

	DELMAR POLICE DEPARTMENT	
	Policy 1.1 Mission, Values, and Written Directive System	
	Effective Date: 01/01/15	Replaces: 1-1
	Approved: <u>Harold E. Saylor</u> Chief of Police	
	Reference: DPAC: 1.4.3, 1.4.4	

I. POLICY

Law enforcement agencies provide essential services to foster safe communities through crime reduction and deterrence. Administrators of these law enforcement agencies are obligated to train, supervise, and guide personnel in performing the variety of tasks which create safe communities. At the same time, these administrators seek to improve employees' confidence and competence in performing tasks while reducing vulnerability to liability. To meet these obligations, agencies must manage themselves according to written directives. A manual of policies and procedures guides the day-to-day legal and ethical functioning of a law enforcement agency. To that end, this manual furnishes a blueprint for the performance of this agency's activities in accordance with established state and national standards. Providing all members of the department with an understanding of the department's mission and values provides guidance for decision making when situations are not covered by direct policy or procedure.

II. PURPOSE

This document outlines the organization of the Department, its Policy and Procedure Manual, its authority, and defines three kinds of statements that appear in these documents: policy, rule, and procedure. It also states the department's mission and core values.

III. AGENCY MISSION AND VALUES

A. Mission:

The Mission of the Delmar Police Department is to work with all citizens to preserve, and to maintain human rights, protect property and to promote individual responsibility and commitment to the community.

B. Vision:

A community environment where the public has full faith and confidence in its Police Department;

It is an environment wherein citizens of the community believe that they are safe and secure in their homes and business;

It is an environment wherein the criminal element does not feel safe and secure in its activities.

C. Core Values:

Integrity: We are committed to uphold our positions of trust by maintaining the highest ethical standards as set forth in the law enforcement code of ethics.

Community Safety: We are committed to public safety through community partnerships, public education, community watch strategies and the steadfast enforcement of violations of the law.

Service: We are committed to prompt, professional and courteous service, unbiased and effective in our response to community concerns.

Quality: We are committed to the highest standards of excellence through recruitment, training, teamwork, leadership, innovation, technology and accountability.

D. Goals:

Maintain positive interaction with the public and a high degree of visibility within the community.

Educate the public to the community's role and responsibility in the prevention, detection, and resolution of crime.

Develop and improve internal systems which assure high quality service to our community while increasing the department's efficiency.

Recruit and retain a diverse, highly skilled and motivated law enforcement workforce.

Provide a rewarding work environment and invest in personnel development.

IV. DEFINITIONS

A. Policy

1. A policy is a statement of the department's philosophy on a given issue. Policy consists of principles and values which guide the performance of department employees. Further, policy is based upon ethics, experience, the law, and the needs of the community.
2. Each section of the Manual will begin with an agency policy statement.
3. Only the Chief of Police determines policy.

B. General Orders

1. Permanent directives that describe departmental policy, rules, and procedures, which apply throughout the department.
2. Such orders take effect on the date issued and remain in effect until withdrawn or modified.

C. Special Orders

1. Directives issued when an immediate change to a general order is needed, or when an order is needed to set policy or procedures for specific circumstances or special events.

D. Rule

1. A rule is a specific prohibition or requirement governing the behavior of employees.
2. Rules permit little, if any, deviation. Violations of rules normally result in discipline.
3. Rules appear in the Policy and Procedure Manual as well as other departmental documents.

E. Procedure

1. A procedure defines the acceptable method of performing an operation or activity. It differs from policy in that it directs employees' actions in performing specific tasks in a prescribed manner within the guidelines of policy.
2. Unlike rules, a failure to follow a procedure may result in discipline. Procedures constitute the agency-approved guide to performing tasks. Employees may depart from procedures only when, in their professional judgment, the situation warrants. Employees must be prepared to justify their actions in not following the defined procedure.

F. Training or Protocol Directives

1. Directives containing extensive and detailed procedural information relating to specific operations or activities.

G. Personnel Directives

1. Directives used to inform personnel of changes in status or movements of employees and/or positions. They give force and effect to personnel actions such as appointments, transfers, promotions and disciplinary measures.

H. Memorandum

1. A memorandum provides useful, specific information to employees and may constitute a directive affecting specific behavior for a specific event or period of time, and is usually self-canceling.
2. Memoranda are not part of this manual. Memoranda may be issued by the Chief of Police or by other personnel or agencies. However, memoranda may be incorporated into future editions of this manual. Employees are advised that they may not alter components of this manual based on memoranda unless the memo was issued by the Chief of Police or designee.

II. WRITTEN DIRECTIVES

A. Departmental Policy Manual and Standard Operating Procedures.

1. The Policy Manual contains policy, rules, and procedures as defined above, and is a written directive governing organizational matters. This manual is organized in sections as follows:
 - a. Section 1.x is reserved for Administrative functions.
 - b. Section 2.x is reserved for Conduct.
 - c. Section 3.x is reserved for Training.
 - d. Section 4.x is reserved for Personnel.
 - e. Section 5.x is reserved for Records.
 - f. Section 6.x is reserved for Response to Resistance (Use of Force).
 - g. Section 7.0 through 7.39 is reserved for Operations.
 - h. Section 7.40 through 7.99 is reserved for Investigative functions.
 - i. Section 8.0 through 8.39 is reserved for Emergency Operations.
 - j. Section 8.4 through 8.99 is reserved for Special Circumstances.
 - k. Section 9.x is reserved for Communications Division procedures.
 - l. Section 10.x is reserved for Facilities and Security.
 - m. Section 11.x is reserved for "Future Use"
 - n. Section 12.x is reserved for Property and Evidence.
2. A Standard Operating Procedure (SOP) primarily contains procedures and is a written directive governing operational matters and routine daily tasks such as how to respond to alarms, how to book a prisoner, etc.
 - a. Because they contain many procedural statements, SOPs permit some discretion. While SOPs are the preferred method of accomplishing a task, the agency recognizes that an employee may depart from procedures if unusual circumstances warrant, and supervisors approve. Employees must justify their actions and document any departure from Standard Operating Procedure.

- b. While created by various offices within the department, the Chief of Police approves Standard Operating Procedures.
- B. No policy, general order, special order, rule, regulation, procedure, training protocol, personnel directive or memorandum is valid unless approved by the Chief of Police or his designee.
- C. Within the context of any directive, the use of the word "shall" or "will" denotes an action or behavior that is mandatory and unequivocal. The words "may," "can," or "should" denote an action or behavior that is discretionary.
- D. Any member of the department may suggest or recommend changes to the Chief of Police concerning the Policy Manual or Standard Operating Procedure by forwarding the suggestion through their chain of command.
- E. The Chief of Police or his or her designee will completely review the Policy Manual and Standard Operating Procedures at least biennially to ensure continued compliance with Maryland/Delaware law and operations. Revisions may be made at any time. Once a revision is approved and published, each employee shall be deemed to be on notice with regards to the current version.

III. COMPLIANCE WITH DIRECTIVES

- A. All employees of this Department shall read, adhere to, and are held accountable for all directives, policies, procedures, rules, and instructional training material.
- B. All employees are responsible for the receipt of and adherence to all written directives that affect the employee and the employee's work status.
- C. All employees are responsible for receipt and maintenance of all directives that are distributed to that employee. Each employee of the Department shall maintain their copy of the policy manual with the most current policies. Each employee of the Department shall sign a statement acknowledging that the member has received, read, understands and agrees to abide by the directive supplied to them in the appropriate manual(s), including revisions. If an employee does not understand the content of an order or directive, or believes that an order or directive is illegal or in conflict with other orders or directives, he or she should immediately notify a supervisor who shall provide instruction or training as necessary.
- D. Copies of the statements of receipt (See C above) shall be maintained in the written directive file.
- E. All employees shall comply with the provisions of these directives and the Town Employee Handbook. If an issue is not addressed in the Employee Handbook, these directives shall apply. In the event a conflict exists between these directives and the Town of Delmar Employee Handbook, the department policy manual shall rule.

- F. The Policy Manual and Standard Operating Procedures apply to all sworn officers and non-sworn employees of the Police Department both on and off duty.