



Iowa State University Department of Public Safety

Directive: 11.3

SUBJECT: WRITTEN DIRECTIVES

EFFECTIVE DATE: 09/01/2018

REVISED DATE: 05/21/2021

REVIEWED DATE: 07/07/20

INDEX:

11.3.1 WRITTEN DIRECTIVE SYSTEM

11.3.2 STORAGE AND DISSEMINATION OF WRITTEN DIRECTIVES

POLICY:

The Iowa State University Department of Public Safety shall maintain a formal written directive system to provide all employees with a clear understanding of the expectations and constraints relating to the performance of assigned duties. The Chief of Police, and others as approved, shall be vested with the authority to issue, modify, or approve agency written directives.

DEFINITIONS:

"Policy" refers to a fully vetted and adopted course of action.

"Procedure" refers to the way department activities are conducted. Procedures are documented in written directives, collective bargaining agreements, and other written formats, including training reference guides and lesson plans.

"Special order" refers to directives affecting only specific segments of the organization. Special orders are generally issued for training assignments.

"Personnel order" refers to the official announcement of a change or changes in the status of personnel.

"Rules and regulations" refers to specific directions to which all employees must adhere. Rules and regulations may be documented in directives, special orders, collective bargaining agreements, or other formats.

"Instructional memorandum" refers to documents that serve to clarify policy implementation or procedure implementation or may temporarily update a procedure.

"Instructional material" refers to information, knowledge, lessons, guidance, best practices, enlightenment, tools or apparatus to perform a given task, body of knowledge, facts, issues pertaining to the matter, or reasoning to be given in a variety of media forms.

"E-mail notification" refers to general information regarding announcements, including status updates in ongoing matters.

"Written directive" refers to any written document used to guide or direct the performance of department employees. The directive includes all written orders, memoranda, policies, procedures, special orders, personnel orders, and instructional material.

PROCEDURE:

11.3.1 WRITTEN DIRECTIVE SYSTEM

The following shall establish and describe the written directive system of the department:

- A. The department's written directive system encompasses a wide range of directives from temporary to permanent and from mandatory instructions to instructional memoranda. Efforts are made to reduce the complexity of written directives while still providing essential information and direction toward organizational objectives.
- B. The written directives manual consists of the agency mission, vision, core values statements, Iowa State Principles of Community, policies, and procedures for carrying out organizational activities. The policy manual is a compilation of written directives used to guide or direct the performance of department employees.
- C. The written directives manual shall be reviewed annually by management staff. As appropriate, affected personnel may be contacted for additional input. Review of proposals and changes will be part of the agenda at scheduled leadership

meetings. Prior to leadership review, the policy committee will review proposed or revised directives to ensure they do not contradict other department directives and are applicable to law.

- D. Directives shall be formatted and indexed in the following manner:
 - 1. Each policy will include a header with the agency's formal title, the policy number, a policy statement, and the effective date.
 - 2. Each directive shall include an index.
 - 3. Directives will follow a standard outline format.
- E. The Chief of Police maintains the authority to issue, modify, or approve all agency written directives and maintains the sole authority for issuance of policy. The Assistant Chief, Director of Accreditation and Emergency Planning, Director of Parking, Director of Risk Management and Captains are authorized to issue or revise special orders, personnel orders, instructional memoranda, and rules and regulations. Supervisors and command staff are authorized to issue or revise special orders, personnel orders, and instructional memoranda.
- F. Written directives should not conflict with established policies or procedures unless short-term extenuating circumstances exist, or the directive constitutes a revision or replacement of an existing policy or procedure.
- G. All proposed formal written directives, or formal written directives that change existing directives, must be approved by the Chief of Police prior to implementation.
- H. Purging, updating, indexing, and revising of written directives shall be done on a continual basis at the direction of the Chief of Police.
- I. Proposed policies, procedures, rules, or changes to directives will be coordinated and distributed through the Director of Accreditation and Emergency Planning. The Director of Accreditation and Emergency Planning will ensure consistency with existing authority, compliance with accreditation and legal standards, and correct formatting. All proposals will be reviewed for the purpose of gauging the impact on operations.

11.3.2 STORAGE AND DISSEMINATION OF WRITTEN DIRECTIVES

The following shall describe the storage and dissemination of written directives:

- A. The Director of Accreditation and Emergency Planning shall be responsible for the distribution of the formal written directives manual. Dissemination of written directives may be in hard copy form or through a computerized documentation system. When computerized systems are used, back-up hard copies will be maintained in key locations.
- B. The Director of Accreditation and Emergency Planning shall maintain an independent set of master files on all formal written directives.
- C. The Director of Accreditation and Emergency Planning shall ensure that up-to-date manuals are available for review by new personnel.
- D. Special orders shall be distributed electronically or in paper form to all personnel affected by the order and to the respective supervisors and managers in the chain of command. All special orders will be assigned a unique number, and the Administrative Specialist will store hard copies.
- E. Personnel orders shall be distributed electronically or in paper form to the affected employee, to the appropriate chain of command, and the employee's personnel file. All personnel orders will be assigned a unique number, and the Administrative Specialist will store hard copies.
- F. The Director of Accreditation and Emergency Planning shall notify supervisors and managers of written directives that are purged, updated, or revised. Supervisors must then review the affected directives with their personnel. All personnel must review changes to the written directives manual within 21 days of dissemination. After the 21 days, employees will be tested on the subject matter within the effected directives. The test acts as a documentation of not only receipt of the disseminated written directives but also the understanding of a given change or changes.
- G. If personnel have questions regarding directives, supervisors are responsible for explaining or clarifying.