



Kent County Sheriff's Office Policy and Procedure

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SHERIFF

Chuck DeWitt
UNDERSHERIFF

Subject: Written Orders	General Order: 1 . 1 . 1
Effective Date: 09/01/2022	Distribution:
Revision Date: 12/04/2023	All Sworn Personnel

I. **PURPOSE**

The purpose of this order is to establish a written directive system that will be utilized by the Kent County Sheriff's Office (KCSO) to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties.

II. **MISSION**

The Mission of the KCSO is to preserve and protect the safety and security of the community and to provide fair, impartial, and humane treatment to those entrusted in our care.

III. **VALUES**

Our team of professionals at the KCSO will serve with integrity, compassion, and empathy. We will strive to deliver equitable access to diverse services.

IV. **VISION**

The KCSO will be the guardians of the community. We will serve with vigilance, professional excellence, innovation, and empowerment.

V. **DEFINITIONS**

- A. **Instructional Material:** Training guides, bulletins, checklists, and technical manuals.
- B. **Manuals:** A collection of policies, procedures, rules, regulations, and/or other written directives.

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- C. **Administrative Memorandum:** A memo issued by the Office of the Sheriff generally conveying a temporary order, or it may revise/amend an existing order.
 - D. **Departmental Memo:** An informal, written document that may or may not convey an order. It is generally used to clarify, inform, or inquire.
 - E. **Personnel Order:** An announcement of changes in personnel status, such as a transfer or promotion issued by the Office of the Sheriff, Chief Deputy, Divisional Captain, or their designee.
 - F. **Policy:** A written directive that is a broad statement of agency principles or goals. A policy statement may contain a rule, outline a procedure, or establish a framework for developing procedures, rules, and regulations.
 - G. **Policy and Procedural Order:** A written directive regarding policy and/or procedure for carrying out department activities affecting one or more divisions within the agency.
 - H. **Procedure:** A written directive that is a guideline for carrying out agency activities. A procedure may be made mandatory 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.
 - I. **Rules and Regulations/Code of Conduct:** A set of specific guidelines to which all employees must adhere.
 - J. **Special Orders:** A directive affecting only a specific division of the organization. The directive is temporary and/or time-specific.
 - K. **Technical/Standard Operating Procedure Manuals:** Instructional material designed to depict the proper way to perform a task (e.g., step-by-step instructions on filling out a report form). Condensed versions of information may also appear in other written directives for quick reference.
 - L. **Written Directive:** Any written document used to guide or affect the performance or conduct of employees. The term includes policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional material.

VI. POLICY

The Office of the Sheriff has the authority to issue, modify, repeal, amend, revise, or approve any of the Department's written directives. Written directives that pertain to only one division may be issued, modified, repealed, amended, revised, or approved

by the Division Commander.

Any department employee who desires to suggest an improvement or a change in operations or procedures may forward a written suggestion to the Sheriff's Office through the chain of command. If the suggestion affects only a single division, the Division Commander may handle it at that level. Suggestions that affect the agency as a whole will be forwarded to the Office of the Sheriff for review. Employees will be notified of the status of their suggestions regardless of whether it is accepted or rejected. If rejected, a reason will be given. If accepted, a copy will be placed in their evaluation file for consideration on their evaluation.

VII. PROCEDURES

A. Utilization of Rules and Regulations/Code of Conduct

1. Rules & regulations are published on the department's intranet and in PowerDMS. Hard copies of the rules and regulations can be requested from the Sheriff's Office Administrative Assistant at any time.
 - a. The rules and regulations/code of conduct are available to all department employees.
 - b. Only the Office of the Sheriff may issue, modify, or approve the rules and regulations/code of conduct.
 - c. Changes in rules and regulations will be disseminated to all affected personnel.
 - d. All personnel are responsible for knowing the rules and regulations/code of conduct.
2. Rules and regulations/code of conduct will be reviewed at least once per year by the Office of the Sheriff or their designee. Based on the review, revisions may be made. Receipt of a revised rule and/or regulation/code of conduct will be documented in PowerDMS via electronic signature.

B. Utilization of Policies and Procedures

1. Policy and Procedural Orders

Policy and procedural orders are published to cover specific topics or subjects. They are to be placed in an electric file in the PowerDMS policy module and comprise the policy and procedure manual together.

- a. Any employee who feels that an order requires cancellation,

revision, or a new order is needed to address a particular issue, should forward their recommendation in writing, through the chain of command, to the Office of the Sheriff.

- b. Personnel who are assigned the task of writing, reviewing, or updating orders should ensure that the division, section, or personnel who will be impacted by the proposed order or change have an opportunity to review and comment on the proposal.
 - Once a proposed policy and procedural order, or a revision, has been written, it will be forwarded to the Office of the Sheriff and Divisional Captain(s) for review.
 - i. After the Office of the Sheriff approves the draft, it will be sent to the command staff for review and comments.
 - ii. After the command staff has reviewed the draft, the Office of the Sheriff will have final approval. Once the Office of the Sheriff approves the order, it will be sent to the unions for review prior to promulgation.
 - If the order contains no significant changes in departmental policy, the proposal will be sent to the Captain(s) for approval.
 - After the review process has been completed, it may be published by the Office of the Sheriff or their designee.

2. Numbering

Each order will receive a number. The assignment of numbers will be the responsibility of the accreditation manager.

- a. Section 1 – Administrative Function
- b. Section 2 – Personnel Function
- c. Section 3 – Operations Function
- d. Section 4 – Investigative Function
- e. Section 5 – Arrestee/Detainee/Prisoner/Inmate Handling Function

3. Indexing

The policy and procedural manual will have a table of contents in the front of the manual. The electronic version will have a table of contents with bookmarks set aside for each policy.

- a. The table of contents shall list orders published in numerical sequence.
- b. The electronic version of the manual may be searched by word or phrase.

4. Format

Each policy and procedural order will follow the format contained in ***Appendix A – Policy and Procedure Format***.

5. Distribution

All employees will have access to all issued departmental directives that are to be placed in the electronic version of the department manual.

- a. These orders will be published electronically and available to all employees.
- b. When an order is published, personnel relevant to the policy shall be sent to task through PowerDMS to review and acknowledge their understanding of the order. They will then electronically sign that they have received and understand the order.
- c. Supervisors are to review pertinent information from all orders with their personnel. Training briefs will be distributed with some directives and specify the areas to be covered by employees under their command. An electronic signature will be used to document the receipt of all orders, as well as specific training conducted by supervisors with their staff. Distribution and training will be documented in PowerDMS.

6. Review Process

Policies and procedures will be updated, canceled, and/or revised as deemed necessary. A review of a policy will be conducted whenever an employee forwards a written suggestion requesting that it be done. The policy will then be reviewed to determine if it should be continued in its

present form, canceled, or revised. The accreditation manager will ensure the review is completed at least annually. Of particular concern for change are the following areas:

- a. Labor agreement changes.
- b. Changes in the law.
- c. It appears that the order has become ineffective (e.g., agency personnel are having difficulty complying with provisions of the order).
- d. At the direction of the Office of the Sheriff or Divisional Captain(s).
- e. When a request is received for review from an employee.

7. Policy Revision/Amendment Process

When an order requires an immediate change, the Office of the Sheriff shall issue an administrative memorandum.

- a. The areas affected by language, section, paragraph, or line changes shall be typed in the order.
- b. The revised words/text will be accented, or a supplemental form will be handed out with the order explaining the change(s) made.
- c. The revision date will be included in the order.
- d. At least annually, the accreditation manager will ensure all current and relevant administrative memorandums are reviewed and incorporated into their respective policies.

8. Purging Process

- a. In the event that a policy and procedure is canceled, the Office of the Sheriff or their designee shall generate a memorandum to all affected personnel indicating the policy number and effective date of the cancellation, along with an explanation, if appropriate, indicating why the order was canceled.
- b. The policy will be removed from the computer files and any hard copy manuals and archived in PowerDMS.
- c. To keep the policy and procedures current, personnel will be

notified of all changes and deletions.

9. Policy Development Archive

- a. The original policies will be placed in a historical archive file.
 - This file was established to track the evolution and development of each policy for the department.
 - The archive will also contain the relevant general or special order that the policy replaced.
 - All archived directives will be stored in accordance with ***Appendix Q1 – KCSO Retention Schedule***.

10. As revisions and amendments are made to a policy, the affected text will be added to a draft format of the original policy in PowerDMS.

- a. The amended documents will allow for changes to be tracked through the compare tool in PowerDMS.
- b. It shall be the responsibility of the accreditation manager to ensure the file is maintained and kept up to date.

11. Procedures for reviewing proposed policies, procedures, rules, and regulations prior to promulgation.

- a. The Office of the Sheriff has the authority to promulgate approved departmental written directives.
- b. Review
 - There will be a review of any change in written directives whenever a department member makes a suggestion referencing the creation of a new policy or the modification of an existing one.
 - Prior to implementation, all policy language will be reviewed by the following:
 - i. Office of the Sheriff.
 - ii. Chief Deputies.

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- iii. Captains.
 - iv. Command Staff.
 - v. Any department member or personnel that may have input or are affected by the policy, as determined by the Sheriff or their designee.
 - vi. Union board members, as required by collective bargaining agreements.

C. Utilization of Departmental Memorandum

- 1. Memos may be used to clarify, ask a question, or convey information.
- 2. They will be in departmental memorandum form ***Appendix B – Memo Format.***


D. Utilization of Instructional Material

- 1. Instructional material is written and issued by the person assigned to the task.
- 2. Lesson plans and handouts, for example, are written by the instructor or their designee assigned to teach the class.
- 3. Supervisors of specialized areas (e.g., Investigative Division, TACT, TSU, CERT) may develop a standard operating procedure for personnel to use when utilizing specific equipment within their area of operation.

VIII. CANCELLATIONS

1.1.1 – Written Orders (09/01/2022)

Authorized by:



Michelle LaJoye-Young
Sheriff

Index as:

Standard 1.1.1, 1.9.2

Application: This directive constitutes department policy and is not intended to enlarge the employer's or employee's civil or criminal liability in any way. It shall not be construed as the creation of a higher legal standard of safety or care in an evidentiary sense with respect to third-party claims insofar as the employer's or employee's legal duty as imposed by law.

Appendix A – Policy and Procedure Format.

Appendix B – Memo Format

Appendix Q1 – KCSO Retention Schedule.

KENT COUNTY SHERIFF'S OFFICE