POLICY AND PROCEDURE NO. 25

Written Directive System

Massachusetts Police Accreditation Standards:
12.2.1

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1. GENERAL CONSIDERATION AND GUIDELINES:

A written directive system has been established in this agency in order to inform staff of what is expected of them in the performance of their duties, to provide guidance to them in performing such duties, and to establish the basis for employee accountability and the means to fairly evaluate officer and departmental performance.

It is the purpose of the policy to define the structure and application of this department's written directive system and provide officers and other employees with a better understanding of its importance, use, and applicability.

2. POLICY:

It is the policy of this department to formally document the structure and component parts of the written directive system in a manner that will increase its utility and application and provide for continuity in its development.

3. DEFINITIONS:

Written Directive: Written directives are position statements by or authorized by the Chief that guide or direct the actions and activities of officers. Written Directives may be issued by the Chief of Police or those designated by the Chief of Police in this policy. MPAC 12.2.1

Written directives encompass all means by which this agency communicates instructions, orders and duty requirements to its members; they include: Policy & Procedures; Rules & Regulations; memoranda; special orders; and personnel orders.

Policies: Policies summarize the department's position on specific matters. Policies are concise position statements based on underlying organizational principles, goals, values, and operational philosophies. They are designed for broad general direction and guidance, primarily designed for use by all members of the department. Policies are issued by the Chief of Police.

Procedures: Procedures build on the foundation of policy statements to provide specific guidance on required, desired, or preferred methods of operations or conduct. Procedures are more detailed instructions on means and methods for carrying out the policy directive and generally draw the boundaries of permissible officer discretion in performing specific tasks or

duties. (As a practical matter, the department issues Policies & Procedures as a combined document.) Procedures are issued by the Chief of Police.

Rules & Regulations: As opposed to procedure statements that often provide officer flexibility and discretion, rules & regulations are characterized by their inflexibility. Rules & Regulations define situations where no deviations from or exceptions to agency-authorized actions are permitted. Rules and Regulations are issued by the Chief of Police under the Authority of the City Manager.

Memoranda: Memoranda are written communications (generally entitled "Memorandum" or "Memo") issued for the following purposes: to issue information or instructions which do not warrant a formal order; to direct the actions of subordinates in specific situations; to explain or emphasize portions of previously issued orders; or to inform officers of actions or policies of other entities.

Memoranda may be issued by all personnel. Electronic mail issued for these purposes may be considered Memoranda.

Special Orders: Special Orders are temporary written orders outlining instructions covering particular situations. Special Orders are automatically canceled when their objective is achieved. Special Orders may be issued by all command staff personnel.

Personnel Orders: Personnel orders are those pertaining to such matters as assignments, change of duty, administrative matters relating to conditions of employment, and employee rights and benefits. Personnel orders are issued by the Chief of Police.

4. AUTHORITY TO ISSUE WRITTEN DIRECTIVES:

The Police Department of the City of Worcester is established under the authority of the General Laws, Chapter 43, Section 5 as implemented through 1974 Revised Ordinances of the City of Worcester, Chapter 2 Article XX, Section 1.

It is the function of the Police Department to provide police service for the City of Worcester except as otherwise provided for in the Civil Defense Act, Chapter 639, Acts of 1950. (1974 Rev. Ord. City of Worcester, c. 2, art. XX, sec. 2.)

The Police Department consists of a Chief of Police and such number of Deputy Chiefs, Captains, Lieutenants and Sergeants as provided for in the Revised Ordinances of the City of Worcester and such number of police officers and employees as the City Council, with the advice of the City Manager, shall from time to time authorize in the city budget.

The City Manager shall promulgate, with the approval of the City Council, rules and regulations as may be deemed necessary for the Department and its personnel. (1974 Rev. Ord. City of Worcester, c. 2, art. XX, sec. 15.)

The Chief of Police derives authority to issue, modify, or approve agency written directives from Massachusetts General Law Chapter 41 § 97. Written Directives may be issued, revised or rescinded by the Chief of Police. Written directives that do not have an expiration date of less than one year from the time of issue shall be reviewed annually. The review must be documented.

It shall be the responsibility of the Chief of Police or those designated by the Chief of Police in this policy, to issue, modify and approve Departmental written directives for the purpose of

establishing policies, procedures and rules and regulations governing matters which affect the entire department. MPAC 12.2.1

5. TYPES OF WRITTEN DIRECTIVES:

A. Policy and Procedure

Policies and procedures may be used to amend, supersede or cancel previous written directives and remain in effect until amended, superseded or rescinded by the Chief of Police. They shall be reviewed annually. Policies and Procedures are maintained as a single manual, separate from other directives. They shall be maintained in electronic format and stored within a single application accessible to all employees.

Each new or revised directive will be electronically posted and a receipt will be electronically signed by the employee documenting that the policy & procedure has been received and read. The receipt will be maintained in the accreditation management system. Employees are expected to read a newly issued policy and procedure prior to the end of their tour of duty.

Each Policy and Procedure will be formatted as follows: Title and number; Issue Date; Effective Date; Review/Revision Date.

Policies and Procedures shall be indexed and reviewed as follows: 001-049 Organization & Administration – Reviewed by the Chief of Police/Command Staff; 050-099 Personnel Administration – Reviewed by the Chief of Police/Command Staff; 100-199 Training & Career Development – Reviewed by the Chief of Police/Command Staff; 200-299 Standards of Conduct – Reviewed by the Chief of Police/Command Staff; 300-399 General Management/Administration – Reviewed by the Chief of Police/Command Staff; 400-499 Operations – Reviewed by the Chief of Police/Command Staff; 500-599 Investigations – Reviewed by the Chief of Police/Command Staff Investigations Division; 600-699 Motor Vehicles – Reviewed by the Chief of Police/Command Staff; 700-799 Custody – Reviewed by the Chief of Police/Command Staff; 800-899 Emergency Procedures/Unusual Occurrences – Reviewed by the Chief of Police; 900-999 Records & Property Management – Reviewed by the Chief of Police.

B. Manual Components

The department's Policy and Procedure Manual shall include the following primary components:

Table of Contents: Topics covered in the manual and their location in the document are listed sequentially.

Agency Mission and Values Statement: This department's overall mission statement and the values adopted by the department form the foundation for policy, procedures, rules and other written directives.

Policy and Procedure Statements: These are individual statements of department policy and accompanying procedures with regard to duties, responsibilities, and tasks of department officers and civilian personnel. Each policy and procedure statement may contain some or all of the following information:

General Considerations and Guidelines: A statement of the issues likely to confront officers and the reasons for the adoption of the policy and procedure. The policy will be introduced by a succinct statement concerning what the policy is about and what it is attempting to relate.

Definitions: New or unfamiliar terms or words will be defined. This includes new, uncommon, or unusual terms, expressions, and phrases, including words or phrases used in law or not generally used in the police profession.

Policy: The policy statement identifies a problem, need or issue and provides guiding principles for exercising judgment. Rather than providing officers with precise guidance as found in procedures, the policy statement establishes the rationale and overall approach to a problem, situation, issue or concern. As such, it often draws upon the agency's philosophy and values to provide direction.

Procedures: Procedures will be included in each policy statement to the degree necessary to provide officers with sufficient guidance to carry out the policy in accordance with agency requirements and desires. Procedures provide a method for performing an operation or means for proceeding on a course of action. Policies and procedures shall be issued to each employee.

Policy Number: The policy number is the decimal or other number identifying the sequential placement of the policy in the manual. Effective Date: The effective date indicates the date the policy will be enforced. Review/Revision Date: The date the directive is due for annual review.

6. POLICY/PROCEDURE DEVELOPMENT AND REVISION:

Department members who identify a need for a new policy or policy revision shall advise the Chief of Police in writing (Memo, e-mail, etc.), identifying the topic and briefly explaining the need for development or revision. The need for new policies will be determined by the Chief of Police. MPAC 12.2.1

The Chief may assign the task of preparing the policy and/or procedure to an individual employee, a committee of employees, or an outside vendor; or obtain a prepared policy from an outside source. MPAC 12.2.1

A draft shall be reviewed by the Chief or a committee appointed by the Chief, who shall consider at a minimum: 1. The legality of the policy/procedure as presented; 2. Any potential conflict with existing written directives; 3. The applicability of the policy/procedure to the agency mission; and 4. The practicality of the policy/procedure for agency personnel. MPAC 12.2.1

The Chief shall make a final determination as to the content of the policy.

The Chief shall present the proposed policy to the City Manager who may review and determine whether to approve the policy. The Chief may institute the policy upon approval of the City Manager, or if the City Manager takes no action, within thirty days of being presented with the proposed policy. MPAC 12.2.1

The Accreditation Manager will be responsible for documenting reviews of the agency's Written Directives that account for all Written Directives being reviewed at least once every three (3) years or triennially. MPAC 12.2.1

A master copy of Policies and Procedures shall be maintained by the Chief of Police in the Office of the Chief.

Obsolete versions shall be placed in an archive file and permanently retained.

7. RULES AND REGULATIONS:

Rules and Regulations may be issued, revised or rescinded by the City Manager and shall be reviewed annually. Department Rules and Regulations shall be a separate document from other directives and indexed as follows:

Code 210 WPD Rules and Regulations: 1000.0 Introduction; 1100.0 Professional Conduct and Responsibilities; 1200.0 Authority; 1214.1 Reports and Records; 1300.0 Orders; 1415.1 Fitness for Duty (Mental Fitness); 1510.1 Detrimental Criticism; 1516.1 Neglect of Duty; 1517.1 Incompetence; 1700.0 Uniforms, Appearance, and Department Property and Equipment; 1800.0 General Requirements (general obligation, Discipline, & Grievances); 1801.1 Attention to Duty (knowledge of and Up-keep of Rules and Regulations); 1802.1 General Obligation; 1804.1 Types of Discipline; Receipt.

Obsolete versions shall be placed in an archive file and permanently maintained.

8. MEMORANDA (MEMOS):

Memoranda may be issued, revised or rescinded by all personnel. Department memoranda shall be formatted as follows: Memoranda; Date; To; From; Subject.

Memoranda may be issued to each employee by electronic mail. Once the mail is opened, it shall be understood that the directive has been formally issued to the employee. Employees must read a newly-received Memoranda prior to the end of the tour of duty when received. Memoranda issued by electronic mail will be retained under the retention policies of the email servers. Any memoranda issued only in hard copy must be placed in an archive file and maintained permanently.

9. SPECIAL ORDERS:

Special Orders may be issued, revised or rescinded only under the authority of the Chief of Police by all command staff personnel. They shall be formatted as follows: Issued To; From; Subject; Issue Date; Special Order number.

Special Orders may be issued to affected employees by electronic mail. Once opened, it shall be understood that the directive has been formally issued to the employees. Employees must read a newly-received Special Order prior to the end of the tour of duty when received. A master copy of Special Orders and numerical index, shall be maintained by the Chief of Police in his/her office. Obsolete versions shall be placed in an archive file and permanently maintained.

10. PERSONNEL ORDERS:

Personnel Orders may be issued, revised or rescinded only under the authority of the Chief of Police. They shall be formatted as follows: Issued to; From; Subject; Issue Date; Personnel Order number.

Personnel Orders may be issued to an affected employee by electronic mail. Once the mail is opened, it shall be understood that the directive has been formally issued to the employee. Employees must read a newly-received Personnel Order prior to the end of the tour of duty

when received. A master copy of Personnel Orders and numerical index, shall be maintained by the Chief of Police in his/her office. Obsolete versions shall be placed in an archive file and permanently retained.

11. DISSEMINATION OF WRITTEN DIRECTIVES:

The following methods may be used to disseminate written directives to employees:

Electronically: It is the responsibility of each employee to review these directives. All Policy & Procedures are stored in the Shared Drive.

Each new or revised directive will be posted, and a receipt will be signed by the employee documenting that the policy & procedure has been received and read. The receipt will be maintained in the accreditation management system.

12. FAMILIARIZATION WITH WRITTEN DIRECTIVE:

Notwithstanding initial dissemination, employees are responsible for checking the department's computer storage where directives are posted to familiarize themselves with all written directives.

Employees are responsible for complying with each directive that has been issued. This includes directives that may have been issued during their absence from duty.

It shall be the policy of the Worcester Police Department that each officer shall, during his or her tour of duty, log into the Department's computer system and shall check their E-Mail account, open and read all communications received and respond if required.

13. UPDATING AND PURGING:

The Accreditation Manager will be responsible for maintaining (including updating and purging) the copies of the up-to-date Department Manual and the copies of written directives posted. MPAC 12.2.1

When a negotiated labor agreement is ratified by all parties, the Chief shall cause: A written, signed copy of the labor agreement to be obtained; A review and amendment of all written directives and procedures to coincide with the terms of the labor agreement. The Chief of Police will be responsible for dissemination of information relative to a new labor agreement, including modifications to existing agreements, to supervisors of bargaining unit employees.

14. ACCREDITATION/CERTIFICATION:

An accreditation manager shall be designated by the Chief of Police.

The accreditation manager will review new directives or changes to existing directives for compliance with accreditation standards and practices. MPAC 12.2.1

Per:

Paul B. Saucier
Chief of Police

Revisions:

November 2025–

Revised to reflect MPAC Standard 12.2.1.