

DEPARTMENTAL GENERAL ORDER 24-002

ST. LOUIS COUNTY POLICE DEPARTMENT
OFFICE OF THE CHIEF OF POLICE

February 14, 2024

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WRITTEN DIRECTIVE SYSTEM

I. PURPOSE

The purpose of this policy is to establish the Written Directive System and the policy and procedures regarding the preparation, distribution, and organization of all written directives.

Written directives are not intended to be a contract nor a promise of continued employment to probationary employees and may be modified at any time as prescribed in this Order.

II. DEFINITIONS

- A. Bulletins – Issued as a means for dissemination of information or instructions.
- B. Critical Policies – Policies identified and deemed high-importance by the Chief of Police or designee. These orders are designated with the tag, 'CRITICAL' in PowerDMS.
- C. Department Forms – Forms managed by the Bureau of Research and Analysis, assigned a specific Department Form number, and used by or between at least two separate work units.
- D. Division, Bureau, or Unit Orders – Standing written directives that are applicable to an individual division, bureau, or unit.
- E. Employee – All commissioned and professional staff members, chaplains, and any other individual operationally attached to the Department, to include contractors and task force members. This definition is solely used for the convenience of reading this policy and is not meant to establish an employment relationship with any individual(s) where such a relationship does not otherwise exist.
- F. General Orders – Department-wide standing written directives.
- G. Job Description – An official written statement setting forth the duties and responsibilities of a job, and the skills, knowledge, and abilities necessary to perform the job.
- H. Laboratory Quality Management System Documents – The policies and procedures for quality, administrative, and technical operations of the laboratory to ensure quality forensic analyses.
- I. Laboratory Standard Operating Procedure (SOP) – Documentation of the approved or required steps for accomplishing specific tasks within the Police Crime Laboratory.

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SOPs are written to provide instruction and standardization for activities affecting quality.

- J. Manuals – Written directives issued to prescribe policies, rules, regulations, and procedures relating to specific subject areas. Manuals may be for Department-wide use or for specific work elements.
- K. Personnel Orders – Personnel Orders announce appointments, reappointments, reinstatements, detachments, changes in status, assignment/reassignment/transfer, or employment status with the Department. Any other information may be included on a Personnel Order at the discretion of the Chief of Police or the designee of the Chief of Police.
- L. PowerDMS – Computer application which routes written directives to impacted personnel and **stores** policies. PowerDMS is administered by the Bureau of Research and Analysis.
- M. Qualtrax – **A software program used for document control containing all approved St. Louis County Police Crime Laboratory Quality, Technical, and Administrative Procedures utilized for testing and quality purposes.**
- N. Special Orders – Written directives that apply to isolated events or incidents or are otherwise temporary in nature. Special orders are issued for Department-wide applicability. A special order may be used to revise **up to two (2) sections** of a general order, manual, or bulletin. Special orders may be enacted with expiration date(s) at the discretion of the Chief of Police. In cases where a special order has expired, the Bureau of Research and Analysis shall remove said order from the viewable PowerDMS file(s). **Special orders shall not be used solely to bypass the approval of the Board of Police Commissioners.**
- O. Written Directive System – **The** basic modes of written communication used for presentation of policies, procedures, rules, and regulations to various work elements and personnel. Including, **but not limited to:** General orders, special orders, division/bureau/unit policies, manuals, and bulletins. All written directives are effective until amended or rescinded.

III. ISSUING AUTHORITIES AND SYSTEM MAINTENANCE

- A. The Bureau of Research and Analysis is responsible for maintaining the Written Directives System **to include** researching, editing, and writing policy for the Department.
 - 1. Any new or revised written directive must be generated by or routed-through the Bureau of Research and Analysis **except for** division, bureau, or unit policies.
 - 2. Division, bureau, or unit policies must be cross-checked and verified by the Bureau of Research and Analysis for CALEA compliance and directive compliance before approval. **The Office of the County Counselor will be consulted, as necessary.** The Bureau of Research and Analysis shall not be responsible for periodic review(s) nor signature processing for division, bureau, or unit policies. See section IV.A, of this Order for details regarding periodic reviews.
- B. The Chief of Police shall be designated as the issuing authority for general orders and manuals. The Board of Police Commissioners shall be the approval authority for general orders and manuals.
- C. The Chief of Police shall be the issuing and approval authority for special orders and bulletins.

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- D. Bureau and unit policies shall be issued, modified, and approved by the division commanding officer and the commander of the impacted bureau or unit.
- E. Division policies shall be issued, modified, and approved by the division commanding officer and the Deputy Chief of Police.
- F. Personnel Orders shall be disseminated by the **Bureau of Human Resources** in a format determined by the Personnel Services Unit. Personnel Orders shall be disseminated only with the approval of the Chief of Police or designee. Personnel Orders may be modified and/or rescinded at the direction of the Chief of Police, or designee.

G. General Orders

- 1. The heading section shall contain the general order number (year of issue and order number), issuing authority, effective date, index terms, and, if applicable, cancellations.
 - 2. Content of orders shall be organized in outline form, to clearly convey the meaning of the order to impacted personnel.
 - 3. The following information shall follow the body of the written directive: signature of the issuing authority, signature(s) of the approving authority (where applicable), distribution, **attachments (where applicable)**, and CALEA standards applicable to the directive.
- H. Special orders, bulletins, and division/bureau/unit policies shall be formatted **using** a numbering system that matches general orders.
- 1. The numbering system shall consist of year of issue followed by sequential number.
 - 2. A dash shall separate the year of issue and the sequential number, **e.g., "Bureau of Security Services procedure 21-010."**
- I. **Special orders issued to amend any written directive shall be noted and linked to the amended document to alert readers of the change(s).**

J. Memoranda

Generally, Inter-Office Memorandum F-78 shall not be used to address matters of policy. When memoranda are used to address matters of procedure or rule, measures shall be taken to ensure that all impacted personnel are advised of procedural changes. Memoranda may be issued by supervisory personnel to advise/direct employees, however memoranda may not conflict with nor advise personnel to circumvent other written directives. Memoranda must be retained for five years **from the date of the memo** by the memo's originator in accordance with record retention guidelines.

K. Department Forms

- 1. The Bureau of Research and Analysis is responsible for maintaining, monitoring, and managing the **revisions** of all department forms in addition to assigning numbers to newly implemented forms. No other work **element** shall revise or create a form with Department-wide applicability without doing so in consultation with the Bureau of Research and Analysis.
- 2. **When using a Department Form, employees shall only use the version available in PowerDMS.**

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3. The Vehicle and Supply Unit shall be responsible for arranging/ordering the printing of Department forms, as needed.
4. **When a change to an existing form or a new form is requested, the employee shall submit the recommendation on a Department memorandum through the employee's chain of command.**

L. Laboratory Procedures

1. **Laboratory Quality Management System Documents and Laboratory Standard Operating Procedures (SOP) are housed in the software program Qualtrax.**
2. **Qualtrax is maintained by Police Crime Laboratory personnel to meet accreditation requirements.**
3. **Not all documents housed in Qualtrax are found within PowerDMS.**

IV. PREPARATION AND REVIEW OF WRITTEN DIRECTIVES

A. Periodic Review

1. **All** written directives with Department-wide applicability shall be reviewed **annually** by the Bureau of Research and Analysis. Each review shall determine if the written directive shall remain in effect as currently written, require revision due to changes since its inception, or should be cancelled.
2. Each division, bureau, and unit policy shall be reviewed by the issuing authority or designee at least every three years for the same purposes indicated in section IV.A.1. It shall be the responsibility of the issuing authority or designee to revise any division, bureau, or unit policy.
 - a. An issuing authority may elect to conduct review of a division, bureau, or unit policies at an interval more frequent than every three years.
 - b. Upon completion of a periodic review the issuing authority or designee shall utilize Departmental form F-286 to summarize the review's findings.
 - 1) For division, bureau, or unit policies, the F-286s must be signed by the issuing authority prior to its submission to the Bureau of Research and Analysis.
 - 2) **Updated division, bureau, or unit policies shall not be signed by the issuing authority until the Bureau of Research and Analysis completes a review of the proposed changes.**
 - 3) **Upon completion of the review, the Bureau of Research and Analysis shall send the policies back to the issuing authority for final changes, if needed, and signature.**
 - 4) **A final digital version will be sent to the Bureau of Research and Analysis for upload into PowerDMS.**
 - 5) Completed forms must be received by **the Office of Staff Inspections and the Bureau of Research and Analysis** prior to **the end** of the review year.

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- c. If a new draft is completed, draft copies sent up the chain of command shall have new or changed text displayed in bold type and identify any notable content that has been removed.

B. Review During Drafting Process

1. Draft general orders, special orders, manuals, **and** bulletins **shall** be reviewed by the Bureau of Research and Analysis for the following purposes:
 - a. CALEA Compliance – The drafted written directive will be reviewed to determine if it will impact the Department's CALEA compliance; **and**
 - b. Inter-Division Conflict – The drafted written directive will be reviewed to ensure that it does not conflict with any Departmental, division, bureau, or unit written directive already in place; **and**
 - c. Law Conflict – The drafted written directive will be reviewed to ensure that it does not conflict with any Federal, State of Missouri, or local ordinance/law. The Office of the County Counselor will be consulted, as necessary.
2. Subject matter expert(s) **and** collective bargaining representative(s) shall also be consulted during the review process. **All individuals involved in this step shall be provided with a minimum of 10 business days to review the draft and provide feedback unless the subject is a mandatory subject of bargaining or requires further collective bargaining negotiations.**
3. Each issuing authority **may** distribute draft copies of written directives to subordinate supervisors to solicit review and comment prior to publication. Draft copies shall have new or changed text displayed in bold type and identify any notable content that has been removed. **All individuals involved in this step shall be provided with a minimum of 10 business days to review the draft and provide feedback unless the subject is a mandatory subject of bargaining or requires further collective bargaining negotiations.**
4. The full processing sequence for the approval of general orders, special orders, manuals, and bulletins is enumerated in a **Bureau of Research and Analysis** procedure and is subject to modification at any time by the Chief of Police, or designee. **An infographic depicting the process is attached.**

C. Printing and Publishing

1. The Bureau of Research and Analysis shall coordinate the printing and publishing of all general orders, special orders, manuals, and bulletins should bulk printing be necessary as directed by the Chief of Police.
2. Individual work elements shall coordinate the printing and/or publishing of division, bureau, and unit policies with the Bureau of Research and Analysis should bulk printing be necessary as directed by the Chief of Police and/or issuing authority.
3. The Vehicle and Supply Unit shall be responsible for the actual ordering of the bulk printing, should that be deemed necessary by the Chief of Police or issuing authority.

D. Critical Policies

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1. **General Orders considered critical for the Department shall be identified through the review process by the Chief of Police, Executive Command Staff, or other subject matter experts.**
2. **A listing of the critical policies, with links, will be maintained in PowerDMS under General Orders and labeled "000 Critical Policies."**
3. **When a General Order is identified as "critical," the following steps shall be taken:**
 - a. **The Board of Police Commissioners will be notified in the approval packet for the order, with an explanation as to the designation.**
 - b. **Once approved, a tag will be added in PowerDMS, labeled CRITICAL.**
 - c. **The General Order will be provided to Human Resources for inclusion in the on-boarding packet of new employees.**
 - d. **An email from the Chief's Office will be sent to all employees when a new version is approved; and**
 - e. **Document "000 Critical Policies" listing the critical orders will be updated.**
4. **All employees shall review critical orders annually. These reviews may include PowerDMS tests to guide the Department in developing additional training.**

E. Internal and Community Recommendations

1. **When a general order is selected for review, the current active version of the policy shall be posted on the intranet requesting comments. An electronic version of Department Form F-360 will be provided for employees to send recommendations.**
2. **When a public general order is selected for review, the current active version of the policy shall be disseminated to the public via appropriate media resources.**
3. **All recommendations will be reviewed but may not be included in policy.**

V. DISTRIBUTION OF WRITTEN DIRECTIVES

- A. **All **employees** shall be issued all pertinent written directives electronically via the PowerDMS system.**
 1. **When a new or revised written directive is published, employees will be notified by an email sent by the PowerDMS system.**
 2. **Once employees log into PowerDMS, the dashboard will reflect those directives which require review and electronic signature.**
- B. **Through the PowerDMS system, the Bureau of Research and Analysis shall ensure that all personnel are issued division, bureau, and unit policies that pertain to the employee's work element(s).**
- C. **Electronic versions of policies housed in PowerDMS do not require a signature by the issuing authority provided the official/original copy is fully signed/approved.**

VI. STORAGE OF WRITTEN DIRECTIVES

A. Original Signed Directives

1. Upon final approval of any Department-wide directive, the original signed copy shall be forwarded to the Bureau of Research and Analysis to be maintained in a central location. The Bureau of Research and Analysis shall maintain original signed copies of all cancelled Department-wide directives indefinitely.
2. The issuing authority of division, bureau, and unit policies shall be responsible for maintaining the original, signed copy of division, bureau, or unit policies, and shall forward a copy of each directive to the Bureau of Research and Analysis upon its final approval. The issuing authority of cancelled division, bureau and unit directives shall maintain the original signed copies in accordance with record retention guidelines.
3. All current general orders, special orders, bulletins, and manuals (except those procedures deemed sensitive by the issuing authority) shall be:
 - a. Accessible for reference by any Department employee via PowerDMS; **and**
 - b. Available for public viewing.

B. Reference Copies

Every division, bureau, and precinct shall maintain a printed copy of all current general orders, special orders, manuals, and bulletins as a reference. Each division, bureau, unit, and precinct (if applicable) shall also retain a printed reference copy of its own division/unit/bureau policies. It shall be the responsibility of the commanding officer/commander of a division, unit, bureau, or precinct to ensure that the contents of said printed copies are current.

VII. ACKNOWLEDGMENT OF RECEIPT AND REVIEW

Employees are responsible for knowledge of and compliance with the contents of all issued directives.

A. General Orders, Special Orders, Manuals, and Bulletins

1. Upon receipt of new or revised written directives, current employees shall electronically acknowledge receipt and review of the written directive in PowerDMS as soon as possible but no later than **thirty days after** the new/updated policy was issued.
2. New employees who are not CMPA or Bureau of Communications Academy recruits shall electronically acknowledge receipt and review of each written directive issued to them in PowerDMS within thirty calendar days after employment, but as soon as possible.
3. New **recruit** employees at **the** CMPA shall electronically acknowledge receipt and review of each written directive as soon as possible, but prior to graduation from the CMPA.
4. Recruits assigned to the Bureau of Communications Academy shall acknowledge receipt and review of all assigned written directives within thirty **(30)** calendar days from the date of the recruit's Bureau of Communications Academy.
5. Acknowledgement indicates the following:

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- a. Receipt of the written directive on the date/time signed; **and**
- b. Responsibility for knowledge of contents; **and**
- c. Responsibility to address any concerns/need(s) for clarification to a supervisor.

B. Division, Bureau, and Unit Policies

All division, bureau, or unit policies distributed through PowerDMS shall require electronic acknowledgement in the same manner as listed in section VII of this Order.

C. Tests/Quizzes/Affirmances, etc.

1. The Chief of Police, or designee may issue tests/quizzes/affirmances/surveys to employees via the PowerDMS system. Employees shall complete **any** tests/quizzes/affirmances/surveys as soon as possible, but no later than **the due date identified in PowerDMS**.
2. **Test/quiz failures are documented in PowerDMS. If an employee fails to pass the test/quiz within the allotted opportunities, they must contact the issuer (i.e., Chief's Office, CMPA, CIU) of the test/quiz for instructions.**
3. **Test/quiz failures could result in additional training or referral to a direct supervisor for additional review. If understanding of the policies/concepts is not obtained after additional efforts, employees could be referred to the Bureau of Human Resources for additional review determined by the Chief of Police, or designee.**

D. Verification of Completion

1. Supervisors shall be responsible to ensure that the employees in their work elements acknowledge receipt and review of each written directive within the specified time period. Supervisors shall check for completion during/at the time of performance evaluations, and at other times as deemed appropriate and/or necessary.
2. Supervisors are similarly responsible **for monitoring** the completion of tests/quizzes/affirmances/surveys **by subordinates**.

VIII. CONTINUANCE OF AUTHORITY

- A. In the event an issuing authority changes through promotion, retirement, resignation, etc., all duly approved written directives shall continue to remain valid and effective until such time as the new issuing authority amends a written directive on an individual basis.
- B. Upon conversion from one electronic written directive housing system to another, all written directives remain in full effect regardless of the availability of a system.
- C. **Employees unable to access the Written Directive System electronically for any reason, remain responsible for adhering to policy.**

IX. JOB DESCRIPTIONS

- A. **The Bureau of Human Resources is responsible for the maintenance, creation, and update of all job descriptions.**

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- B. A review of job descriptions of all employees shall be done every four years. The review shall:**
- 1. Be documented and approved through the chain of command; and**
 - 2. Ensure job descriptions are current; and**
 - 3. Exist for all positions, including full-time, part-time, on-call, and volunteer positions; and**
 - 4. Confirm that job descriptions are available in PowerDMS to all employees; and**
 - 5. Be forwarded to the Bureau of Research and Analysis.**

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Adopted by Command Staff

By order of:

COLONEL KENNETH GREGORY
Chief of Police

KG:jl

Attachments:

[Life-cycle of a Written Directive](#)

[F-78 Inter-Office Memorandum](#)

[F-286 Policy Procedure Review](#)

[F-360 Department Policy Recommended Change](#)

Approved at the regular Board meeting of February 14, 2024.

Commissioner
Chair

Commissioner
Secretary

Distribution
All Department Personnel

CALEA Reference
12.2.1; 12.2.2; **21.2.2**; 33.7.1; 44.1.2; 41.2.2; 54.1.2