment, the commanding officer of the training unit or designee shall confirm that each newly hired coworker understands and agrees to comply with the department's Code of Conduct.**

#### **02.04.5 ROLL CALL AND BRIEFING PROCEDURES**

- A. Information presented at roll calls or briefings shall include written directives along with information pertinent to specific work locations, districts, or neighborhoods. A commanding officer or watch commander can send this information to the Accreditation Unit to be archived to PowerDMS.
- B. On-duty supervisory staff shall ensure that information intended for roll calls or briefings is presented or communicated to all coworkers in attendance, as well as those that may not have been present.

#### **02.04.6 CHIEF OF POLICE AUTHORITY**

The Chief of Police is the sole issuing, modifying, and rescinding authority for the Code of Conduct, general orders, and personnel orders of the department.



JAMES S. HUGHES  
CHIEF OF POLICE

Attachment #1



# Concord Police Department CRIME BULLETIN

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41 Cabarrus Avenue West, Concord, NC (704) 920-5000  
James S. Hughes, Chief of Police

**Case #:**

**Issue Date:**

**[Narrative and picture(s) to follow]**

Attachment #2



41 Cabarrus Ave. West, P.O. Box 308, Concord, NC 28026 – concordnc.gov

Date:

To:

Fr:

Re:

**Police**

Phone (704) 920-5000 • Fax (704) 920-6973



Attachment #3



# CONCORD POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE

(TITLE)

**GENERAL ORDER:**

**CREATED:**

**ISSUE DATE:**

**CALEA STANDARD:**

**EFFECTIVE DATE:**

**ACTION:**

Attachment #4



41 Cabarrus Ave. West, P.O. Box 308, Concord, NC 28026 – concordnc.gov

Date:

To:

Fr:

Re:

The following co-worker(s) are transferred/promoted/demoted (choose one) effective:

Name	From	To

**Police**

Phone (704) 920-5000 • Fax (704) 920-6973

Attachment #5



# CONCORD POLICE DEPARTMENT

## STANDARD OPERATING INSTRUCTION

(TITLE)

**SOI:**

**CREATED:**

**ISSUE DATE:**

**CALEA STANDARD:**

**EFFECTIVE DATE:**

**ACTION:**

Attachment #6



Concord Police Department

# Training Bulletin

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41 Cabarrus Avenue West, Concord, NC (704) 920-5000  
James S. Hughes, Chief of Police