ADMINISTRATIVE MANUAL

ADM-140 – WRITTEN DIRECTIVE SYSTEM

Amends/Supersedes: ADM-140 (12/04/2023) **Date of Issue:** 05/19/2025

I. GENERAL

A. The Newport News Police Department maintains a written directives system to establish agency policies, procedures and guidelines. All directives are for departmental use only and do not apply to any criminal or civil proceedings. Departmental written directives should not be construed as a creation of higher legal standards of safety or care in an evidentiary sense, with respect to third party claims. Violations of these directives only form the basis for departmental administrative action.

B. The Chief of Police is the final authority for issuing all written directives unless another issuing authority is specified in this policy. No directive may be issued, modified, published or implemented with the Chief of Police's approval. [12.2.1(b)]

C. When creating new or revising existing directives, language that place the department and its employees in conflict with any existing law, city policy or accreditation standard are prohibited. [12.2.1(i)]

II. WRITTEN DIRECTIVES FORMAT

The department's written directives consist of different manuals, memoranda and bulletins.

A. *Policy and Procedures Manual* - The Administrative (ADM) and Operational (OPS) policy and procedures manuals are designed to address specific topics applicable to employees throughout the department.

B. *Standard Operating Procedures* – Policies and procedures specific to units or functions are organized into manuals (SOPs). The Communications Division (COM) and Police Training Academy (ACDMY) also maintain their own policy and procedures manuals. Standard operating procedures manuals are applicable to employees in the affected assignments or performing the specified function.

C. *Directives from the Office of the Chief of Police* – New or modified procedures (OCP) serving as interim policies until the existing policy is revised, new policy is created or conditions requiring new or modification to existing policy and procedure no longer apply. These directives, unless otherwise stated, are temporary and expire once year after issuance.

D. *Training Program Manuals* – Directives (TPM) establishing structured training plans for specific positions. They include guidelines for documenting performance criteria and training topics.

E. *Training Bulletins* – Formal training document (TB) used to convey information, address concerns and support department functions. While some bulletins may be informational in nature, those that provide direction for conducting agency activities are as binding as those in the policies and procedures manual. Training bulletins are issued under the authority of the Assistant Chief of Administrative Services, or their designee. [12.2.1(c)]

F. *Internal Memoranda* – Supervisors have the authority to issue written memoranda to personnel under their chain of command, establishing procedures specific to their areas not already addressed in policy and procedure. Such directions may be issued as memoranda or as an email. Anytime a supervisor issues an internal memorandum, they must copy their chain of command and are responsible for ensuring that all affected employees receive it. [12.2.1(c)]

III. WRITTEN DIRECTIVE CONTENT [12.2.1(d)]

The department's written directives consist of the following elements. Each element is dependent on the specific language and is not limited to headings or titles.

A. Policies

1. Statements establishing agency principles and expectations regarding a specific topic, compliance requirements, and identifying personnel expected to follow and oversee stated requirements.

2. Policy language will specify whether the guidelines are applied based on employee discretion (usually identified by the words "may" or "should") or if adherence to is mandatory (usually identified by the words "must", "will" or "shall"). [12.2.1(f,g)]

B. Procedures

Statements outlining the specific steps, process or actions employees will conduct during agency activities and to comply with department or city policies and statutory requirements. [12.2.1(h)]

C. Addendums & Links

1. When appropriate, information related to a directive that may require frequent updates, supplement the directive, or is product specific may be included in an addendum (alternately referred to as an attachment).

2. When appropriate, links to policies, statutes and forms will be used, allowing employees to easily identify the references.

D. Document Number

Except for internal memoranda, each written directive is assigned a document number, preceded by the directive type abbreviation, which serves as a unique identifier. The written directive Table of Contents demonstrates how the unique identifier applies to grouped topics. [12.2.1(e)]

E. Publication & Revision Dates

Each directive will indicate the directive's effective date, which is typically the publication date. Revised versions will indicate the effective date of the version, being replaced by the new one. [12.2.1(e)]

IV. WRITTEN DIRECTIVE MANAGEMENT

A. The Planning & Research Office maintains the department's written directives manual and is responsible for managing the review, approval and publication process, coordinating with subject matter experts, other agencies and the City Attorney's office, identifying potential conflicts with other directives or statutes and coordinating the review of existing directives to identify necessary updates. [12.2.1(i)]

B. All employees are responsible for logging into PowerPolicy regularly and completing all assignments in their inbox by the assigned due date. When questions regarding policy, guidelines or procedures arise, all employees are expected to search PowerPolicy for the relevant directive and adhere to the current published policy, regardless of whether acknowledgment was required. [12.2.2(a)]

C. Creating & Revising Directives [12.2.1(i)]

1. When a member of the department identifies the need for a new directive or a necessary revision to an existing directive, they will address this through their chain of command. If their commander agrees, the Planning & Research Office will be notified and work with subject matter experts to create or revise the directive.

2. Periodically, existing policy and procedures, standard operating procedures and training manuals are distributed to subject matter experts and/or command staff for review via PowerPolicy, to ensure information is current and correct. Necessary corrections will be either documented in the PowerPolicy workflow or forwarded to the Planning & Research Office.

3. New and revised directives are made available to subject matter experts, applicable supervisors and command staff.

    a. Command staff review policies and procedures (ADM & OPS). Unless authorized by the Chief of Police, this review is conducted during a policy review meeting.

    b. Standard operating procedures (SOP, COM, ACDMY) and training program manuals (TPM) are reviewed by the affected precinct/division commander, or designee.

4. Approval   [12.2.1(b,c,i)]

    a. Except for training bulletins and internal memoranda, written directives are submitted to the Chief of Police, through the Planning & Research Office's chain of command for review and signature. Once the Chief of Police approves and signs the directive, they are returned to the Planning & Research Office for publication.

    b. Training bulletins are subject to a review process established by the Assistant Chief of Administrative Services.

    c. Internal memoranda are subject to the review process established by the Assistant Chief over the supervisor's chain of command.

D. Publication, Distribution and Storage of Written Directives

1. Written directives are stored in and distributed through PowerPolicy, the department's authorized policy management system. Copies of directives are stored in a folder on the department's network and accessible to all employees as a back-up. [12.2.2(b)]

2. Only one version of any written directive is authorized at any given time. Employees will use the most recent publication of any written directive, as found in PowerPolicy.

3. Distribution to affected personnel occurs upon publication in PowerPolicy. Personnel must acknowledge their receipt of directives in PowerPolicy, by the assigned due date. Supervisors are responsible for ensuring that their employees are logging into PowerPolicy, reviewing and acknowledging receipt of assignment directives by the established due date. [12.2.2 (a,c)]

4. Upon publication, the previous version of a written directive is archived in PowerPolicy and maintained with all associated personnel acknowledgements, indefinitely. [12.2.1(d)]

E. Written Directive Training

1. In-Person Review & Training

    a. When new and revised directives are published, supervisors are expected to review each one and identify significant changes to policy, guidelines or procedures. Supervisors should determine if significant changes warrant an in in person review with affected personnel in addition to the electronic acknowledgement to ensure significant changes are understood.

    b. At times, a new or revised directive may require an in person review during shift briefings or unit meetings (see OPS-210 *Shift Briefing Methods*). When notified about this requirement, supervisors are expected to conduct the review before the acknowledgement due date. Supervisors must document this training on NNPD Form #44 *Directive Review Verification* and submit it to the Planning & Research Office.

    c. Supervisors may use Form #44 to document non-mandatory policy reviews during shift briefings and remedial training reviews.

    d. Training activities overseen by the Newport News Training Academy will conform with current published directives applicable to the topic. This includes basic recruit and in-service training. All general and specialized instructors responsible for teaching an affected topic will review and revise the lesson plan to ensure it conforms to current directives (ACDMY 4.1 *Lesson Plans*).

e. High liability policies, including OPS-110 *Use of Force* (for all employees authorized to carry any weapon) and OPS-120 *Vehicular Pursuits*, require instruction before the employee is released to a field assignment. [4.3.4, 41.2.2(m)]

2. PowerPolicy Training & Verification

   a. A new or revised directive may have a test attached, to verify that employees understand critical elements of the directive.

      1) Employees will be allowed a minimum of three retakes and, unless specified otherwise by the Chief of Police, all tests are open book. To acknowledge that they reviewed the directive, employees must pass the test.

      2) Employees unable to pass the test, exceeding all available retakes, must notify their supervisor. Their supervisor will identify the reason for the failure and provide appropriate remedial training. Once this is accomplished, the supervisor will submit a request for a test reset to the Planning & Research Office.

         a) The supervisor will notify the officer's chain of command, informing them of the failure and that a reset was requested.

         b) If, after re-training, the employee is still unable to pass the test, their precinct/division commander will be notified, through the chain of command.

   b. Certain directives use PowerPolicy's training function to provide scheduled policy reviews. These reviews are mandatory for assigned personnel and should be completed within thirty (30) days of notification in PowerPolicy.

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