



## WRITTEN COMMUNICATIONS SYSTEM GENERAL ORDER #2.01

Adopted: 11/20/19

Pages: 7

Persons Affected: All personnel

Authority: Laura Wilson, Director

IACLEA Standards: 1.1.4

Revision History

Replaces SUDPS General Order #2.01 (06/01/05)

### **PURPOSE**

*The purpose of this Order is to define the forms of written communications used by the Stanford University Department of Public Safety. This Order clarifies the purpose of each form of communication, by whom they are issued, and how they are maintained for reference. The purposes of these forms of written communication are to guide employees in the performance of their duties, ensure employees' actions further Department objectives, or share information internally or externally.*

### **POLICY**

*General Orders, Special Orders, Division Procedures, Unit Procedures, Personnel Orders, Operational Plans, and Memoranda document the standards of operation and expectations for members of the Stanford University Department of Public Safety. The contents of the SUDPS's General Orders, Special Orders, Procedures, Personnel Orders, Memorandum and Press Releases shall not conflict with the Stanford University Administrative Guidelines or collective bargaining agreements. All Department personnel will remain current and adhere to the provisions in each document as they pertain to their position, division, and areas of responsibility within the Department. Failure to do so may subject the employee to disciplinary action.*



## DEFINITIONS

<b>General Order</b>	<i>General Orders are written directives related to policy, procedures, rules, and regulations involving more than one organizational division/unit, typically contain a broad statement of policy and may include procedures for implementing the policy.</i>
<b>Manual</b>	<i>A grouping of administrative documents that establishes an organization's structure, its standards, promotes discipline and defines how personnel should conduct themselves. Manuals may be maintained in written and/or electronic format. They should be readily accessible to all of an organization's employees. Examples of manuals at SUDPS are: General Orders Manual, Field Operation Procedural Manual, and the Stanford University Administrative Guide.</i>
<b>Memorandum</b>	<i>A brief communication written for interoffice circulation. It may be advisory or informative in nature or contain direction regarding something to be acted upon in the future. Can be in printed and/or electronic format.</i>
<b>Personnel Order</b>	<i>An announcement of changes in status of personnel, such as transfers or promotions.</i>
<b>Policy</b>	<i>A course or line of action adopted and pursued by an agency that provides guidance on the Department's philosophy on identified issues.</i>
<b>PPMS (PowerDMS)</b>	<i>A Policy and Procedure Management System (PPMS). A PPMS contains and archives written communications such as general orders, procedures, special orders, Santa Clara County Police Chief's Directives and other documents that provide Department personnel direction and clarification regarding their area of responsibility and conduct both on and off duty. The PPMS notifies employees affected of a newly uploaded document pertaining to their position or assignment and that they are required to review it. It also retains a record of an employee's review of the document. SUDPS's current PPMS is PowerDMS.</i>
<b>Press Release</b>	<i>An official statement issued by an organization to the media providing information on a particular matter.</i>
<b>Procedure/Procedure Manual</b>	<i>A detailed description of how a policy is to be accomplished. Procedures focus on what is to be done at the task level. A procedure describes the steps to be taken related to specific tasks, the frequency of the task(s), and the person or organizational position responsible for completing them. A procedural manual may be separate from the general order manual. An example of a procedural manual is the Field Operations Division Procedural Manual.</i>



<b>Special Order</b>	<i>Directives regulating one segment of the Department or a statement of policy and procedure regarding a specific circumstance or event that is temporary in nature. A special order is intended to be short-term and terminate at the end of the event or situation it was created to address. When determined that they are to be permanent, they are incorporated into a general order or procedure, and the original special order is rescinded.</i>
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**PROCEDURE** (IACLEA 1.1.4)

*SUDPS's General Orders are based on the Santa Clara County Sheriff's Office (SCCSO) General Orders. Amendments to a SCCSO General Order are noted in italics. Amendments are made to accurately reflect the manner in which services are provided by SUDPS personnel to the Stanford University community or the way in which a Stanford specific practice (such as payroll processing or duty stations) is managed.*

**A. GENERAL ORDERS**

*SUDPS General Orders are issued by the Director of Public Safety. Sheriff's Office General Orders are issued by the Sheriff. Any general orders produced by the Stanford Department of Public Safety for its sworn personnel will incorporate the applicable content of the appropriate Sheriff's Office document. All members of SUDPS shall maintain a working knowledge and comply with SUDPS General Orders. Additionally, sworn personnel are to be familiar with the Sheriff's Office General Orders pertaining to law enforcement activity conducted by Stanford Reserve Deputy Sheriffs.*

General Orders generally contain two sections: policy and procedure.

1. Policy Section: The Policy Section states *SUDPS's and/or SCCSO's* principles and overall plan and embraces its goals, philosophy, and acceptable procedures.
2. Procedure Section: The Procedure Section establishes a uniform process to accomplish tasks consistent with *SUDPS's and/or SCCSO's* policy.
3. Indexing: General Orders are indexed by section and order number, such as 5.01. The section number relates to a general subject category, and the order number is sequential.
4. Responsibilities: *SUDPS's Support Services Division* is responsible for the review, revision, and distribution of *approved* General Orders. *SUDPS employees may access the documents through PPMS. The Support Services Division shall be responsible for uploading and maintaining current copies of all general orders on PPMS. See General Order 2.00 Maintenance of General Order and Division/Unit Directives.*
5. Rescinding: *SUDPS General Orders may only be rescinded by the Director of Public Safety or his/her designee.*



## **B. SPECIAL ORDERS**

*SUDPS Special Orders are issued by the Director of Public Safety. SUDPS Special Orders may contain training information, general information, crime information, orders, or deployments, and may supplement or amend existing SUDPS's General Orders or procedures. Special Orders can be used to establish a temporary policy, principle or procedure. When used in this manner, they usually include a specific length of time the Order will be in effect. When no time frame is specified, the Order expires once the event, incident, or situation it addresses has concluded or the Order is rescinded because it has been incorporated into a general order or procedure.*

1. **Indexing:** Special Orders are indexed by the last two digits of the year and sequentially numbered, such as 19-001.
2. **Responsibilities:** *Special Orders are issued at the direction of the Director of Public Safety. Every member shall maintain a working knowledge of SUDPS's Special Orders and comply with their provisions.*
3. **Preparation of SUDPS Special Orders:** *A copy of the special order will be forwarded to the Support Services Division. Employees may access Special Orders through PPMS. The Support Services Division will be responsible for uploading and maintaining copies of the Special orders on the PPMS.*
4. **Rescinding:** *Special Orders may only be rescinded by authority of the Director of Public Safety or his/her designee.*

## **C. DIVISION PROCEDURES**

*Division Procedures contain directives issued by the Director of Public Safety or the Division Lieutenant/Manager. They are directed to all units within a division and remain in effect until amended, superseded or rescinded. Any procedure produced by the Stanford Department of Public Safety for its sworn personnel will incorporate the applicable content of the associated Sheriff's Office document.*

1. **Approval and indexing:** *Divisional procedures shall be approved by the Director of Public Safety or his/her designee before being issued. Division procedures are indexed by the chapter number, and each document in the chapter is sequentially numbered, e.g., 12-005. Copies shall be forwarded to the Support Services Division by the division Lieutenant/Manager to be uploaded into PPMS. It shall be each division Lieutenant's/Manager's responsibility to provide information to the Support Services Division when it is determined their divisional procedures require updating. The Support Services Division shall be responsible for maintaining current copies of approved division procedures on PPMS where Department employees may access them.*



2. Responsibilities: *Division Lieutenants/Managers shall maintain a current copy of all divisions procedures for their division. Personnel shall comply with their division's procedures.*
3. Rescinding: *Division Procedures may only be rescinded by the Director of Public Safety or his/her designee.*

#### **D. UNIT PROCEDURES**

Unit Procedures contain directives issued by *the Director of Public Safety, the Unit's Division Lieutenant/Manager or the Unit's Supervisor*. They establish *procedures that apply to a specific unit's functions or personnel*. They remain in effect until amended, superseded, rescinded or *incorporated into a division procedure or general order*. *Unit Procedures may only be rescinded by the Director of Public Safety or his/her designee.*

1. Approval and indexing: *Unit Procedures shall be approved and indexed by the Director of Public Safety or his/her designee. Unit Procedures are indexed by two digits representing the chapter followed by sequentially numbered documents within the chapter, e.g., 5-001. Copies shall be forwarded to the Support Services Division to be uploaded to the PPMS where personnel may access them.*
2. Responsibilities: *All Unit Supervisors shall maintain a current copy of any Unit Procedures issued to their personnel. The Support Services Division shall be responsible for maintaining current copies of approved Unit Procedures on PPMS. Personnel shall comply with their unit's procedures.*

#### **E. OPERATION PLANS**

*An Operations Plan (Op. Plan) is also referred to as an Event Order or Briefing Doc. Op. Plans are issued by a Division or Unit. Their purpose is to address operational and/or tactical considerations related to events that involve SUDPS personnel. An "event" is defined by the Federal Emergency Management Agency (FEMA) as a planned, non-emergency activity. Examples of planned, non-emergency activities are concerts, sporting events and commencements. Op. Plans are also used to address considerations for preplanned tactical events or high-risk situations. Examples of these type of events are the execution of a high-risk search or arrest warrants.*

*The planning of all large or complex pre-planned events involving more than one division of the SUDPS will include the creation of an Op. Plan. Smaller events that involve only a single Department unit and have an impact on only a portion of the community may also be documented in an Op. Plan. An example of a small event would be providing multi-day traffic diversion around a campus construction site.*



1. *Approval and Indexing: Op. Plans issued at the division level for events or large scale law enforcement operations will be reviewed and approved by the unit's/division's sergeant and lieutenant. The plan will then be submitted to the Captain or Assistant Chief for final approval. Op. Plans that are not related to an investigation are to be indexed by the last two digits of the year with each document being sequentially numbered e.g., 20-001. The index number will be assigned by the Captain or Assistant Chief once the Op. Plan is approved. An Op. Plan associated with an investigation, such as the execution of a search warrant, will be indexed by the SUDPS case number of the investigation it is associated with.*
2. *Responsibilities: All SUDPS personnel associated with an event, based on an Op. Plan, will be provided briefing information before or upon assuming their assigned duties. The Lieutenant/Manager, supervisor or deputy in charge will be responsible for ensuring all involved personnel are aware of their responsibilities. It will be the individual employee's responsibility for ensuring they understand what is expected of them before assuming their duties.*
3. *Archiving of Op. Plans: Op. Plans approved and issued for pre-planned events or large scale operations will be uploaded to the secure "Op Plans" directory of the Department's computer system. The Ops Plans directory is a controlled access directory. Only command level personnel and their designee(s) are to have access. The Director of Public Safety or his/her designee will be responsible for making sure that the archiving process is completed.*

*Op. Plans issued related to an investigation will be filed with the case file by the detective assigned to the case.*

#### **F. PERSONNEL ORDERS**

Personnel Orders are issued by the *Director of Public Safety* to announce various personnel changes in the *Stanford University Department of Public Safety*. They may be issued to the entire department or the personnel and the division(s) impacted by the Order. Copies of Personnel Orders will be provided to the *Business Operations Division (BOD)* for filing in the impacted employee's personnel file.

#### **G. MEMORANDA**

Memoranda are internal communications used to inform, inquire, or direct. Memoranda directed to subordinates in directive terms have the effect of an order. Memoranda shall be routed through the chain of command. A memorandum routed upward through the chain of command shall be addressed to the commanding officer of the employee preparing it. *Memoranda may be issued electronically or by memorandum form.*



#### **H. LETTERHEAD**

*Department letterhead is an identifier of Stanford University and the Stanford University Department of Public Safety. Letterhead should only be used for official University or Department correspondence. It should not be used for personal business or where personal gain would result. Only SUDPS personnel may use Department letterhead. Each use of letterhead shall include a signature block that identifies the writer of the letter by name and title. It is the writer's responsibility to retain either an electronic copy or paper copy of any correspondence sent on Department letterhead.*

*Personnel using Department letterhead to correspond outside the Department shall inform their Division Lieutenant/Manager of the purpose and content of the document prior to it being mailed. Letters generated by Division Lieutenants/Managers shall be reviewed by the Captain and or Assistant Chief. Routine letters such as those used during the testing process of applicants or previously approved form letters used in routine business correspondence may continue to be used without additional approval provided the purpose of the letter does not change.*

#### **I. PRESS RELEASE**

*A press release is an official statement issued to the media that provides information on a particular matter. A press release pertaining to department activities may be issued by either the Sheriff's Office, Stanford University or SUDPS, depending on the type of crime, event or situation. All SUDPS personnel will adhere to the press release policy as defined in SUDPS General Order 24.00 - Media Relations.*