


NORTHAMPTON POLICE DEPARTMENT		
Administration & Operations Manual		
Policy: Written Directive System		AOM: A-100
Massachusetts Police Accreditation Standards Referenced:		Issuing Authority <hr/> John D. Cartledge Chief of Police
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I. Introductory Discussion

A. A well designed and properly implemented directive system provides employees with the guidance and information required to successfully perform the duties and functions of their positions and assignments. This directive is intended to provide employees of this Department with:

1. A glossary of terms relative to the written directive system.
2. A reference for the proper format to be used in this Manual, so as to ensure consistency of style and organization.
3. Procedures for the development, review, revision, purging, implementation and distribution of directives contained in this Manual.

II. Definitions

- A. Accreditation Manager: An employee designated by the Chief of Police to oversee and manage the Department’s accreditation process.
- B. Administrative Officer: The Chief of Police, a Captain, or an employee serving in the capacity of a Division Commander.

- C. The Administration and Operations Manual for the City of Northampton Police Department, to include all chapters, appendices, training briefs, attachments, and contents.

The term “Administration and Operations Manual” may refer to either the hardbound series of directives or the electronic series of directives [EAOM], which are distributed via the agency LAN (local area network).

- D. Chapter: A permanent written directive issued by the Chief of Police outlining policy matters which effect the entire department. [12.2.1,d]
1. A chapter is the most authoritative written order issued by the Department.
 2. A chapter may be used to amend, supersede, or cancel any previous chapter, order, directive or policy.
 3. A chapter remains in full force and effect until amended, superseded or canceled by the Chief of Police. Chapters in this manual contain policies, procedures, rules, and regulations, training briefs, and other related guidelines or material. [12.2.1,b,d]
- E. Policy: A written directive that is a broad statement of agency principles. Policy statements may be characterized by words such as “may” or “should” and usually do not establish fixed rules or set procedures for conduct of a particular activity, but rather provide a frame work for development of procedures and rules and regulations. [12.2.1,f]
- F. Procedure: A written directive that provides a guideline or parameters for carrying out agency activities. A procedure may be made mandatory through the use of the words “shall” or “must,” rather than through the use of words “should” or “may.” Procedures may allow some latitude or discretion in carrying out an activity. [12.2.1,h]
- G. Rules and Regulations: A specific directive from which no deviation or exceptions are permitted. Department Rules and Regulations can be found in [*AOM P100 Rules and Regulations*](#). [12.2.1,g]
- H. Written Orders: A written order is a command or request reduced to writing and given by a superior officer, or relayed from a superior officer by an employee of the same or lesser rank as the person who is receiving the order. A written order shall not be considered a written directive for the purposes of this Chapter, and shall have no specific formatting requirements. (amended 6/10/99)
- I. Department: The City of Northampton Police Department.
- J. Member: A duly appointed full or part time member of the Department, with full police powers and full power of arrest.
- K. Civilian Employee: Any non-sworn employee of the Northampton Police Department.
- L. Employee: Any sworn or non-sworn employee of the Northampton Police Department.

- M. Superior Officer: A Sworn Officer holding the rank of Sergeant or higher rank as well as those assigned to acting supervisory positions.
- N. Command Officer: An employee holding the rank of Lieutenant or higher or an employee serving in the capacity of Shift or Bureau Commander.
- O. Personnel: Synonymous with “Employee”, e.g. any sworn or non-sworn employee of the Northampton Police Department.
- P. Training Brief: Permanent written directives issued by the Chief of Police that outline a training topic. Training briefs are generally short in length and are distributed within the Administration and Operations Manual. Personnel shall be bound by the requirements of the training briefs, which have the full force and effect of a written directive. Training briefs remain in effect until amended, superseded, or cancelled by the Chief of Police. [12.2.1,b]
- Q. Training Coordinator: An employee designated by the Chief of Police to oversee and manage the Department’s training functions, including the dissemination of written directives, revisions to directives and notifications of rescinded directive. The Training Coordinator is supervised by the Training Supervisor.
- R. Training Supervisor: A sworn police officer who provides supervision and direction to the Training Coordinator.

III. Developing & Issuing New Written Directives

- A. Any employee of the department may prepare a proposed draft policy or training brief. In addition, the Chief of Police or any other supervisory officer may assign to a subordinate the responsibility to write a Chapter or series of chapters. The Administration Division Commander or Operations Division Commander shall review each new policy prior to dissemination, in order to ensure that it doesn’t contradict any existing AOM or current MGL.
 - 1. New written directives shall be numbered in accordance with the format requirements of this directive.
 - 2. The content of the Chapter shall be formatted as prescribed by this directive.
- B. The Department Accreditation Manager shall be responsible for designating chapter numbers and approving directive format. [12.2.1,d]

Chapters shall be divided into general topical areas, and shall receive separate identification numbers according to the Table of Contents and overall plan for directive development.
- C. After preliminary review by a Captain, drafts of new or revised Chapters shall be forwarded to the Chief of Police or designee for review, if significant changes are recommended to a policy. At their discretion, the Chief of Police may permit

staff review of the new or revised policy by utilizing either of the following methods: [12.2.1,e,i]

1. Review all drafts of new or revised Chapters, to insure they do not contradict others in existence. [12.2.1,e,i]
 2. Review and discussion at the next Command Staff Meeting.
 3. Review by the Captain of Operations, Captain of Administration, and any other members deemed appropriate; and/or
 4. Distribution to all or selected members of effected units or bureaus within the Department.
- D. After the review process is conducted, the Chief may approve the draft for distribution, deny approval, or return the draft to the author for modification. The Chief of Police is the sole and final authority for all decisions related to the approval, revision, issuance or cancellation of any permanent written directive contained in this Manual. [12.2.1, b]

IV. Distribution and Maintenance of Written Directives [12.2.2]

- A. The Accreditation Manager shall be responsible for the general maintenance and administration of the written directive system. All policies, procedures, training briefs, and other directives shall be readily available to department personnel in hard copy at specific locations within the police station and in the electronic directive system via the department computer network. [12.2.2] [26.1.1]

Additionally, approved directives shall be stored in a separate, secure word processing program.

- B. It shall be the responsibility of the Training Coordinator to ensure that new directives are distributed to all affected personnel. [12.2.2]
1. Department personnel shall be required to completely review/read, via email or hardcopy; to sign-off on their receipt and review of the new policy on a Training Reception Form or another form of electronic policy sign-off within a reasonable period of time. In order to be sure that a written directive has been read, the Department administers written tests for most policies that are required before sign-off. The Training Coordinator shall ensure that Training Reception Forms along with the written directive for each separate distribution are accounted for and properly stored. [12.2.2]
 2. The Training Coordinator may determine additional training is necessary on any policy or procedure that is distributed. The extent of any additional training will depend upon the complexity of the policy issue and the perceived need for more advanced training.
 3. Shift/Bureau Commanders shall be responsible to ensure that personnel under their command are thoroughly familiarized with all existing, new or revised policies, procedures, directives or other policy issues, within a reasonable period of time. [12.2.2]
 4. As part of their indoctrination, new sworn and civilian personnel will receive training on all AOM policies, procedures, rules and regulations relative to their position.

- C. Hard Copies of the AOM Manual shall be maintained by the Accreditation Manager in the following locations: [12.2.2,a,b]
 - 1. Office: Accreditation Manager [1 set]
 - 2. Electronic copies in the Department Shared Drive and in PMAM

V. Periodic Review of Written Directives [12.2.1, e]

- A. The Accreditation Manager shall ensure that written directives are reviewed as follows:
 - 1. As directed by the Chief of Police or other proper authority;
 - 2. Annually, for policies outlines in addendum A, attached to this policy. All other policies/directives will be reviewed on a staggered twenty-four month cycle, unless otherwise required. Documentation of the review will be recorded on the Accreditation Maintenance Chapter Review Schedule as well as on the header of each policy; [21.1.1]
 - 3. At any time when there is a change in procedures, laws, court decisions, bargaining agreements, departmental organization, applicable law or other circumstances that indicate that a specific Chapter may be in need of revision;
 - 4. Upon the request of any member of the Department to review a Chapter for possible revision;
 - 5. Whenever a revision is made to any chapter to insure there is no contradiction with any existing directive or applicable law; or (amended 9/12/08)
 - 6. As directed by the Chief of Police or other proper authority.
- B. Supervisory personnel with authority and responsibility over specific units and bureaus shall periodically review those chapters that impact upon their operations to ensure that current practices and requirements of policy are consistent with existing operations and legal requirements, as well as applicable law.

The Accreditation Manager shall be notified when changes are required within a policy or chapter. Specific proposed language changes, as well as the reason for the proposed changes shall be included within the memorandum.

- C. Whenever the Accreditation Manager is notified of proposed or required changes within a written directive, they shall be responsible for ensuring that the revised policy is reviewed by all appropriate department personnel in accordance with Section III, Paragraph C above. (amended 6/10/99)
- D. The fact that a review of an existing Chapter is being undertaken does not necessarily imply that a rewrite or revision is necessary or desirable. The reviewer may find that the existing directive is satisfactory in its current form. The Administrative Division Commander or the Operations Division Commander shall review each revised/re-written policy prior to dissemination.
- E. Distribution of Revised Written Directives [12.2.2,a]

1. The Training Coordinator shall be responsible to ensure that revisions to any department written directive are disseminated to all affected personnel. This may be accomplished by one of the following methods:
 - a. If there has been a major revision to a departmental policy or procedure, the Training Coordinator shall disseminate the directive in accordance with procedures set forth in Section IV, Paragraph B above.
 - b. If there has been a minor language revision to an existing written directive, all personnel shall be notified of the change via e-mail. The Training Coordinator shall be responsible for keeping a record verifying that all employees have received and read the e-mail notice. Such record shall serve as indication that the employee was informed of the policy revision and was instructed to refer to an Administrations & Operations Manual to review the revisions; or [12.2.2,c]
 - c. If there has been a revision in the formatting of any written directive, no distribution is necessary.

VI. Rescinded Directives (amended 6/10/99)

- A. Whenever the Chief of Police authorizes that a written directive or part of a written directive be rescinded, the Training Coordinator shall ensure that all employees are notified of such. The Accreditation Manager shall remove all copies of the rescinded directive from the hard copy storage locations and destroy by shredding, and shall remove all copies from the EAOM. [12.2.1,e]

Additionally, the Accreditation Manager must maintain a copy of all previously issued (rescinded) directives indefinitely either in hard-copy form or in a personal computer file in order to form a history of departmental policy on each directive.

VII. Organization of the Written Directive System [12.2.1,d]

- A. The Table of Contents of the written directive system establishes the broad topical areas of policy organization as follows:

- Section A---Administration and Management

A-100 series; General Management

- Section O---Operations

O-100 series; General Procedures

O-200 series; Patrol

O-300 series; Traffic

O-400 series; Investigations

O-500 series; Community Services

O-600 series; Tactical Situations and Special Responses

O-700 series; Ancillary Operations

- Section P---Personnel Administration

P-100 series; General Personnel Practices
P-200 series; Personnel & Training

- Section S---Support Functions and Activities

S-100 series; Communications
S-200 series; Records and Property

B. As new directives are issued, the Accreditation Manager shall ensure their proper placement within the system framework.


C. Administrations & Operations Manual Index [12.2.1.e] (amended 6/10/99)

1. The Accreditation Manager shall be responsible for developing and maintaining an alphabetically organized Index to be placed at the back of the manual.
2. Chapters will be indexed under key words describing the Chapters' content. This is done to provide a range of reference for persons seeking subject information.

VIII. Formatting of Written Directives [12.2.1,d]

A. “Heading” Section

The heading of a Chapter shall be centered at the top of the first page as in the following example:

NORTHAMPTON POLICE DEPARTMENT Administration & Operations Manual		
Policy: Written Directive System		AOM: A-100
Massachusetts Police Accreditation Standards Referenced:		Issuing Authority <hr/> Jody Kasper Chief of Police
Dissemination Date: Effective Date: :	Amended: Reviewed:	

B. “Introductory Discussion” Section

1. The “Introductory Discussion” section shall appear in the same format as it does in the beginning of this directive. The narrative portion of the discussion is broken down by paragraphs as would be done for normal written material; otherwise there is no strict format. This section is always labeled as Roman numeral “I”.

2. The discussion section is a brief lead-in to the Chapter. It is designed to provide the reader with:
 - a. The purpose or intent of the directive.
 - b. The scope of the material.
 - c. The background or historical context.
 - d. The importance or relevance of the material contained in the Chapter.

C. Subtitles

1. Subtitles are the headings for subtopics of the Chapters that relate to a general topical issue. The Roman Numeral Organizational format will continue throughout the directive with a Roman Numeral being assigned to each subtitle.
2. Subtitles allow the writer of a directive to logically break down the topic matter.
3. Subtitles are formatted at the left margin of the page, as within this directive.
4. The narrative body of the individual sections shall be completed using standard outline format as follows:

I. Introductory Discussion

A.

1.

a.

II. Subtitle

A.

1.

a.

Note: Further breakdown of the narrative shall be accomplished by using lower case letters inside parenthesis if this is necessary.

D. Headers & Footers (amended 6/10/99)

1. **Page Headers:** With the exception of the first page, the Chapter name shall be located in the upper right hand corner of every page. The page headers shall be consistent with those contained in this Chapter.
2. **Page Footers:** The page number & total number of pages shall appear centered at the bottom of every page of the Chapter. Additionally, the policy department name and AOM Chapter number shall appear on the bottom right hand corner of every page. The page footers shall be consistent with those contained in this Chapter.

E. Appendix/Training Brief Format

1. Appendices shall contain material related to the particular chapter with which they are associated. The Appendix may contain a form, specific procedure, list of information or telephone numbers, or may contain training related

information. The actual appearance of the Appendix will be dictated to some extent by its contents and purpose.

F. Administrative Guidelines

Administrative Guidelines will provide procedure, parameters, or direction to supervisory and administrative personnel in the performance of agency activities not necessarily requiring amendment to current rule, regulation or policy. These guidelines may allow some latitude or discretion in carrying out an activity.

G. The Electronic Administration & Operation Manual

1. Master copies of the Northampton Police Department's Administration & Operations Manual shall be maintained electronically by the Accreditation Manager on the departmental server, as well as in a personal computer or other independent storage device. Through the departmental LAN, employees have access to the manual for viewing or printing purposes from any departmental personal computer.
2. Each Chapter, Appendix or Training Brief shall be assigned an individual computer file name by the Accreditation Manager. Computer file names shall be similar to their corresponding chapter numbers with the exception of Administrative Guidelines which will be filed by title.
3. File names in the Electronic Administration & Operations Manual shall follow the following format:
 - a. A directive will be identified with a one letter/three number designation which serves to identify the organizational section within the table of contents [A for administration, O for operations, P for personnel and S for support] as well as the chapter number within that section. For example **AOM Chapter A-101 "Department Role and Authority"** has a file code name in the master developmental file as "**A101 Department Role and Authority**".
 - b. The **appendix** to this chapter, the "Law Enforcement Code of Ethics" has a file code name of "**A101.a LE Code of Ethics**". If there were a second appendix, it would be identified as "A101.b" and so on.
 - c. A **training brief** to that Chapter would have a file code name of "**A101tb1**". Subsequent would be ...tb2...tb3 and so on.
 - d. **Administrative Guidelines** shall have a file name corresponding to the subject title.

Addendum A

List of Policies Reviewed Annually

A-101 Department Role and Authority	O-506 Small Unmanned Aircraft Systems
A-101.a Law Enforcement Code of Ethics	O-600 Disasters, Emergencies, Unusual Occurrences
A-101.b Civilians Code of Ethics	O-600tb6 Bomb Threats
O-101 Use of Force	O-608 Active Shooter and Hostile Event Response Plan
O-101tb14 Use of 40 MM Less Lethal Launcher	O-610.a Death Scene Checklist – Detectives
O-106 Nasal Nalaxone Narcan	O-610.b Death Scene Checklist – First Responding Officer
O-106.a Narcan Usage Form	P-100 Rules and Regulations
O-110 Arrests	P-152 Stress Management
O-140 Detainee Transportation	P-153 Collective Bargaining
O-141 Holding Facilities	P-154 Line of Duty Serious Injury/Death
O-142 Detainee Processing & Confinement	P-158 Adult Use and Medical Marijuana
O-144tb1 Service of Process at Cooley Dickinson Hospital	P-220 Recruitment and Selection Procedures
O-144tb2 Service of Process at L-3 KEO	P-220.b Example of Summary Statements
O-203 Fair and Impartial Policing	P-220 tb1 Background Investigations
O-205 Pursuit of Motor Vehicles	P-233 Training
O-207 Police Use of Seatbelts	P-240 Sexual Harassment
O-209 Mobile Video Recorders	P-240.a Sexual Harassment Policy Receipt
O-210 Response to Calls	P-251 tb1 DV Involving Department Personnel
O-211 Domestic Violence	P-260 Performance Evaluations
O-211tb1 Domestic Violence Reporting Procedures	S-110 Management Information Systems & Computer Use Procedures
O-211tb3 Domestic Violence Intervention Project	S-207 Sex Offender Registration
O-213 Protective Custody	S-211 Weapons, Equipment & Department Owned Property
O-215 Responding to Persons with Mental Illness	
O-220 Juvenile Operations	
O-220.b Juvenile Involved Fire Incident Information Form	
O-222 U-Visa	
O-300 Traffic Law Enforcement	
O-400 Criminal Investigations	
O-400.a Preliminary Investigation Checklist	
O-401 Evidence & Property ID & Collection	
O-402 Evidence & Property Handling Procedures	
O-402.a Property Storage Guide	
O-408 Eyewitness Identification Procedure	
O-424 Managing Intelligence Information	
O-425 Vice, Drugs & Organized Crime	
O-500 Community Policing	

