

 MIDDLETON POLICE DEPARTMENT	ISSUE DATE March 14, 2013	POLICY 1.4.04
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SUBJECT: Written Directives		

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[WILEAG \(5th Ed.\)](#) Standards: **1.4.4**; 1.4.4.1; 1.4.4.2; 1.4.4.3; 1.4.4.4; 1.4.4.5; 1.4.4.6

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PURPOSE

The purpose of the policy is to establish the forms and/or documents that are officially recognized by the department for communications. This policy establishes a system for the development and implementation of written directives.

POLICY

It is the policy of the Middleton Police Department that official communications be submitted, reviewed, approved, maintained and distributed on the approved forms and/or documents designated within this policy.

DEFINITIONS

1. **Electronic Documents**: Electronic documents are electronic media content conveniently distributed via email or made available over department networks or intranet which allows documents to be viewed on screen in electronic form or printed as output. Electronic departmental documents received or accessed from an authorized departmental source carry the same weight as printed documents (Intradepartmental email, PASS, MIPD SharePoint, P-Drive, V-Drive).
2. **Electronic Message**: Electronic message refers to email, texting, instant messaging, and voicemail. A viewed electronic message from a supervisor carries the same weight as a verbal order. Electronic mail is a digital message between city employees sent within the

city email system. Texting is a short electronic message using one or more department portable devices over a phone network. Instant messaging (IM) is near real time electronic messaging using one or more department devices, a shared client and multi-directional link. Voicemail is a caller's recorded audio message delivered to an employee's mailbox in the City phone system, which may be automatically forwarded as an audio file attached to an email.

3. **Instructional Material**: Training guides, bulletins, and checklists.
4. **Manual**: A collection of policies, procedures, rules and regulations, and/or other written directives.
5. **Memorandum** – Memoranda are written intradepartmental communications or communications issued to other city officials or departments generally used to clarify, inform, inquire or document. General Counseling, Notable Action, Supervisory Warning, Complaint/Allegation Notice, Complaint/Allegation Disposition Notice forms are memorandums in a special format. Electronic messages are not memorandums, but may have an electronic memorandum embedded or attached.
6. **Official Correspondence**: External written communication on department letterhead.
7. **Operating Procedure**: A written directive that provides operational guidance for a specific situation.
8. **Personnel Order**: An announcement of changes in the status of personnel, or official departmental personnel actions including, transfers, duty assignments, commendations, awards, disciplinary action and promotions.
9. **Policy**: A standing long term written directive that captures the department's position on specific matters. Policy may contain a broad statement of department principles and/or establish guidelines and set procedures for carrying out department activities.
10. **Terms Limiting Discretion**:
 - a. The word “**may**” indicates that employees should employ their best judgment in addressing a situation by relying on experience, training, the stated mission and values of the department, and the general guidance provided in statements of department policy.
 - b. The word “**should**” or “should not” is used to convey the department's desire for employee actions in given circumstances. Directives should be followed whenever reasonably possible. However, it is recognized that exceptions to desired actions can be anticipated in these circumstances that could require alternative action. Employees are therefore authorized whenever reasonable to use limited discretion to deal effectively with the situation or problem.
 - c. The words “**shall**” or “shall not” or “will” or “will not” impose absolute requirements or prohibitions on employee actions. Considering that the full set of circumstances surrounding many situations confronted by employees cannot be fully predicted, such terms must be used with care and with the understanding that failure to abide by such restrictions may result in disciplinary action. Where deemed appropriate, however, these terms may appear in policies, procedures, and rules.
11. **Written Directive**: Any written document used to guide or affect the performance or conduct of department employees. The term includes policies, operating procedures, rules, regulations, orders, and instructional materials, and may include memorandums, official correspondence, personnel orders, and electronic messages.

WRITTEN DIRECTIVES

Authority

Policies are issued, canceled, modified and approved only by the Chief of Police. Personnel Orders are issued only by the Chief. Operating Procedures may be issued or modified by a supervisor or assigned subject matter expert, with the approval of the Chief or a Captain. Instructional Material may be issued by supervisors and training officers within their area of certification or expertise. Official Correspondence, Memoranda and Electronic Messages may be issued by any employee when in the performance of their official assigned duties, except General Counseling, Notable Action, Supervisory Warning, Complaint/Allegation Notice, Complaint/Allegation Disposition Notice forms may only be issued by supervisors.

Format

Policy/Operating Procedure

Policies and Operating Procedures will be issued only in the prescribed template format which includes a title, number, issuance date, review date, WILEAG standard, history (creation/modification dates), page numbers and total pages. A hierarchal heading system should be utilized in the body. Lengthy or complex documents should have an auto generated (from the heading system) table of contents. High-risk policies may be highlighted with a red or amber vertical ribbon at the right margin. To facilitate subject matter searches, appropriate enterprise key words should be associated with specific policies and operating procedures when uploaded or modified in the MIPD SharePoint system. Policies that are identified as high-risk, statutorily required, or having a recurring duty should have an enterprise key word of "MRR" entered when uploaded in the MIPD SharePoint system. New and modified policies and operating procedures should be submitted in electronic format to the Office Manager, Policy Manager, or Administrative Captain for a format review before being posted or published.

Personnel Order

Personnel Orders shall be labeled as such and include a heading section that lists the recipient(s), sender, date, and subject. The body should be followed by a signature/date line for the Chief of Police. A "c" (copy) line should be utilized as appropriate and placed at the bottom of the order. A Personnel Report form is a preformatted personnel order utilized for departmental awards, commendations, and formal discipline. Personnel Orders shall be printed on blue paper.

Memorandum

Memoranda should have a heading section that lists the recipients, sender, date, and subject. A "c" (copy) line should be utilized as appropriate. Special memorandum forms should be utilized for the purpose for which they were designed (General Counseling, Notable Action, Supervisory Warning, Complaint/Allegation Notice, Complaint/Allegation Disposition Notice, etc.). Memoranda should be printed on white paper.

Official Correspondence

A business letter format shall be utilized for Official Correspondence and be captioned as to subject matter including reference to a specific incident number as appropriate.

Email

Emails should automatically contain "To," "From" and "Subject" in addition to the date, time, and return email address. Emails between coworkers, friends and family may be casual. Emails going outside the department for official purpose, containing orders, or having some other important purpose should be in business format. Business format means professional, complete sentences and words, not using all capital letters, beginning with the recipient's name, and ending with the sender's name, designation, department, email address, and phone number.

DEVELOPMENT, REVIEW, DISSEMINATION & ACKNOWLEDGEMENT

It is important that all members of the Department have an adequate opportunity to propose new policies and to comment and suggest revisions to draft and current policies. The need for specific policies may be identified by the Police Commission, Mayor, Common Council, Public Safety Committee, Chief, Command Staff or any member of the Department. In addition, the Administrative Captain (or Policy Manager) will cause a systematic review of all policies and operating procedures periodically, at a minimum interval of three years. Policies that are to be cancelled or modified by a subsequent policy shall be placed in the policy archive file/folder.

Persons having suggestions for policies, or concerns with areas not adequately addressed, or in need of modification, should contact the Administrative Captain (or Policy Manager). The suggestion may be in written form or may be a verbal explanation of the problem and possible solution. All available information that is relevant to the problem should be presented.

The Administrative Captain and ultimately the Chief have the responsibility of determining the need for the suggested policy addition/revision. Upon approval, the suggestion will be developed into a draft policy using other resource people whenever possible. This draft will then be presented to the Command Staff for review and subsequently posted to get comments from affected members. In some cases, it may be advantageous to seek comments from persons outside the Department who may have expertise in, or who may be directly affected by the suggested Directive.

After final review, the completed Directive will be approved by the Chief, saved to the electronic policy folder, MIPD SharePoint, placed in all printed Department Manuals, and disseminated to all affected employee groups via the Policy Acknowledgement System (PASS). All affected members of the Department will read the policy, receive roll call training as appropriate, resolve any need for clarification with their supervisor, complete any required test, and acknowledge receipt of the policy and responsibility for knowledge of its contents by signing off on it using their PASS ID and password. PASS has comprehensive tracking and reporting functions that can be accessed by supervisors and administrators. Supervisors and administrators can see the status of the review and testing process for employees and send out reminders. A record of all transactions is permanently stored on a REJIS (Regional Justice Information Services) server for historical purposes.

In the event of unanticipated contractual, legislative, or judicial action necessitating immediate cancellations, revision or development of specific policy, the Chief may use more expeditious development procedures.