

ORANGE COUNTY SHERIFF'S OFFICE



GENERAL ORDER

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Distribution: All Personnel	Review Month: October	Reviewing Authority: SSD / Quality Assurance
Subject: Inspectional Services		

This order consists of the following:

1. Purpose
2. Policy
3. Definitions
4. Procedures

1. Purpose

The inspectional process is an essential mechanism for effectively evaluating the quality of agency operations. This process will verify agency goals are being pursued, identify the need for additional resources, and encourage continual compliance with applicable accreditation standards.

2. Policy

It is the policy of the agency to manage all resources effectively. The role of inspectional services is to review all components of the agency on a regular basis to verify the resources are being effectively utilized.

3. Definitions

- A. Abbreviated Staff Inspection - a routine inspection conducted by Quality Assurance (QA) personnel of the persons, facilities, or procedures in a specific section or sector of the agency to maintain compliance with applicable accreditation standards. Every section or sector of the agency will have an Abbreviated Staff Inspection conducted once within the accreditation cycle. If a section or sector of the agency is the subject of a Comprehensive Staff Inspection, an Abbreviated Staff Inspection will not be required within the same accreditation cycle.
- B. Citizen Survey- A method of obtaining citizen attitudes and opinions as required by accreditation standards.
- C. Comprehensive Staff Inspection – a full top down and bottom-up review conducted by QA personnel of the facilities, processes and personnel in a particular section or sector of the agency as directed by the Sheriff.
- D. Follow-Up Inspection Report - a post inspection process to determine progress in solving identified deficiencies noted in a Comprehensive Staff Inspection or an Abbreviated Staff Inspection, if applicable.
- E. Formal Line Inspections - a review conducted at least annually by a Division/Section Commander of personnel, equipment and facilities under his/her command.

- F. Informal Line Inspections - the supervisory and management reviews of tasks and the personnel performing them. These inspections are to confirm accountability of the chain of command. Line inspections are conducted to determine:
1. If subordinates understand and execute assigned duties.
 2. If equipment and facilities are adequately maintained.
 3. If personal appearance is acceptable.

4. **Procedures**

A. Citizen Surveys

1. QA personnel shall conduct in depth citizen surveys as part of the applicable accreditation standard requirement. These surveys will be conducted to gauge citizen opinion of overall agency performance, competence of agency employees, deputy attitudes and behavior, community concern over safety and security and the citizens' recommendations and suggestions for improvements.
2. QA personnel shall prepare a report to the Sheriff, at least biennially, with the results of the survey.
3. Any Survey received with concerns of a significant nature will be forwarded to the respective Division Commander to review and respond if necessary.

C. Formal Line Inspections

1. All Section/Sector Commanders shall conduct a formal line inspection annually. A written report of the results of each formal inspection will be prepared and forwarded to the Division Commander. The report will include an anticipated correction date for all deficiencies noted. Division Commanders shall confirm corrective action is completed and note when the deficiency was corrected. A copy of this report will be forwarded to Accreditation.
2. Accreditation Standards require patrol vehicles to contain the following items:
 - a. a charged fire extinguisher,
 - b. an operational flashlight (in the car or on the deputy's person),
 - c. a first aid kit containing current supplies and
 - d. personal protective equipment.
3. Agency issued equipment carried on a deputy's person or in an agency vehicle which has expiration dates will be inspected to verify the condition/status of the equipment and replace those items prior to expiration. These items include, but are not limited to:
 - a. Fire extinguishers
 - b. Chemical Agent IPD (Individual Protection Device)
 - c. Celox™
 - d. Naloxone HCl Nasal Spray
 - e. Gas Mask Filters
 - f. First Aid Kits (any medication contained within)

- g. ECD Cartridges
- h. Body Armor

4. Lieutenant or civilian equivalents shall annually account for all cellular devices assigned to their section as per GO [13.1.11](#) Telecommunications.
5. Section Commanders are responsible for conducting annual audits for the list of personnel who have access to their respective facility or area.

D. Informal Line Inspections

Informal inspections of personnel, vehicles and equipment will be conducted daily by each level of supervision. A written report is not necessary unless a major breach of policy is discovered. Supervisors shall:

1. Be attentive to the condition of vehicles and equipment of their subordinates.
2. Require immediate repairs when necessary.

If supervisors discover deficiencies outside their scope of authority, they shall notify the responsible supervisor for corrective action.

E. Abbreviated Staff Inspection

This management tool is used to confirm administrative procedures are being adhered to. A written report that identifies deficiencies and makes recommendations for their improvement and/or correction and identifies positive aspects of the area being inspected will be submitted to the Division Commander of the section being examined. The Abbreviated Staff Inspection is designed to promote an objective review of agency administrative and operational activities, facilities, property, equipment, and personnel outside the normal supervisory and/or line inspections. QA personnel shall submit a report to the Sheriff listing the sections of the agency that were inspected via the Abbreviated Staff Inspection annually.

F. Comprehensive Staff Inspection

1. Origination

- a. The primary focus of a Comprehensive Staff Inspection will be upon policies and procedures and incidentally on persons.
 1. The primary concern is to determine if established policies/procedures are being followed and if compliance with applicable accreditation standards are being maintained, not that a particular person(s) may be performing improperly.
 2. Training, direction, and discipline are the responsibility of the appropriate supervisor or management personnel.
- b. Inspections will be directed by the Sheriff.
- c. An inspection may be suggested or requested by any member of the Sheriff's Office, upon submission of a memorandum via chain of command to the Sheriff briefly stating the reasons for the requested inspection.

2. Pre-Inspection Notification

- a. Written notice of a formal Comprehensive Staff Inspection will be provided to the Division/Section Commander of the component to be

- inspected not less than five (5) working days before an inspection.
 - b. The memorandum will indicate the nature of the inspection and may include specific requests for desired action, questions to be answered, and documents to be produced, or other action necessary to complete the inspection.
 - c. The Division/Section Commander shall be asked to provide any issues or concerns he/she wants to be a part of the inspection.
- 3. Staff Inspection Authority
 - a. The QA Section Commander shall be responsible to the Sheriff in matters concerning staff inspections. Personnel assigned, whether permanent or temporary, shall operate through direct authority of the Sheriff while conducting an inspection. QA personnel assigned to conduct an inspection, regardless of rank, shall be subordinate only to the Sheriff.
 - b. Personnel assigned to an inspection shall be considered equal with the ranking members of the agency component being inspected. QA personnel shall contact the supervisors involved and notify them of the need for information or the intention to interview their subordinates.
 - c. All personnel within a Division, Section, and/or Unit undergoing a Comprehensive Staff Inspection shall cooperate fully with QA personnel, recognizing that staff inspections are conducted under the immediate authority of the Sheriff.
- 4. Inspection Scope
 - a. A Comprehensive Staff Inspection is implemented only after approval of the Sheriff. The results of the Comprehensive Staff Inspection will be referred to the Sheriff and other distribution will be at the discretion of the Sheriff. Comprehensive Staff inspections will be conducted by personnel assigned to QA or other personnel as needed.
 - b. Comprehensive Staff Inspections will include, but not be limited to, personnel and field interviews and surveys, including interviews and surveys of citizens having prior contact with agency personnel whether as complainants, victims, or witnesses.
 - c. When requested by the QA Section Commander, Divisions, Sections and/or Units being inspected will assign a supervisory officer to act as liaison to the QA personnel assigned to complete the inspection. A specialist or an advisor may be assigned to assist in the inspection when its scope is technical in nature.
 - d. Managers and supervisors of Divisions, Sections, and/or Units undergoing a Comprehensive Staff Inspection are directed not to inquire into the specifics of their subordinate employees' interviews as conducted by QA personnel.
 - e. QA personnel shall have access to all facilities, personnel, procedures, records, files, operations, and equipment required for the purpose of the inspection.
- 5. Post-Inspection Activity
 - a. Recommendations for improvement may be made to the component's

Section Commander or civilian equivalent in cases where it is within the authority of the Section Commander or equivalent to effect the change.

- b. QA personnel conducting a Comprehensive Staff Inspection shall be responsible for the completion of a constructive report at the conclusion of the inspection.
- c. A post-inspection conference will be held with QA, the Support Services Division Commander and the affected Division Commander and the Section Commander prior to the report being provided to the Sheriff for approval. This conference is to review the report and recommendations, and the Division/Section Commander should be satisfied that erroneous or incomplete information is not included in the report.
- d. The completed report will be directed to the Sheriff and other distribution will be at the discretion of the Sheriff.

6 Distribution of Report

- a. The original document is retained in QA.
- b. All incidental work sheets, materials, and notes relative to the completed inspection will be retained by QA for at least six months after the date of the report. Staff Inspection files will be retained in accordance with the provisions of Florida Statutes and the GS1-SL and GS2 Manual

7 Follow up by Division/Section Commander

- a. Upon completion of the Comprehensive Staff Inspection, the Division/Section Commander of the inspected component shall prepare a written response to the attached recommendations regarding implementation of the recommendations. The written response will be forwarded to the Sheriff, via chain of command, within thirty (30) working days after receiving the recommendations. A copy of responses will be forwarded to QA.
- b. Responses will demonstrate the Section has considered the findings and has taken action to implement approved suggested recommendations or explain why the recommendations are not feasible. A copy of the responses will be provided to QA.

8. Follow-up Inspection Report

In conjunction with appropriate Division Commander, QA will prepare a follow-up written report with the status on recommendations from the original report and any progress noted during this time. This report will be completed within six months after the original report. The report will be forwarded to the Sheriff, with a copy to the appropriate Division Commander.

G. Release of Information

- 1. Any release of Staff Inspection Reports will be pursuant to FS [119](#).
- 2. Verbal Confidentiality
Except as noted in this policy, QA personnel are not to discuss any staff inspection with any member of the Sheriff's Office.