

Waltham Police Department
INTRODUCTION TO OFFICIAL DOCUMENTS
CHAPTER 0

General Order Number: GO-01 2009, GO-04 2015, GO-03 2025

Effective Date: 01/2009, 05/2012, 05/2014, 12/2015, 02/2024, 08/2025

Accreditation Standard #'s: 1.1.9, 1.1.13, 11.1.2, 11.4.2, 11.4.3, 12.2.1, 12.2.2, 21.1.1, 33.5.3, 33.5.4, 41.2.2

PURPOSE:

The Waltham Chief of Police has established regulations, policies, and procedures for the government, discipline, and supervision of the Waltham Police Department. The Chief of Police also has the authority to issue, modify, or approve department regulations, policies, and procedures [12.2.1-3].

All sworn and non-sworn members of the Waltham Police Department will adhere to, and be guided by, all written directives consistent with their positions, duties, and functions in the Department. It cannot be expected that the contents of this manual will cover all situations or emergencies that may arise.

The Waltham Police Department is responsible for providing administrative direction and control to all members of the department. One of the department's responsibilities is to ensure that internal directives are carefully organized in a manner that will provide guidance and easy access to members in departmental expectations, rules, regulations, policies, and procedures.

It is the responsibility of each employee to comply with, obey, and keep current with all Department manuals including but not limited to, Policies and Procedures, Department Rules and Regulations, General Orders, Special Orders, Memoranda, Bulletins, and other written directives [12.2.1].

1. COMPOSITION OF DEPARTMENT MANUALS: [12.2.1-4, 5]

The Waltham Police Department manuals and written directives are in either the PowerDMS system or the WPD Share drive. The manuals are kept in the WPD Share drive under WPD MANUALS; written directives are kept in the WPD Share drive under Directives and General Orders. This is where employees shall have direct access, or by logging in to gain admittance to the desired manual. The Waltham Police Department manuals consist of Policies and Procedures, Rules and Regulations, All Hazard Manual, Operations Manual, and E911 Operations Manual [11.4.2-2F], [21.1.1-4]. The manual shall be updated on an as-needed basis as deemed appropriate by the Chief of Police or designee. All policies, regulations, and other directives shall be written in Times New Roman and in

12-point font. The Waltham Police Department heading is written in Times New Roman, 16-point font and the chapter name and number is written in Times New Roman, 18-point font [12.2.1].

2. **POLICIES AND PROCEDURES**: This segment is organized by chapter [12.2.1]. Each page of the Policy and Procedure has a centered footer indicating the chapter and page.
3. **RULES AND REGULATIONS**: This segment of the manual is organized in three (3) parts: [12.2.1]

Part I - Organization of the Waltham Police Department.

Part II - General Regulations All Members.

Part III - Regulations Relating to Procedures.

Each part of this manual includes a table of contents as well as a centered footer indicating what “part” and page number.

4. **WRITTEN DIRECTIVES/ORDERS**: Are any written documents used to guide or affect the performance or conduct of department employees. Terms include, but are not limited to Policies and Procedures, Rules and Regulations, General Orders, Special Orders, Personnel Orders, Memoranda, Unit Citations, or Bulletins [12.2.1]. Any directive amending, rescinding, or superseding other written directives shall indicate identifying notations (order number, regulation). An electronic copy of any written directive/order is in the WPD Share drive under Directives and General Orders folder [12.2.1-8, 12].
5. **POLICIES AND PROCEDURES**: Shall be disseminated by the issuance of a General Order. Whenever a policy is approved by the Chief of Police or their designee, the Accreditation Manager, shall be responsible to ensure that the policy is accessible to all personnel via the PowerDMS program [12.2.1].
6. **GENERAL ORDERS**: Are permanent written orders issued by the Chief of Police outlining policy matters [12.2.1-3A, B, 6]. A General Order is the most authoritative written order the Chief of Police issues and will remain in full effect unless it is amended, superseded, or canceled. General Orders will be filed in the following manner: **GO plus, sequential number, plus date. Example: GO-01 xx/xx/xx**.
7. **SPECIAL ORDERS**: Are temporary written orders issued by the Chief of Police, Deputy Chief of Police, or a Division Commander [12.2.1-3A, B, 6] outlining instructions covering particular situations. Special orders are automatically canceled when their objective is achieved. Special Orders will be filed by year in the following manner: **SO plus, sequential number, plus date. Example: SO-01 xx/xx/xx**.

8. **PERSONNEL ORDERS:** Are orders pertaining to assignments, change of duty assignments, administrative matters related to condition of employment, and employee rights and benefits. The Chief of Police or Deputy Chief of Police issues Personnel Orders [12.2.1-3A, B, 6]. Personnel Orders will be filed by year in the following manner: **PO plus, sequential number, plus date. Example: PO-01 xx/xx/xx**.
9. **MEMORANDA:** Are written communications issued by the Chief of Police, Deputy Chief of Police, or a Division Commander [12.2.1-3A, B, 6] for one or more of the following purposes:
 - a. To issue information or instruction, which does not warrant a formal order.
 - b. To direct the actions of subordinates in specific situations.
 - c. To explain or emphasize portions of previously issued orders.
 - d. To inform members of actions or policies of other agencies.

Memoranda will be filed by year in the following manner: **M plus, sequential number, plus date. Example: M-01 xx/xx/xx**.

10. **BULLETINS:** Are information disseminated to members that deal with matters such as training schools, community services, and other specific events for which there is a need for instruction or notification.
11. **VERBAL/HARD COPY:** [12.2.2-2] Upon issuance of a written directive, it shall be the roll call supervisor's responsibility to deliver verbally at roll call all information contained in the written directive, and to enforce all instructions contained therein.
12. **POWERDMS SYSTEM:** Is a system to facilitate the dissemination of written directives, including new and/or revised forms. The Accreditation Manager will be responsible for the posting and tracking of directives through this system. It is the responsibility of each employee to review these directives. It is the Division Commander – Administration Division responsibility to run reports on who has read and not read the bulletin. [12.2.2-2, 3], [11.4.2]. All Department employees shall be responsible for checking the PowerDMS system as needed. All messages and their attachments shall be read and understood, and are considered to have been received by the employee once signed off [12.2.2-5, 8].
13. **RECEIPT:** The tracking receipt indicating that the employee has read what was disseminated shall serve as a record that the employee received, acknowledged, read/reviewed, and understood the written directives. It will be incumbent upon the individual officer to seek assistance from their direct supervisor if they do not understand the directive. No officer shall delete any Department related e-mails or bulletins without first opening it and reading the messages and/or its attachments. [12.2.2-11]

14. **STORAGE/BACK-UP:** All hard copy General Orders, Special Orders, Personnel Orders, Memoranda, and Bulletins shall be placed in the appropriate binder located in the Chief’s office. These directives are to remain in the binders until they expire, are modified or rescinded. When a new directive has been issued, the Accreditation Manager will then “archive” electronically the old policy or other directives in the PowerDMS system. Any document prior to June 2024, is in the WPD Share folder as WPD POLICIES AND PROCEDURES – ARCHIVED. Any new Policy and Procedure as well as Rules and Regulations will be housed in the PowerDMS system [11.4.2-2H], [12.2.1], [12.2.2-3A]. In the event the PowerDMS system becomes unavailable and a policy is needed, a hard copy binder including all policies is kept on the shelf behind the Officer-In-Charge.
15. **DIRECTIVE RESPONSIBILITY AND AWARENESS:** When a new directive goes into effect, all members will receive an email alert from PowerDMS System directing them to log in for review. Within the system is a method of tracking who has acknowledged receipt of the directive. This information will be reviewed by the Accreditation Manager and disseminated to each Division Commander [12.2.2].
16. **ACCREDITATION SYSTEM:** [11.4.3] The Waltham Police Department assigns an officer as the Accreditation Manager, who must receive training conducted by the Accreditation Commission within one year of assignment [33.5.4]. The Waltham Police Department has been an accredited police department since 1999. In order to maintain accreditation status, it is imperative that all Policies and Procedures, Rules and Regulations, and other manuals are reviewed at least every three (3) years. This is to ensure that any change in practice is documented. In addition, the Accreditation Manager must ensure that all time sensitive activities and action reports are being complied with and must maintain all records for these documents.

The following are systems used for organizing accreditation items [11.4.3]:

- a. Policy Review by schedule, yearly.
 - b. Excel spreadsheets to maintain compliance documentation, policy review, other directive review, forms review and other necessary information.
17. **FORMS:** All forms shall be forwarded to the Accreditation Manger for revisions, implementation, and numbering. All forms shall be reviewed on a yearly basis, preferably coinciding with policy review. Any revisions to forms will be disseminated via General Order once approved by the Chief of Police or their designee [11.4.2].
 18. **GENERAL MAINTENACE:** The appropriate unit supervisor or commander will participate in the review process when originating, revising, or canceling policies, directives, procedures, or other memoranda affecting their component. General maintenance is essential to the accreditation process and to the Police Department. It

ensures all policies and procedures, rules and regulations, and other directives remain current. Review will be done in the following ways:

- a. All manuals, general orders related to policy or practice, rules and regulations and other organization matters, including the organizational chart and forms are facilitated by the Accreditation Manager during a yearly or biennial review. [11.1.2], [11.4.2-2G], [12.2.1-16]
- b. Policies and procedures and rules and regulations will also be reviewed on an as need basis and may be initiated by any sworn or non-sworn member. The schedule will aim to review all policies once per year but at least biennially. [12.2.1-16] [21.1.1-2, 3]

19. TIME SENSITIVE REPORTS/OTHER COMPLIANCE DOCUMENTS:

- a. All time sensitive reports are placed into the outlook calendar by the Accreditation Manager. These include but are not limited to Annual Use of Force reports [1.1.13], Vehicular Pursuit reports [41.2.2], and Bias Free Policing analysis [1.1.9].
- b. Requests may be made outside of scheduled date and time or other documentation needed to maintain accreditation files.
- c. New Hires – orientation and checklists are established to ensure mandatory training and other action items are covered, including Accreditation training [33.5.3].

20. POWERDMS POLICY REVIEW, DEVELOPMENT, AND REVISIONS: [12.2.1-26]

- a. **REVIEW:** Regularly scheduled reviews shall be assigned to the Division Commanders of each division for designation. Any changes, reviews or revisions of policies shall go through the review process, either by regular schedule or if requested. Once complete, the policies shall be submitted to the Deputy Chief of Police for review. Once completed, the policy will be sent to the Chief of Police final approval and dissemination [11.4.2-2D]. All policies shall be reviewed at least once every three (3) years [12.2.1-16]. The Accreditation Manager [12.2.1-15, 16, 17] maintains a policy review excel spreadsheet as a means of tracking and documenting all reviews.
- b. **REQUESTS FOR REVIEW OR DEVELOPMENTS:** Any requests for policy and procedure review, development, or change will be directed to the Accreditation Manager. Division Commanders are encouraged to seek input on policy and procedure development from subordinates. Division commanders should also afford supervisors under their command an opportunity to review orders and provide input.

After review and/or revision, and in their final format, the policy will be given to the Chief of Police for final approval [12.2.1-24]. Once approved, a General Order will be issued by the Chief of Police [12.2.1-26]. The newly approved policy will be published and replace the old document. The old document will be automatically be archived in the PowerDMS System [12.2.1-14].

Depending on the nature of the order, selected personnel in various operational components, e.g., communications, crime prevention, operations, etc., should be permitted to review and provide input. The Chief of Police must be the final approving authority to ensure that the proposed or revised directive follows department practice and does not contradict other existing agency directives or applicable law [12.2.1-24, 25].

- c. **REVISIONS:** All Policies and Procedures that have been revised with anything other than grammar, format and spelling changes shall be disseminated by the issuance of a General Order. The effective date (month/year), shall be noted on the front of the Policy and Procedure.