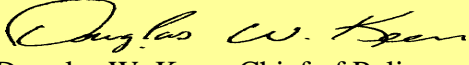




City of Manassas Police Department General Duty Manual



Effective Date: 10-09-2010	GENERAL ORDER	Number: 01-09
Subject: Discipline / Complaints / Commendations		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Amends <input type="checkbox"/> Rescinds <input checked="" type="checkbox"/> Reviewed 03-09-2017 General Order # 1-9 Dated: 12-29-2008		Reevaluation: <input checked="" type="checkbox"/> 1 yr. <input type="checkbox"/> 18 months <input type="checkbox"/> N/A
Accreditation Standards: 26.1.2/ 26.1.4/ 26.1.5/ 26.1.6/ 26.1.7/ 26.1.8/ 26.2.1/ 26.2.2/ 26.2.3/ 26.2.4/ 26.2.5/ 26.3.1/ 26.3.2/ 26.3.3/ 26.3.4/ 26.3.5/ 26.3.6/ 26.3.7/ 26.3.8/ 33.1.5/ 82.3.5	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 19

PURPOSE:

To ensure the integrity of the Department by establishing procedures for the handling of complaints brought against members of the Department, publicly recognizing those members who have rendered exemplary service, and to take appropriate action where necessary.

Effective discipline is a positive process when its perceived purpose is to train or develop by instruction. Among the functions having an impact on discipline in the Department are selection, training direction, supervision, and accountability. These elements are interdependent, and a weakness in any one is damaging to effective discipline.

The procedures set forth in this directive ensure a prompt and thorough review, assessment, and, when necessary, the investigation of incidents to commend exemplary service, exonerate the innocent, establish guilt, and facilitate suitable disciplinary action.

The Administration and supervisors of the Department adhere as closely as possible to the guidelines of this order, which are based on the Law Enforcement Officers' Procedural Guarantees pursuant to the Code of Virginia, Section 9.1-501 through 9.1-507 (hereafter known as "procedural guarantees"). However, nothing in this directive shall prohibit any officer from seeking any remedy afforded by the City.

POLICY:

The Department is committed to excellence. Part of that commitment rests in the Department's ability to fairly and impartially investigate and resolve complaints about its members and operations.

It is the policy of the Department that any member whose continued presence on the job is deemed to be a substantial and immediate threat to the welfare of the Department or the public, or who refuses to obey a lawful direct order from a superior officer, shall be immediately relieved from duty, pending an investigation of his actions.

It is the policy of the Department that all persons have the right to initiate a complaint concerning police services in general, or the behavior of any member. Citizens are entitled to a fair and thorough investigation of facts surrounding their complaint as well as a timely response. All Internal Affairs complaints are maintained in the Office of Professional Standards. Counseling session documents are maintained in the Employee's Performance file. Verbal reprimands are maintained in the Employee's Administrative file with a copy in the Employee's Performance file. Written reprimands are maintained in the Employee's Administrative file with copies going to the Employee's Performance file and to Office of Human Resources. Formal and informal complaints are investigated by either supervisory personnel or the Internal Affairs Officer, depending on the nature of the allegation(s). Members of the Department are entitled to an impartial, objective and confidential investigation of the facts, and to procedural guarantees mandated by law and Department directives.

It is the policy of the Department to receive, document, and investigate when appropriate, any and all allegations of improprieties on the part of an officer or other member of the Department, even if the guidelines for filing such a complaint are not followed exactly by the reporting party.

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It is the policy of the Department to ensure fair and effective discipline of all members, while utilizing both positive and negative disciplinary measures, as well as progressive disciplinary procedures.

The Office of Professional Standards (OPS) Lieutenant is responsible for monitoring all complaints coming to the attention of the Department, keeping the Chief of Police and Administrative Services Division Commander informed of all complaints made against Department members.

It is the policy of the Department to identify and publicly recognize all members of the Department who have rendered exemplary service above that which is required by duty. To this end, the Department maintains the Commendation Program, the Employee of the Month Program, and the Employee of the Year Program. The Commendation Program makes a written record of those acts of exemplary service that have been reported from within the Department, or from a citizen. The Employee of the Month Program recognizes the most outstanding member for each calendar month of the year. The Employee of the Year Program recognizes the most outstanding member for each calendar year.

It is the policy of the Department to identify and publicly recognize all members of the Department who have rendered exemplary service above and beyond that which is required by duty, and have saved the life of another person as a result of that service. To this end, the Department maintains the Honorable Service Medal Program.

It is the policy of the Department to identify and publicly recognize those members of the Department who have rendered service which demonstrates conspicuous gallantry, above and beyond that required by duty, and have placed their lives in peril as a result of that service. To this end, the Department maintains the Medal of Valor Program.

DISCUSSION:

The Department is committed to the policy that discipline is a function of command, and a well-disciplined force is a force that voluntarily conforms to all laws, rules and orders. Law enforcement personnel, like all citizens, are protected by the guarantees of the United States Constitution, but as public employees they are in a peculiar and unusual position of public trust and responsibility. The public and the Department have a critical interest in expecting members to give frank and honest replies to questions, which are directly related to the performance of their official duties and/or their fitness to hold public office.

It is recognized that members are often subject to intense pressures in the discharge of their duties. Members must remain neutral under circumstances that are likely to generate tension, excitement, and emotion. In such situations, words, actions, and events frequently result in misunderstanding and confusion. It is to the advantage of members to have a procedure for the investigation of allegations of misconduct and the underlying circumstances of an incident so that complaints can be resolved objectively. These procedures are designed to document and respond to all complaints. The amount of documentation and investigative resources is commensurate to the seriousness of the allegation(s).

The following definitions apply to this directive

DAYS: Calendar days, provided, however, that if the last day of any time period falls on a Saturday, Sunday, or City holiday, the time period is extended to the next business day.

RELIEF FROM DUTY: An administrative action taken by a supervisor, where a subordinate member is temporarily relieved from performing the duties of his position.

MEMBER: Any individual whose duty assignment with the Department consists of sworn, non-sworn, permanent, temporary, full-time, part-time or volunteer duties.

COMMENDATION: A written record of exemplary service rendered by a member of the Department above that which is required by duty.

COMPLAINT: Any allegation of misconduct made against a specific member of the Department, or against specific operation or activities of the Department.

COMPLAINANT: Any individual making a complaint against conduct or services of the Department or any of its members.

COUNSELING SESSION: Counseling sessions should provide guidance and expectations to the member and include an admonishment that if the behavior or performance is not corrected within a reasonable time frame, negative discipline may result.

DUTY SUPERVISOR: Any sworn officer who holds the rank or acting rank of Sergeant or above, who is in charge of a duty shift.

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INTERNAL AFFAIRS: A part of the Office of Professional Standards' duties, responsible for the investigation of complaints filed that involve the integrity of the Department or make allegations of serious misconduct, and to review those complaints that are investigated by supervisory personnel.

EXONERATED: An internal investigative finding used when an investigation concludes that the alleged act(s) did occur, however, the member's conduct was reasonable, lawful and proper.

FORMAL COMPLAINT: A signed, written complaint of any nature.

INFORMAL COMPLAINT: A verbal complaint, unsigned written complaint, or anonymous complaint.

NONCRIMINAL COMPLAINT: A complaint, by any manner or source, the substance of which is purely administrative in nature, and without reference to any type of criminal conduct.

NOT SUSTAINED: An internal investigative finding used when an investigation fails to conclusively prove or disprove the allegation(s). The presumption of innocence on the employee's part shall prevail in all cases where a complaint is "NOT SUSTAINED."

POLICY FAILURE: An internal investigative finding used when an investigation reveals a policy failure or deficiency.

SUSTAINED: An internal investigative finding used when an investigation indicates that the alleged act(s) did occur, and constituted misconduct or improper job performance by the accused member.

UNFOUNDED: An internal investigative finding used when the investigation conclusively proves that the alleged act(s) did not occur, was not based on facts, or there was not a credible basis for a possible violation of policy or procedure.

VERBAL REPRIMAND: When a counseling session has failed to produce the desired changes, verbal notification is made to the member that performance or behavior must be improved. The Verbal Reprimand defines the areas in which improvement is required, sets up goals leading to improvement and informs the employee that failure to improve will result in more serious action.

WRITTEN REPRIMAND: Written reprimands are issued when other disciplinary measures have failed to produce the desired changes, or when the gravity of the offense indicated that a higher degree of discipline is required.

PROCEDURE:

I. The Internal Affairs Function

- A. The Chief of Police has the authority to initiate an Internal Affairs investigation. The Chief of Police may initiate an Internal Affairs investigation in response to any complaint affecting the integrity of the Department, and shall initiate an Internal Affairs investigation, regardless of the method of complaint, upon receipt of the following allegation(s) or information:
 1. Corruption.
 2. Brutality.
 3. Use of Excessive Force.
 4. Violation of Civil Rights.
 5. Criminal Misconduct.
 6. In Anticipation of Possible Litigation.
- B. Any member may request that the Chief of Police initiate an Internal Affairs investigation of the member's conduct, whenever a perception of a false accusation or a contrived situation is felt to exist.
- C. The OPS Lieutenant is normally designated the Internal Affairs Officer, and may report directly to the Chief of Police for Internal Affairs matters. The Chief of Police may also designate any investigating authority he deems appropriate. The Internal Affairs Officer conducts the investigation under the supervision and review authority of the Administrative Services Division Commander.
- D. All complaint investigations assigned are reviewed by the Office of Professional Standards Lieutenant, or in cases assigned to that office, investigations are reviewed by the Administrative Services Division Commander prior to forwarding to the Chief of Police.
- E. Strict confidentiality is afforded to Internal Affairs matters.
- F. When an Internal Affairs investigation is initiated from a citizen complaint, a signed formal complaint is not mandatory, but is desirable. An anonymous complaint of misconduct may be sufficient to initiate an Internal Affairs investigation, based on the totality of the circumstances.
- G. Responsibilities of Duty Supervisors.
 1. In the case of allegations or on-site instances of police misconduct coming to their attention during their normal course of duty, and while under their immediate control.
 - a. Immediate notification of command officials and the preliminary investigation of facts.
 - b. The obtaining of relevant photographs and other evidence from all parties involved

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2. Duty Supervisors are responsible for ensuring that all injuries of prisoners receive complete investigation, and are properly documented.

II. The Office of Professional Standards (OPS) Lieutenant

- A. The OPS Lieutenant is normally designated the Internal Affairs Officer, and reports directly to the Chief of Police. However, the Chief of Police may:
 1. Assign the administrative portion of this function to the Administrative Services Division Commander.
 2. Designate any investigating authority he deems appropriate.
- B. Other duties of the OPS Lieutenant include:
 1. Maintains a liaison with the Division Commanders and advises them of statistical trends of complaints.
 2. Maintains a liaison with the City Attorney for advice and guidance during the course of an investigation of allegations as necessary.
 3. Maintains secure files for Internal Affairs records, receives all original complaint documents, designated copies of incident reports, use of force reports, and copies of reports of prisoner injuries.
 4. Provides annual reports of statistical data for publication in the yearly report and other media.

III. Relief from Duty

- A. Any member whose continued presence on the job is deemed to be a substantial and immediate threat to the welfare of the Department or the public, or who refuses to obey a lawful direct order from a superior officer, shall be immediately relieved from duty by any superior officer, pending an investigation of his actions, as authorized by the Code of Virginia Section 9.1-505.
- B. Any employee, whose action(s), while acting in his official capacity, results in death or serious injury, will be relieved from duty, pending an administrative review.
- C. A relief from duty is a temporary administrative action which does not in itself affect a member's permanent rank, rate of pay, or benefits, and does not constitute a disciplinary act.
- D. Instances where an immediate relief from duty may be implemented include, but are not limited to:
 1. Reporting for duty in an unfit condition.
 2. Unauthorized absence from assigned work location, or refusal to work.
 3. Insubordination.
 4. Criminal offenses committed on or off duty.
 5. Obvious or observed brutality or intentional use of excessive force.
 6. Falsifying any statement or record.
 7. Intentionally abusing, destroying, damaging, stealing or defacing property, tools or equipment publicly or privately owned when not part of official Law Enforcement duties.
- E. Upon an immediate relief from duty, it is the responsibility of the superior officer making personal notice to take the following steps:
 1. Advise the officer or other member that he is relieved from duty immediately, with pay, and that his official duties and law enforcement powers are suspended until such time as they are restored by the Chief of Police.
 2. Take immediate possession of the officer's badge(s) of authority, Department identification cards, duty weapon(s), and any other issued equipment deemed necessary.
 3. Order the relieved officer to report to the Office of the Chief of Police on the morning of the next regular business day to await further instructions.
 4. Cause an immediate notification of the Chief of Police, and appropriate Division Commander.
 5. Submit a written report in memorandum form to the Chief of Police or ranking command officer, prior to the next day, detailing the facts leading to the superior officer's decision and the actions taken.

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IV. Types of Complaints

- A. All complaints, including those processed informally and on the spot, are documented by the appropriate supervisor. Complaints are brought to the attention of the Department by a variety of methods; in person, by telephone, by letter, or anonymously. Some complaints require little investigation and can be summarily resolved. Others require varying amounts of investigation depending on the nature and extent of the allegation(s) and whether a formal or informal reply is made. Complaints are categorized as:
 - 1. Informal.
 - 2. Formal.
 - 3. Internal Affairs.
 - 4. Internal Affairs in anticipation of possible litigation.
- B. Informal complaints are verbal, anonymous, or unsigned written complaints that are usually given a verbal response from the Department.
- C. Formal complaints differ from informal complaints in that they are signed, written complaints. Formal complaints receive a written response.
- D. Internal Affairs complaints are those complaints affecting the integrity of the Department or its members and usually contain allegations of criminal or serious misconduct as defined by the Chief of Police. The Chief of Police initiates Internal Affairs investigations.
- E. Internal Affairs complaints in anticipation of possible litigation are those complaints initiated by the Chief of Police involving issues that may result in civil action against the Department.
- F. The Commander of Administrative Services routinely disseminates information to the public on procedures to follow in registering complaints against the Department or its members.

V. The Screening of Complaints

- A. Members receiving a complaint concerning the services of the Department or the conduct of a member refer the complaint to the appropriate Duty Supervisor. It is not necessary for the complainant to offer a detailed account of the allegation or to identify any particular member involved prior to being interviewed by the Duty Supervisor. Complainants or witnesses should be offered a private setting when being interviewed.
- B. Complaints initially received in the Office of the Chief of Police are usually referred to either the Duty Supervisor, or the OPS Lieutenant, depending on the nature of the allegation(s), or may be handled immediately by a Division Commander or his designee.
- C. Duty Supervisors screen complaints, and may investigate and take immediate corrective measures on those minor complaints of a non-criminal nature within their normal authority, and may issue disciplinary action up to a written reprimand in furtherance of those corrective measures. All complaints of official misconduct against any member of the department must be recorded on the Record of Complaint form (Attachment "C") for tracking purposes.
- D. When a complaint is not resolved by the screening Duty Supervisor during his shift, the complaint is then referred to the appropriate Division Commander in the following manner:
 - 1. Document the complaint on the Record of Complaint form, which includes a written version or paraphrased statement of the complaint (when the complaint is initially received verbally). If necessary, a memorandum may be used in addition to the Record of Complaint form.
 - 2. The Record of complaint form is sealed in an envelope and forwarded to the appropriate Division Commander.
 - 3. In the event that the Division Commander is unable to resolve the complaint, he prepares a memorandum, attaches the complaint, and forwards the package to the Chief of Police or Administrative Services Division Commander.
- E. Resolved complaints are documented on the Record of Complaint form. This form and any other accompanying documentation are then sent through the appropriate chain of command to the Chief of Police. The Chief of Police then forwards the record of the resolved complaint to the OPS Lieutenant, where it is reviewed, used for monitoring, tracking, and statistical purposes. Complaint files are sealed during routing unless hand delivered.

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- F. This section serves as a guideline for reporting corrective discipline as a result of a complaint. Supervisors in some cases may use the next level of discipline based on the severity of the action and other factors based on the employee's disciplinary history.
 1. A Counseling Session or Verbal Reprimand is documented on a Record of Administrative Action form (Attachment "E").
 2. A Written Reprimand is documented on a Record of Administrative form (Attachment "E").

VI. Informal Complaint Procedure

- A. Informal complaints are verbal complaints, unsigned written complaints or anonymous complaints, and may consist of, but are not limited to, allegations of:
 1. Rudeness.
 2. Unfair or improper application of law, policy or procedure.
 3. Ineffective, inadequate police action or other service, or failure to take action.
 4. Tardiness or minor violations of rules and regulations.
 5. Insubordination.
- B. The supervisor who receives the complaint shall complete a Record of Complaint form (Attachment "C") to initiate the documentation process.
- C. The Chief of Police refers unresolved informal complaints to the appropriate Division Commander. Division Commanders investigate the complaint or reassign the complaint to a superior officer (Lieutenant or Sergeant), and note whether a written or a verbal reply is required to either the Chief of Police or the complainant.
- D. Complaints regarding policies and procedures, or complaints regarding enforcement action are normally resolved orally, providing the information necessary to clarify the issue. When this is done, the supervisor notes such action in a Record of Complaint form, and returns it through the chain of command to the Chief of Police, who then forwards it to the Office of Professional Standards.
- E. Supervisors are encouraged to make every reasonable effort to resolve informal complaints at the lowest possible level of authority. This may require cooperation with other City departments or outside law enforcement agencies. Caution is used to avoid the inappropriate placing of blame or responsibility upon other departments or agencies. Caution is used when screening complaints of incidents where a summons was issued or an arrest made, to ensure the supervisor does not place himself in the position of "trying the facts" on the charges prior to a pending court proceeding.
 1. In the event that the complaint is resolved as noted above, without the need of further written documentation, the Record of Complaint form may be the only written documentation of the complaint.
- F. Responses to informal complaints may remain verbal whenever received verbally or informally, and the Duty Supervisor or superior officer makes a successful resolution during his shift. A notation of the resolution is made on a Record of Complaint form and forwarded to the Office of Professional Standards through the appropriate chain of command.
- G. Superior officers investigate assigned informal complaints, collect reports and other documentation or evidence as necessary, and maintain contact with the complainant. A written or verbal reply is made to the complainant and to the Chief of Police as required.
- H. If it is determined at any time during the investigation that the complaint includes possible criminal conduct of any member, the investigation is terminated and the evidence giving such a determination is immediately forwarded to the Chief of Police, so that the investigation may be reassigned as an Internal Affairs case.
- I. The resolution of most informal complaints may be attained with little disruption to daily operations. A superior officer asks officers direct questions concerning the incident, and information is summarized on a Record of Complaint form as appropriate, which is then forwarded through the chain of command. Requests for written statements or memoranda from members are normally reserved for formal investigations as a supplement to direct questions.
- J. Most informal complaints are resolved within one week and must be resolved within 30 days, unless an extension has been authorized by the Chief of Police.

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- K. When completing the Record of Complaint concerning a case of member conduct, the superior officer concludes the investigation with a finding from the list of outcomes below (see Attachment "A"):
 - 1. Unfounded.
 - 2. Not Sustained.
 - 3. Sustained.
 - 4. Policy Failure.
 - 5. Exonerated.
- L. When an informal complaint investigation sustains an allegation, Division Commanders ensure that appropriate discipline is recommended, or has occurred. (See Attachment "B").
- M. Nothing in the informal complaint investigation process is intended to preclude, prohibit, or delay any superior officer from the issuing of discipline up to a written reprimand, for known violations of rules and regulations. In this event, a Record of Administrative Action form (Attachment "E") is completed and submitted with the Record of Complaint form.
- N. In some instances, the Chief of Police may forward a letter to the complainant explaining the results of the investigation and action(s) taken; however, most informal complainants receive a verbal reply from the superior officer assigned to investigate the complaint, when the case is closed.
- O. Completed complaint documentation is sealed and forwarded through the appropriate chain of command to the OPS Lieutenant.

VII. Formal Complaint Procedure

- A. Formal complaints are signed, written complaints. A signed letter of complaint is a formal complaint.
- B. Response procedure.
 - 1. In all cases, the supervisor who receives the initial complaint completes a Record of Complaint form (Attachment "C") in order to initiate the documentation process.
 - 2. A written acknowledgment is forwarded to the complainant within seven days of receipt.
 - 3. A written reply is forwarded to the complainant within 30 days of receipt. The Chief of Police may grant an extension period on a case-by-case basis.
- C. Formal complaints may consist of, but are not limited to, allegations of:
 - 1. Rudeness.
 - 2. Unfair or improper application of law, policy or procedure.
 - 3. Ineffective, inadequate police action or failure to take action.
 - 4. Tardiness or minor violations of rules and regulations.
 - 5. Insubordination.
- D. Formal complaints that contain allegation(s) of criminal misconduct are referred to the Chief of Police and become Internal Affairs complaints. Internal Affairs complaints are investigated according to the procedures set forth in Section VIII of this General Order. The Chief of Police may refer or reassign any complaint investigation as an Internal Affairs investigation at any point during the complaint investigation process.
- E. Complainants are provided a photocopy of their own written complaint upon request. All other supporting documentation becomes part of the official complaint file and is not for release.
- F. Formal complaints of a noncriminal nature are only accepted from parties having firsthand knowledge of an allegation. Firsthand knowledge means that the person was either involved in the incident, or was an eyewitness to the incident. Third party, noncriminal complaints filed as formal complaints are treated and investigated as informal complaints, and may receive an oral response and minimal investigation unless otherwise warranted (see Section VI).
- G. Formal complaints are referred to the Chief of Police or Administrative Services Division Commander, who reviews them and assigns them through the appropriate Division or to the OPS Lieutenant, according to the allegation(s) contained in the complaint. The documentation that is received from the complainant is forwarded to the assigned investigator which in many cases will be the OPS Supervisor or a supervisor holding the rank of Lieutenant or above.
 - 1. The assigned supervisor will contact the complainant via phone or email and identify himself as the primary contact point for the complaint/investigation.

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2. The complainant will also be advised of the following:
 - a. The complaint has been received and assigned to an investigating officer.
 - b. The investigating officer will contact the complainant within 7 days.
 - c. A written reply via office letterhead or email will be forwarded to the complainant within 30 days.

VIII. Internal Affairs Investigation Procedure

- A. The decision to initiate an Internal Affairs investigation rests solely within the authority of the Chief of Police.
- B. When circumstances allow and the investigation would not be hindered, the accused member is immediately notified in writing that an Internal Affairs investigation is about to be conducted. The notice includes, at a minimum:
 1. The name of the investigating officer.
 2. The general nature of the allegation(s).
 3. The member's rights and responsibilities.
 4. The range of possible disciplinary action.
- C. When the investigation requires that a member is formally questioned, the following procedures apply:
 1. Questioning of the member is conducted at a reasonable hour of day, preferably when the member is on duty, unless exigencies of the investigation dictate otherwise. The member does not suffer a loss of pay, and is paid for any interview conducted while the member is off duty.
 2. Questioning normally takes place at the Office of the Internal Affairs Officer, or in an interview room in the Investigative Services Division, but may occur in other locations as deemed appropriate by the investigating authority. At the onset of the interview, the member is provided with an Administrative Proceedings Admonishment form (see Attachment "D"). This form also serves to notify the member, in writing, of the allegation(s).
 3. The member is informed of the rank and name of the investigating officer, as well as the rank and name of the questioning person (if other than the investigating officer), and all persons present during questioning.
 4. The member is informed of the nature of the investigation before any questioning commences, including the name of the complainant. The address of the complainants and / or witnesses need not be disclosed. Sufficient information to reasonably apprise the member of the allegations is provided. If the complaint is filed in writing, a copy is furnished to the member.
 5. If the member being questioned is a witness only, he is so informed at the onset of the interview. No admonition is required for witnesses.
 6. Questioning shall not be excessive. Reasonable breaks during the interview are allowed. Time is provided for personal necessities, meals, telephone calls, and rest periods as reasonably necessary.
 7. Members are not to be subjected to any offensive language, nor threatened with transfer, dismissal or other disciplinary punishment. The member may, however, be informed that failure to cooperate fully with the investigation and to answer truthfully may result in disciplinary action. No promises of reward are made as an inducement to answering questions. Members, however, are informed of the range of disciplinary action if found guilty of the allegations.
 8. The complete interview of the member is recorded mechanically or by a stenographer. There are no "off- the- record" questions. All recesses called during the questioning are noted for the record.
 9. A member does not have the right to refuse to answer any question concerning their performance of duty or their adherence to rules, regulations, policies and procedures. Any admissions made during such questioning, however, can not be used against such member in a subsequent criminal prosecution.
 10. The refusal by a member to answer questions, or to submit a report, may result in disciplinary action.
 11. Members do not have the right to have counsel present during administrative interviews.
- D. A member may be required to submit to the following examinations or tests, at the Department's expense, in the event that particulars of such examinations or tests are related to the member's fitness for duty, and no criminal evidence is the intended result:
 1. Medical.
 2. Psychological / psychiatric.
 3. Laboratory.

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- E. Prior to taking a medical, psychological, psychiatric, or laboratory examination or test, the member is given a description of the methodology or test to be used, the name of the laboratory, psychologist, psychiatrist or medical doctor, likely conclusions to be drawn from the examination or test, and possible disciplinary action(s) that may stem from the conclusion.
- F. A member may be required to be photographed, or to participate in a live line-up.
- G. A member may be requested to submit a financial disclosure statement when the disclosure is material to a particular and specific allegation, pursuant to the Code of Virginia Section 9.1-503
- H. Polygraph examinations are only conducted on a member if authorized by the Chief of Police. Polygraph examinations may be utilized in the event that:
 - 1. The member under review requests the polygraph examination.
 - 2. Information is developed to indicate the member has not been truthful, or may not be forthcoming, during the investigative process.
- I. If, during the course of the Internal Affairs investigation it is determined that criminal misconduct may have occurred, the investigating officer notifies the Chief of Police immediately. The Chief of Police then determines whether a bifurcation of the investigation is necessary. In the event that bifurcation is necessary, the Commander of Investigative Services is notified, and causes a criminal investigation to be initiated.
 - 1. No portion of a member's compelled statement (or information gained as a result thereof) may be used in the conduct of such a criminal investigation.
- J. The Internal Affairs investigator provides weekly notifications to the Chief of Police on the progress of pending investigations. Written findings are normally provided within 30 days, unless an extension is requested in writing, and granted by the Chief of Police. Such extensions are communicated in writing to the complainant.
- K. Upon completion of the investigation, the Internal Affairs Investigator prepares an Internal Affairs case file. The Internal Affairs case file contains, at a minimum:
 - 1. An investigative summary, including a determination of what occurred, based upon analysis of the supporting evidence and a finding (see Attachment "A").
 - 2. Copies of all notifications, correspondence, and related official documents.
 - 3. A statement of the allegation(s) made by the complainant.
 - 4. A transcript of statements by the accused member(s).
 - 5. A transcript of statement(s) made by any witness(es).
 - 6. Any other documentary or physical evidence to include but not limited to; radio logs, recordings, photographs, and IBR, if applicable
 - 7. The identification of any policy failure or void.
- L. The Internal Affairs case file always contains a statement of the Internal Affairs Investigator's findings (see Attachment "A") in the case, from the following:
 - 1. Unfounded.
 - 2. Not Sustained.
 - 3. Sustained.
 - 4. Policy Failure.
 - 5. Exonerated.
- M. Internal Affairs case files having any finding, as noted in Section "L," above, are forwarded to the OPS Lieutenant or the Chief's designee. Upon his review, he summarizes the findings, notes his concurrence or non-concurrence to the findings and disciplinary recommendation, or makes an alternate recommendation in memorandum form. The Internal Affairs case file is then submitted to the Chief of Police.
- N. The Chief of Police reviews the Internal Affairs case file. Reports containing findings of sustained allegations are forwarded to the appropriate Division Commander for his review and recommendation of disciplinary action. The Division Commander may consult any supervisory officer prior to making a recommendation of disciplinary action. The Division Commander, and any others, review the case file for completeness, and provide an overview, conclusion and a recommendation for disciplinary action in memorandum form, which is then forwarded to the Chief of Police within 3 days of a finding.
- O. Where the Internal Affairs case file contains findings indicating a policy failure, the Chief of Police causes the OPS Lieutenant to initiate an immediate review of the affected policy.
- P. The member under investigation may ascertain the status of his pending investigation upon request to the OPS Lieutenant or the Commander of Administrative Services.
- Q. Members are notified in writing of the findings of the Internal Affairs investigation.

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IX. Implementation of Disciplinary Measures, Generally

- A. Notice of charges.
 - 1. No written notice is required prior to affecting a verbal reprimand or a written reprimand.
 - 2. Disciplinary action greater than a written reprimand for unsatisfactory behavior may be effected immediately upon giving written notice to the member. Procedural guarantees normally precede the imposition of disciplinary action, but may follow the effected action, such as a suspension from duty.
 - 3. Disciplinary action greater than a written reprimand for unsatisfactory work performance, may not be effected until a second written notice of intent of such action is given to the member.
 - 4. A memorandum containing a "notice of charges" is issued by the Chief of Police or the Administrative Services Division Commander upon receipt of an Internal Affairs case file with a finding of sustained allegations from Internal Affairs, a superior officer's investigation of a sustained complaint, or other recommendation from competent authority. The notice of charges memorandum contains the following information:
 - a. The specific charge(s), the basis thereof, the recommended disciplinary action, and the Chief of Police's intention to effect the discipline unless evidence to the contrary or in mitigation of penalty is presented within five (5) calendar days.
 - b. That the member has the opportunity to respond orally and in writing to the charges within five (5) calendar days.
 - c. That the member may be assisted by legal counsel at his own expense.
 - d. That the member has the right to initiate a grievance under the grievance procedures as outlined in Section 6-9 through 6-16 of the City of Manassas Employee Handbook, and General Order 3-10.
 - 5. Any agreements reached between the Chief of Police and the member during this five (5) day period are reduced to writing.
 - 6. If the penalty is reduced to a verbal or written reprimand, further procedural guarantees are not afforded and the matter is closed.
 - 7. Within five (5) calendar days after making a written or oral response to the charges, or ten (10) days from the notification of charges, the member is provided written notification from the Chief of Police of the intention to take further action on the charges or to discontinue action thereof.
 - 8. With the exception of verbal or written reprimands, members may then proceed with procedural guarantees as provided in the City of Manassas Employee Handbook within ten (10) days of receipt of charges, or accept the penalty as specified by the Chief of Police. (See General Order 3-10).
 - 9. Sustained charges are made a permanent part of the member's official personnel file.
- B. Upon an Internal Affairs finding of "sustained," and following the recommendation of the appropriate Division Commander, the Chief of Police administers disciplinary action in accordance with the Department's Progressive Discipline Model (see Attachment "B," authorized by Section 6-I through Section 6-V of the City of Manassas Employee Handbook.
- C. Members are notified in writing of findings and disciplinary actions taken.
- D. Verbal reprimands and written reprimands are executed as soon as possible or after a finding of "sustained" without further relief from any appeals process. (See Section 6-I through 6-V of the City of Manassas Employee Handbook).
- E. Progressive Disciplinary actions greater than a written reprimand are recommended by the Chief of Police and implemented by the City Manager, as specified in Section X, below.

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X. Negative Discipline and Progressive Disciplinary Measures (see Attachment "B" and Section 6-1 through 6-8 of the City of Manassas Employee Handbook)

- A. The Verbal Reprimand verbally notifies the member that performance or behavior must be improved and is documented on a Record of Administrative Action form (Attachment "E").
 - 1. Supervisors are responsible for making verbal reprimands when counseling has failed to produce the desired changes.
 - 2. The Verbal Reprimand defines the areas in which improvement is required, sets up goals leading to improvement and informs the employee that failure to improve will result in more serious action.
 - 3. Verbal reprimands are documented on the Record of Administrative Action form. No record is placed in the reprimanded member's official personnel file unless subsequent action is necessary.
 - 4. The Verbal Reprimand is not subject to the member's procedural guarantees.
 - 5. The Verbal Reprimand is filed in the following manner:
 - a. Original is placed in the employee's administrative file.
 - b. A copy is placed in the employee's performance file.
 - c. A copy is provided to the employee.
 - 6. Verbal Reprimand records are filed permanently.
- B. The Written Reprimand is a written notification to the member that further disciplinary action will be taken unless performance improves, and is documented on a Record of Administrative Action form (Attachment "E").
 - 1. Supervisors are responsible for the issuance of Written Reprimands when other disciplinary measures have failed to produce the desired changes, or when the gravity of the offense indicates that a higher degree of discipline is required.
 - 2. When a Written Reprimand is issued by the Chief of Police, a transfer of duty assignment for disciplinary reasons may be a part of the written reprimand.
 - a. The normal rotation of a specialized assignment is not a transfer for disciplinary reasons.
 - b. A transfer for disciplinary reasons is specified in written charges.
 - c. A transfer for disciplinary reasons does not involve a reduction in pay, and therefore is not a demotion.
 - 3. The issuing supervisor and member sign and date the Written Reprimand.
 - a. A member's refusal to sign the Written Reprimand constitutes insubordination and may result in further disciplinary action.
 - 4. Written Reprimands are processed and filed in the following manner:
 - a. The supervisor forwards the written reprimand through his chain of command to the Chief of Police.
 - b. The appropriate Division Commander and the Chief of Police review and sign the written reprimand.
 - c. The original is maintained in the employee's administrative file.
 - d. A copy is sent to the Office of Human Resources to be filed in the employee's personnel file.
 - e. A copy is returned to the issuing supervisor to be placed in the employee's performance file.
 - f. The supervisor provides the employee with a copy.
 - 5. Issuance of the Written Reprimand is not subject to the member's procedural guarantees.
 - 6. Written Reprimand records are filed permanently.
- C. The Suspension from Duty consists of a separation from the Department for a specified period of time, with a loss of pay, duties and official status for the duration of the suspension. The Chief of Police recommends the suspension from duty, and forwards his recommendation to the Director of Human Resources for a review. Upon approval, the Director of Human Resources forwards the recommendation to the City Manager for a review. Upon approval, the City Manager is responsible for determining the duration of the suspension from duty.
 - 1. The Chief of Police is responsible for affecting a suspension from duty on the authority of the City Manager.

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2. When an investigation of member misconduct results in a suspension from duty, the Chief of Police provides a notice of suspension to the member in writing, which includes:
 - a. A statement citing the reason for the suspension.
 - b. The effective date and duration of the suspension.
 - c. A statement of the member's status and the conditions of the suspension.
 - d. A statement that the officer's police powers are suspended until further notice.
 - e. A warning of the range of further disciplinary action that may result if the situation that caused the suspension is not corrected.
 - f. A statement advising the member that a suspension from duty is subject to the member's procedural guarantees, or the member's right to file a grievance (see General Order 3-10), but not both.
 3. When an officer is suspended from duty, the Chief of Police causes the following:
 - a. The surrender of the officer's badge(s) of authority, Department identification cards and duty weapon(s), and any other issued equipment as specified by the Chief of Police.
 - b. The surrendered equipment is stored in a location determined by the Chief of Police.
 - c. The return of surrendered equipment to the officer following a suspension from duty is determined by the Chief of Police.
 4. A copy of the notice of suspension is forwarded to the Department of Human Resources, and added to the member's official personnel file.
- E. The Withholding of a Merit Increase consists of a temporary or permanent loss of a merit increase, which the member would otherwise receive. The Chief of Police recommends the withholding of a merit increase, and forwards his recommendation to the Director of Human Resources for a review. Upon approval, the Director of Human Resources forwards the recommendation to the City Manager for a review. Upon approval, the City Manager is responsible for implementing the withholding of a merit increase.
1. The Chief of Police may recommend the withholding of a member's merit increase to the City Manager when other disciplinary measures have failed to produce the desired changes, or when the gravity of the offense indicates that a higher degree of discipline is required.
 2. When an investigation of a member results in the withholding of a merit increase, the City Manager provides a notice of the action to the member in writing, including:
 - a. A statement citing the reasons for the withholding of a merit increase.
 - b. The duration of time in which the merit increase will be withheld or reevaluated.
 - c. A warning of the range of further disciplinary action that may result if the situation that caused the withholding of a merit increase is not corrected.
 - d. A statement advising the member that the withholding of a merit increase is subject to the member's procedural guarantees, or the member's right to file a grievance (see General Order 3-10), but not both.
 3. A copy of the notice of the withholding of a merit increase is forwarded to the Department of Human Resources, and added to the member's official personnel file.
- F. The Administrative Decrease consists of a decrease in the member's base rate of pay of at least ten percent. The Chief of Police recommends the administrative decrease, and forwards his recommendation to the Director of Human Resources for a review. Upon approval, the Director of Human Resources forwards the recommendation to the City Manager for a review. Upon approval, the City Manager is responsible for implementing the administrative decrease.
1. The Chief of Police may recommend an administrative decrease to the City Manager when other disciplinary measures have failed to produce the desired changes, or when the gravity of the offense indicates that a higher degree of discipline is required.

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2. When an investigation of a member results in an administrative decrease, the City Manager provides a notice of the action to the member in writing, including:
 - a. A statement citing the reasons for the administrative decrease.
 - b. A warning of the range of further disciplinary action that may result if the situation that caused the administrative decrease is not corrected.
 - c. A statement advising the member that the administrative decrease is subject to the member's procedural guarantees, or the member's right to file a grievance (see General Order 3-10), but not both.
 3. A copy of the notice of administrative decrease is forwarded to the Department of Human Resources, and added to the member's official personnel file.
- G. The Demotion consists of a lowering of the member's position classification status. The Chief of Police recommends the demotion, and forwards his recommendation to the Director of Human Resources for a review. Upon approval, the Director of Human Resources forwards the recommendation to the City Manager for a review. Upon approval, the City Manager is responsible for implementing the demotion.
1. The Chief of Police may recommend a member's demotion to the City Manager when other disciplinary measures have failed to produce the desired changes, or when the gravity of the offense indicates that a higher degree of discipline is required.
 2. When an investigation of a member results in a demotion, the City Manager provides a notice of the action to the member in writing, including:
 - a. A statement citing the reasons for the demotion.
 - b. In cases where a demotion is involuntary, a warning of the range of further disciplinary action that may result if the situation that caused the demotion is not corrected.
 - c. A statement advising the member that a demotion is subject to the member's procedural guarantees, or the member's right to file a grievance (see General Order 3-10), but not both.
 3. A demotion is not used as a disciplinary action if the member can not qualify for the lower ranked position or if the demotion would require the displacement of another member.
 4. A copy of the notice of demotion is forwarded to the Department of Human Resources, and added to the member's official personnel file.
- H. Termination consists of a permanent separation from the Department and the City workforce. The Chief of Police recommends termination, and forwards his recommendation to the Director of Human Resources for a review. Upon approval, the Director of Human Resources forwards the recommendation to the City Manager for a review. The City Manager will review and approve all recommendations for suspension and dismissal.
1. The Chief of Police may recommend a member's termination to the City Manager when other disciplinary measures have failed to produce the desired changes, or when the gravity of the offense indicates that a higher degree of discipline is required.
 2. When an investigation of a member results in a recommended termination, the Chief of Police provides a pre-termination due process hearing notice to the member in writing, including:
 - a. A statement citing the reasons for the proposed termination.
 - b. The date and location of a pre-termination due process hearing.
 - c. A statement of the member's right to all facts regarding the recommendation for termination, right of legal representative of his choosing, and the right to examine, cross examine, question and present evidence on behalf of the member at the pre-termination due process hearing.
 3. A copy of the notice of pre-termination due process hearing is forwarded to the Department of Human Resources, and added to the member's official personnel file.
 4. The Chief of Police presides over the pre-termination due process hearing. The Chief of Police notifies the member in writing of his findings in the pre-termination due process hearing. A copy of such notification is forwarded to the Department of Human Resources, and added to the member's official personnel file.
 5. In the event that the pre-termination due process hearing determines that the member is to be terminated, the Director of Human Resources provides a termination notice to the member in writing, including:
 - a. A statement citing the reasons for the termination.
 - b. The effective date of termination.

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- c. A statement of the status of any fringe benefits and retirement benefits after termination.
- d. A statement advising the member that termination is subject to the member's procedural guarantees, or the member's right to file a grievance (see General Order 3-10), but not both.
- 6. A copy of the notice of termination is retained by the Department of Human Resources, and added to the member's official personnel file.
- 7. Members dismissed from the Department shall not be re-employed or reinstated by the Department or the City.

XII. Positive Discipline

- A. Inspections are a form of positive discipline.
 - 1. Line and staff inspections are used to generate findings, conclusions and recommendations that affect Department planning efforts, training programs and environmental or safety concerns.
 - 2. When discovered, acts and conditions contrary to rules, regulations, policy, practice or the good interest of the Department are corrected in a positive and constructive manner.
 - 3. The increased efficiency of daily operations and uniformity of application that is derived from a well run inspections program has a profound effect on discipline as a whole.
- B. Training is a form of positive discipline.
 - 1. The Department supports active participation in contemporary training programs and recognizes the need to use training to encourage the behavior and performance standards it expects. Supervisors are accountable for ongoing training of members under their command.
 - 2. Supervisors are encouraged to emphasize training in their approach to discipline. Roll call training is provided routinely to provide members with blocks of instruction concerning new laws or ordinances, procedures or techniques. Roll call topics general take very little time to instruct.
 - 3. Supervisors are in the best position to make an early detection of a demonstrable need for additional training for groups or individuals under their command.
 - 4. Recommendations for advanced or remedial training are made by supervisors to the Officer of Professional Standards Lieutenant whenever:
 - a. Advanced training would benefit individuals or groups by bringing about state-of-the-art procedures.
 - b. Remedial training is demonstrably needed by a member based on known performance when compared to the existing training record.
 - c. Outside training complements the goals and objectives of the Department.
 - 5. The Training Officer is responsible for the establishment and overall continuity of training programs.
- C. Counseling is an extension of the training process as it applies to a supervisor's daily responsibilities, and is a form of positive discipline. Counseling sessions are documented on a Record of Administrative Action form (Attachment "E").
 - 1. Verbal counseling is an ongoing process. A supervisor should utilize counseling sessions to document discussions regarding an employee's performance, conduct or behavior.
 - 2. A verbal counseling session may also be used to address potential issues, concerns of minor transgressions.
 - 3. In these cases, counseling sessions should provide guidance and expectations to the member and include an admonishment that if the behavior or performance is not corrected within a reasonable time frame, negative discipline may result.
 - 4. Counseling records are filed in the employee's performance file only.
- D. The Commendation Program (see Section XIV) is a form of positive discipline.
- E. The Officer of the Month Program (see Section XIII) is a form of positive discipline.
- F. The Officer of the Year Program (see Section XV) is a form of positive discipline.
- G. The Peer Review Awards Committee (see Section XVI) is a form of positive discipline.
- H. The Honorable Service Medal Program (see Section XVII) is a form of positive discipline.
- I. The Medal of Valor Program (see Section XVIII) is a form of positive discipline.

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XIII. Peer Review and Advisory Committee and the Recognition Program

- A. The Peer Review and Advisory Committee and the Recognition Program provides a system of positive discipline and recognition for members of the Department. While an individual member is normally recognized, multiple members, groups, or Divisions may also be recognized. The Peer Review and Advisory Committee can also be utilized by the Chief of Police to provide input on issues affecting non-supervisory staff.

- B. Peer Review and Advisory Committee
 - 1. The Peer Review and Advisory Committee (hereafter referred to as the “Committee”) is responsible for recommending awards and making other recommendations to the Chief of Police as outlined in this General Order.
 - 2. The Committee is comprised of no more than ten members. No more than six committee members will be assigned to the Patrol Division. Transfers that cause the Committee to have more than six Patrol Division members does not require any member to resign or be removed from the Committee.
 - 3. The appointed Committee member’s term concludes July 1 of the calendar year in which the Committee member’s appointment expires. Committee members are appointed for a term of three years or until which point they become ineligible.
 - a. Example: A member’s term beginning in February 2018 will conclude July 1, 2021. A member’s term beginning in November 2018 will conclude July 1, 2021.

- C. The supervisor assigned to Planning and Resource Management coordinates the activities of the Committee, maintains Committee records, and is a resource for the Chief of Police and the Committee to use during reviews.

- D. Committee members are appointed by the Chief of Police through a selection process managed by Planning and Resource Management
 - 1. Qualifications for Committee Appointment:
 - a. The member shall not be on any probationary status at the time of application
 - b. The member’s application must be endorsed by their Chain of Command
 - c. Supervisors are ineligible for appointment
 - d. If six or more Committee members are assigned to the Patrol Division at the time of the vacancy announcement, Patrol Division staff are not eligible for appointment
 - 2. Application Procedure:
 - a. A vacancy announcement is made to the Department. The announcement is made by Planning and Resources Management upon authorization from the Chief of Police
 - b. Applicants submit in memorandum, through their Chain of Command, to Planning and Resource Management. The memorandum should include a statement from the applicant on why they wish to join the Committee
 - c. The applicant’s memorandum is submitted by Planning and Resource Management to the Committee for review. The Committee selects their recommendation by the procedure outlined in Section C, below.
 - d. The Committee’s recommendation is forwarded to the Chief of Police through Planning and Resource Management.
 - e. The Chief of Police makes final determination of appointment to the Committee and may withdraw any Committee member’s appointment at any time for any reason.
 - f. Committee members may seek immediate reappointment following the same application procedure outlined in (2) Application Procedure. Committee members seeking reappointment do not participate in the applicant review.
 - 3. Committee Procedure for Review:
 - a. All members of the Committee are voting members. The supervisor assigned to Planning and Resource Management is not a regular member of the Committee and shall not vote on any matter being reviewed by the Committee except when a vote is needed to break a deadlock or tie.
 - b. All recommendations by the Committee will be made by simple majority vote and communicated to The Chief of Police by Planning and Resource Management.

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- c. For the purposes of making a recommendation where nominations may exceed the number of awards available (Employee of the Month etc.), the Committee will conduct a series of run-off votes of all nominations until two finalists are selected. The recipient and level of award will be selected by simple majority between the two finalists of all submitted nominations.
 - d. The Committee and The Chief of Police should meet quarterly to discuss recommendations on topics within the scope of the Committee. These regular quarterly meetings are coordinated by The Office of The Chief of Police.
 - e. The Chief of Police can call a meeting of the Committee at any time to review any matter where The Chief of Police wishes to seek the advice of non-supervisory staff. The procedure of these reviews will be at the discretion of The Chief of Police.
 - f. All recommendations made by the Committee may be over-ruled or disregarded by The Chief of Police.
- E. The Recognition Program consists of the following awards:
- 1. Blue Star Award
 - a. Awarded to members who have demonstrated good professional conduct or rendered a public service which results in a positive or notable outcome.
 - 2. Chief's Commendation
 - a. Awarded to members who have rendered outstanding service, which required significant effort, and that service brings favorable credit to the Department. The member's actions may include saving or attempting to save the life of another person.
 - 3. Meritorious Service Medal (Medal of Merit)
 - a. Awarded to members of the Department who have rendered distinguished service, above and beyond what is required of their duty, which demonstrated outstanding judgment, commitment, and/or ingenuity. The member's service brings great credit to the Department and may include saving or attempting to save the life of another person.
 - 4. Honorable Service Medal
 - a. Awarded to members of the Department who have rendered distinguished service worthy of the Meritorious Service Medal while knowingly placing themselves at risk of bodily harm.
 - 5. Medal of Valor
 - a. Awarded to members of the Department who have rendered heroic service which demonstrates conspicuous gallantry and exemplary effort well above and beyond what is required of their duty. The member's actions were made while knowingly placing themselves at imminent risk of death or serious bodily harm.
 - 6. Employee of the Month
 - a. The Employee of the Month recognizes the most outstanding member(s) of the Department for each calendar month of the year.
 - 7. Sergeant John Conner Memorial Award - Employee of the Year
 - a. The Employee of the Year recognizes the most outstanding member of the Department for each calendar year. The recipient of this award will be an individual that consistently honors Sergeant Conner's sacrifice in their daily duties by dedicating themselves to the ideals of public service with their impeccable integrity, commitment to the public's welfare and exemplary professional standing.
- F. Nomination Procedures:
- 1. All awards are based on nominations received from Department members or citizens.
 - 2. All members, regardless of rank, assignment, or sworn status, are eligible for recognition under this program.
 - 3. Any member may nominate any other member for any action to include actions not personally witnessed by the nominating member.
 - 4. Nominations for service related actions occurring off-duty are authorized.
 - 5. All nominations from members are reduced to writing in a memorandum and forwarded to the supervisor assigned to Planning and Resource Management using the BlueTeam commendation system. The nomination is copied to the Chief of Police and the nominated member's Chain of Command using the BlueTeam Commendation system. The nomination does not require approval of

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either the nominating member's or nominated member's Chain of Command. The nomination is not required to recommend the level of award.

6. Verbal or written nominations from citizens may be received by any member of the Department. The receiving member then writes a memorandum documenting the nominee's actions, attaches any available written documentation from the citizen, and forwards the package as required by this General Order.
7. Planning and Resource Management will forward all nominations to the Committee for review.
8. The Committee will consider all awards made during the relevant period when making a recommendation for the Employee of the Month and the Sergeant John Conner Memorial Award in addition to any nominations received. Planning and Resource Management will develop a system to solicit nominations for Employee of the Month and the Conner Memorial Award as necessary.
9. The Committee, in coordination with Planning and Resource Management and the nominated member's Division Commander, is responsible for vetting the information provided in all nominations for award.
10. The Committee conducts a timely review of all nominations and determines if the nomination meets criteria for award as noted in Section D, above. Reviews for Employee of the Month and Conner Memorial award are coordinated by Planning and Resource Management and are conducted as necessary for timely issue of the award.
11. The Committee forwards their recommendation to the supervisor assigned to Planning and Resource Management.
12. The supervisor assigned to Planning and Resource Management forwards the nomination and the Committee's recommendation of award to the Chief of Police using the BlueTeam commendation system. The nomination and recommendation of award is copied to the nominated member's Division Commander. The final determination of award is made by the Chief of Police.
13. Nominations that do not meet requirements for award are returned to the nominating member with an explanation of the rejection provided by Planning and Resource Management.
14. The Chief of Police may choose to issue an award prior to receiving a recommendation from the Committee at the discretion of the Chief of Police.

G. Award Procedure:

1. Blue Star Award
 - a. Members awarded a Blue Star will be acknowledged by receipt of a memorandum titled "Blue Star Award" from The Office of the Chief of Police.
 - b. Blue Star Awards are not publicly posted at the time of issuance but the award is presented to the member at roll call or other appropriate setting by the member's supervisor.
 - c. The Office of the Chief of Police will distribute a listing of the names of all Blue Star Award recipients on a monthly basis.
 - d. Blue Star Awards will be included in the member's yearly review and forwarded to the member's official IA Pro personnel file.
2. Chief's Commendation
 - a. Members awarded a Chief's Commendation will be acknowledged by receipt of a memorandum titled "Chief's Commendation" from The Chief of Police.
 - b. The Commendation is publicly posted on the Commendation Board at the time of issuance and is immediately distributed to the Department by the Office of the Chief of Police. The Chief's Commendation is also personally presented to the member by their Division Commander, or designee, at roll call or other appropriate time.
 - c. Chief's Commendations will be included in the member's yearly review and forwarded to the member's official IA Pro personnel file and the member's official personnel file maintained by the Department of Human Resources.
3. Medal of Valor, Honorable Service Medal and Meritorious Service Medal
 - a. The Chief of Police, or designee, personally delivers a citation to the member recognizing the actions being awarded. The citation is usually delivered during the recipient's regular working hours such as Roll Call or other appropriate time as determined by the Chief of Police.

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- b. The citation is publicly posted on the Commendation Board at the time of issuance and is immediately distributed to the Department by the Office of the Chief of Police.
 - c. A photograph of the recipient and the issued citation will be publicly announced by the Community Services Section through appropriate media channels.
 - d. The Chief of Police personally presents the appropriate award and a commemorative mounted citation to the member at a time and location determined by the Chief of Police. This recognition usually occurs during public meetings of City Council. See Attachment “G” for award configurations.
 - e. The recipient’s name, along with all previous recipients, will be permanently displayed in the public lobby of Police Headquarters in a manner determined by the Chief of Police.
 - f. The Chief of Police’s citation will be included in the member’s yearly review and forwarded to the member’s official IA Pro personnel file and the member’s official personnel file maintained by the Department of Human Resources.
4. Employee of the Month
- a. The Chief of Police, or designee, personally delivers a citation to the member in recognizing the actions being awarded. The citation is usually delivered during the recipient’s regular working hours such as Roll Call or other appropriate time as determined by the Chief of Police.
 - b. The citation is publicly posted on the Commendation Board and publicly distributed to the Department by the Office of the Chief of Police.
 - c. A photograph of the member and the citation are posted on the Department’s Employee of the Month Wall, located in the public lobby of Police Headquarters, for one calendar year.
 - d. A photograph of the recipient and the issued citation will be publicly announced by the Community Services Section through appropriate media channels.
 - e. The Chief of Police’s citation will be included in the member’s yearly review and forwarded to the member’s official IA Pro personnel file and the member’s official personnel file maintained by the Department of Human Resources.
5. Sergeant John Conner Memorial Award – Employee of the Year
- a. The Sergeant John Conner Memorial Award is presented in a manner deemed appropriate by the Chief of Police.
 - b. Planning and Resource Management is responsible for coordinating issuance of the award.
 - c. Once awarded, a photograph of the member and a synopsis of the citation are posted on in the public lobby of Police Headquarters, for one calendar year.
 - d. The recipient’s name, along with all previous recipients as of 2017, will be permanently displayed in the public lobby of Police Headquarters in a manner determined by the Chief of Police.
 - e. A photograph of the recipient and the issued citation will be publicly announced by the Community Services Section through appropriate media channels.
 - f. The Chief of Police’s citation will be included in the member’s yearly review and forwarded to the member’s official IA Pro personnel file and the member’s official personnel file maintained by the Department of Human Resources.

Attachments: “A” Manassas Police Department Complaint Findings Model.
 “B” Manassas Police Department Progressive Discipline Model.
 “C” Record of Complaint form.
 “D” Administrative Proceeding Rights Admonishment.
 “E” Record of Administrative Action form.
 “F” Citizens Complaint and Commendation Procedure.
 “G” Honorable Service Medal / Medal of Valor / Medal of Merit
 “H” Legal References .

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Available at: <http://leg1.state.va.us/000/src.htm>.