

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 12.2

WRITTEN DIRECTIVES SYSTEM

ACCREDITATION STANDARDS: CALEA – 12.2.1, 12.2.2; CFA – 3.01

EFFECTIVE DATE: June 8, 1995

RESCINDS: G.O. 12.2, November 9, 2023 and all applicable Amended/Temporary Orders prior to June 25, 2025

LAST REVISED DATE: June 25, 2025

CONTENTS

This General Order contains the following numbered sections:

- I. General Orders
 - II. Other Written Direction
 - III. Written Correspondence
 - IV. Definitions
-

POLICY

It shall be the policy of the Winter Haven Police Department that official written correspondence and directives conform to the provisions of this general order. Only the Chief of Police has the authority to issue, amend, approve, or rescind any General Order, rule or regulation promulgated by departmental directive. Once a directive is adopted, authenticated and distributed, it shall become part of the rules, regulations and procedures of the department. (CALEA 12.2.1b, g)

PURPOSE

The purpose of this General Order is to establish guidelines for the implementation and management of a departmental written directive system and provide guidance for the issuance and control of official correspondence.

SCOPE

This General Order shall apply to all department members.

DISCUSSION

The successful administration, direction, and control of the department require the Chief of Police have an effective and well-managed system for the issuance and control of written direction and other official correspondence.

The Chief of Police has a duty to direct the actions of the members of the department. Direction must be precise, thorough and consistent. It must inspire confidence and provide a clear understanding of the constraints and the expectations placed upon them by virtue of their employment. It must also provide guidance in the day-to-day performance of their assigned duties.

PROCEDURE

The Chief of Police may at his discretion, authorize the suspension of General Orders, Rules and Regulations or any other directives of the Winter Haven Police Department when deemed necessary to achieve agency objectives.

I. General Order

All General Orders shall be consistent with the Department's Core Values and Mission Statement as outlined in General Orders 1.1.

- A.** General Orders and other forms of written directives are used to direct the Department and its members. Other forms of written directives may be used as temporary orders issued under the authority of the Chief of Police.
- B.** General Order Proposals, such as the adoption of a new order, and updating, revising or purging of an existing order, is encouraged and may be initiated by any member. (CALEA 12.2.1e)
- C.** Once the need for direction has been established in a specified area, the development of a General Order requires adherence to strict staffing criteria. Information must be specific, accurate, dependable, and include all relevant data. It must be logical and organized for easy comprehension. General Order text shall be written in third person. Language shall be clear and simple.
- D.** Each General Order shall be formatted according to the following guidelines: (CALEA 12.2.1d) (CFA 3.01a)
 - 1.** Header: The first page shall contain identifying information in the following order:
 - a.** Department heading – the words “WINTER HAVEN POLICE DEPARTMENT” in 12-point, bold, Arial font. The department heading is justified to the center margin and is on the first line of the header.
 - b.** General Order Number – the words: GENERAL ORDER” and the number in 12-point, bold, Arial font. This will be on the 3rd line of the header and justified to the center margin.
 - c.** Subject - State the title of the directive. (i.e. Written Directive System). This information is on the fifth line of the header and is justified to the center margin.
 - d.** Accreditation Standards – The most recent accreditation format for numbering standards shall be used. This information is the seventh line of the header and is justified to the left margin.
 - e.** Effective Date – the date the directive was originally approved by the Chief of Police. This information is the ninth line of the header and is justified to the left of the margin.

- f. Rescinds - List the existing directive(s) purged/archived by the new directive, if applicable. This information is on the ninth line of the header and seven spaces to the right of the effective date.
 - g. Last Revised Date – List the directive revision date the revised directive was approved by the Chief of Police. This information is the eleventh line of the header and is justified to the left margin.
 - h. Page – Include the total number of pages in the directive (i.e. Page 1 of 5). This information is justified to the center margin and is on the second line of the footer on every page.
 - i. Items d-g in the header shall be in 11 point, bold, Arial font, and shall be double spaced
 - j. The header shall be separated from the text of the directive by a 2-point solid line, extending from margin to margin.
 - k. Refer to Attachment A for an example of the General Order header.
2. Text: The text follows the header information and encompasses as many pages as necessary to complete the directive. The procedure section shall be organized using an alphanumeric outline form. The following serves to illustrate the system:
- a. Contents – The contents consist of sequential list of the major topical sections of the general order.
 - b. Policy – Provides a statement of policy. (CALEA 12.2.1f)
 - c. Purpose – If needed, shall provide a brief statement of the need or goal of the order.
 - d. Scope – The scope designates the members affected by the order.
 - e. Discussion – If needed, the discussion shall provide a brief examination into the subject of the directive. Contents to support or justify the directive are included in this section.
 - f. Procedure – The procedure shall designate a way of performing or effecting an act composed of steps or a course of action. This part of the directive is usually the lengthiest because step by step instructions are written to execute the subject matter of the directive. (CALEA 12.2.1h)
 - g. Definitions – If needed, shall provide explanations of words and phrases unique to the directive. Definitions may be placed in the directive format and/or a separate section of the directive manual.
 - h. The write shall use the following descending order of alpha-numeric to differentiate and establish topic relationships:
 - i.

A.

1.

a.

1)

a)

(1)

(a)

B.

i. Single subheads may be absorbed into the immediately preceding heading.

j. Text information shall be in 11-point Arial font.

3. Authentication – The last page of the order shall contain a space for the Chief of Police's signature approving and authenticating the order.

4. Attachments – The final subhead appends or includes the examples, forms, pictures, tables, charts or diagrams essential to the directive. All applicable attachments shall be submitted with the directive for review/approval.

E. General Orders Submission: Proposals for new orders, indexing, updating, revising, purging/archiving of existing orders shall be submitted under cover of a memorandum via the chain of command to the Accreditation Administrator. The submitter's chain of command shall review the proposal ensuring proper form and content. (CALEA 12.2.1e) (CFA 3.01b)

1. General Order Research: - Upon receipt, the Accreditation Administrator shall research, ensuring the proposal meets accreditation standards. Copies of the original proposal shall be forwarded for review by staff members, submitting member, and members of components affected by the order. These members have 10 days from date of receipt to review the order and make any comments, suggestions or recommendations. No response from a member is deemed to indicate agreement with the proposed order. Any recommendations, comments or suggestions to the proposal shall be directed to the Accreditation Administrator. (CALEA 12.2.1i)

2. General Order Adoption: - All General Order proposals shall then be forwarded to the Chief of Police by the Accreditation Administrator for approval and signature. The Chief of Police is the sole approving authority for General Orders.

3. General Order Distribution: - The Accreditation Administrator shall distribute General Orders (or any amends or rescinds thereto) to all department members via PowerDMS. Department members will have 14 days from the date distributed to review and acknowledge the new general order. (CALEA 12.2.2a) (CFA 3.01f)

- a. The Accreditation Administrator shall maintain an Accountability Report of members acknowledging receipt and review of the order. (CALEA 12.2.2c)
 - b. Specific instruction on how to incorporate the information into the written directive system shall be included.
 - c. General Orders shall be maintained by the Accreditation Administrator to provide a backup to the general orders issued to employees. (CALEA 12.2.1e)

- F. General Order Review: - General Orders will be reviewed continuously, however all general orders will be reviewed no less than every two (2) years. (CFA 3.01c)
 - 1. Outdated directives shall be purged/archived by order of the Chief of Police. All members shall be instructed in written form when a directive is purged/archived. (CFA 3.01g)
 - 2. General Orders that need updating shall be modified by the Accreditation Administrator and submitted to the Chief of Police for approval.
 - 3. Any member may propose a change to the existing General Orders or suggest new policies, rules or procedures.
 - a. Such proposals shall be submitted to the appropriate Bureau Commander for review. (CFA 3.01d)
 - b. After review by the Bureau Commander, the proposal shall be sent to the Accreditation Administrator to ensure that any proposed updates or revisions are in compliance with applicable accreditation standards.
 - c. The Accreditation Administrator shall prepare the final proposal for submission to the Chief of Police for approval.

- G. General Orders File: - The Accreditation Administrator shall maintain a complete and readily accessible file of current and rescinded General Orders. The Accreditation Administrator shall maintain a complete and current library of reference material referred to or incorporated by all General Orders. It shall be the responsibility of the General Orders' originator to supply the reference(s) to the Accreditation Administrator. (CALEA 12.2.2b) (CFA 3.01g)

- H. Manuals: - Hard copies manuals are not mandatory, any General Order Manuals issued by the Department shall be organized, indexed and bound by chapter into a loose-leaf binder.
 - 1. Organization: - The General Orders shall be divided into broad topic area chapters. A Table of Contents is located at the front of the manual. A Subject Index follows the Table of Contents, so that a topic, specifically or generally, can be quickly and easily located. A Standards Index linking General Orders with applicable accreditation standards follows the Subject Index. (CFA 3.01b)

2. Distribution: - They are available for issuance to personnel under individual receipt by the Accreditation Administrator with approval of the Chief of Police or designee.
 - a. In addition, individual copies of General Orders are maintained by the Accreditation Administrator for replacement and/or review by Department personnel.
 - b. The Accreditation Administrator shall also maintain a copy of all General Orders within their computer.
 - c. A complete copy of the General Orders shall be maintained electronically.
 - d. It shall be the responsibility of the Accreditation Administrator to maintain the General Orders electronically, advise each member via e-mail, and acknowledge the receipt of the changes in a timely manner.
(CALEA 12.2.2c)
3. Knowledge: - All members are charged with acquiring a sound working knowledge of the General Orders. Training may be provided for new or amended orders. Each member is responsible for seeking clarification from their immediate supervisor, when necessary.
4. Existing, new or newly revised General Orders are issued under individual receipt by the Accreditation Administrator. The receipt shall be maintained by the Accreditation Administrator. (CALEA 12.2.2c)

II. Other Written Direction

- A. Bureau Directives: - Written directives issued by the Bureau Commander to offer specific instructions to certain members charged with particular responsibilities. These may direct procedures for a specific bureau as long as there is no conflict with a General Order. These may also direct procedures for special situations or events and, therefore, be self-canceling once the situation ceases to exist. These procedures sometimes allow some latitude and discretion in carrying out an activity. These directives are issued using the same format and maintained in the same manner as a General Order.
(CALEA 12.2.1c)
 1. No Bureau Directive may supersede or alter a General Order.
 2. Proposing a Bureau Directive such as the adoption of a new procedure and updating, revising, or purging/archiving of an existing Bureau Directive, is encouraged and may be initiated by any member. Proposals shall be submitted through the chain of command to the Accreditation Administrator. The submitter's chain of command shall review the proposal ensuring proper form and content.
 3. The Accreditation Administrator shall ensure that there are no conflicts with accreditation standards or current General Orders
 4. Upon approval by the Bureau Commander, the Accreditation Administrator shall disseminate and maintain an Accountability Report of those members who have acknowledged receipt and review of the order.

5. Memoranda may be used as temporary procedures issued under the authority of the Bureau Commander.
- B. Operational Plan: - Operational Plan (WHPD – 167A, WHPD 167B) relates to specific, temporary circumstance that affects only certain individuals or an individual component of the department. They do not meet the criteria for a Bureau Directive or a General Order. Operational Plans may be drafted by a supervisor or designee and submitted for approval, via the chain of command, to the Bureau Commander. The original Operational Plan shall be maintained in the Office of the Chief of Police.
 - C. Personnel Action Form: - Letters issued by the Chief of Police to direct the following actions:
 1. The appointment of new personnel.
 2. The assignment or transfer of members or employees from one assignment to another.
 3. The promotion or demotion of personnel.
 4. The suspension, dismissal or restoration to duty.
 - D. Training Bulletin: - A written document issued by the Training Officer which provides personnel with legal updates, new information, explanations or guidance. These directives are issued in memorandum (with attachments when necessary) format to affected Department supervisors to be reviewed with their subordinates. (CFA3.01a)
 - E. Temporary Order: - A written document issued by the Chief of Police in memorandum form to revise a current General Order until final publication is completed. They shall be numerical in order and distributed by the Accreditation Administrator. The Accreditation Administrator shall also maintain an Accountability Report of members acknowledging receipt and review of the order.

III. Written Correspondence:

Correspondence is important to the effective functioning of the Department. Since correspondence creates an image, it must be acted on promptly and prepared professionally. All correspondences shall follow City of Winter Haven Style Standards guideline.

- A. Representing the Department: - The use of the Department's name or member's official status or title in any personal communication is prohibited.
- B. Memoranda: - A written document issued by any member of the Department in order to: (CFA 3.01a)
 1. Disseminate or provide information or instruction not warranting formal order.
 2. Direct the actions of subordinates in situations or circumstances under a level of command not authorized to issue General Orders.
 3. Explain or re-emphasize portions of previously issued orders.

4. Inform personnel of actions or policies of other agencies.
 5. Make requests of schools, reimbursements, etc.
- C. Letters: - Letters are the Department's official means of written communication with outside entities. They shall be prepared on letterhead stationery in the accepted business-letter format.
1. Signature: - The signature of the member authorized to prepare the Letter.
 2. Personal Use: - Department letterhead shall not be used for personal or private correspondence.

IV. DEFINITIONS

- A. *Accredit* – To certify as complying with or meeting a prescribed standard.
- B. *Accreditation* – The act of accrediting, the state of being accredited, especially the granting of approval or certification of compliance by a law enforcement agency as having met certain prescribed standards as determined by the Commission for Florida Law Enforcement Accreditation (CFA) and Commission on Accreditation for Law Enforcement Agencies (CALEA).
- C. *Amend* – To alter by adding, deleting, or rephrasing. To improve; to remove the faults or errors of; rectify.
- D. *Command Staff* – The Chief of Police and Bureau Commanders.
- E. *Duty* – An act or course of action that is required by position, law, custom, or moral obligation. A service, function, or task assigned to a member.
- F. *General Orders* – A written order, which states policy, procedure, rule or regulation for the permanent guidance of member behavior or operations in achieving specific Department goals.
- G. *Index* – To table, file, or catalogue. Alphabetized listing of names, places, or subjects to simplify reference.
- H. *Manual* – A hard-copy collection of written directives in notebook format.
- I. *Memorandum* – A written document that may or may not convey an order; it is generally used to clarify, inform, or inquire within the department.
- J. *Operations Order* – A written directive that outlines the goals, objectives, and detailed plans for the implementation and execution of a special project or operation.
- K. *Policy* – A written directive that is a broad statement of Department principals. Policy statements may be characterized by such words as “may” or “should” and usually do not establish set procedures for conduct of a particular activity, but rather provide a framework for development of procedures
- L. *PowerDMS* – Data Management System that maintains all General Orders, Bureau Directives, Legal Advisors, Forms and City Policies.

- M. *Procedure* – A written directive that is a guideline for carrying out Department activities. A procedure may be mandatory in tone by using “shall” rather than “should” or “must” rather than “may”. Procedures sometimes allow some latitude and discretion in carrying out an activity.
- N. *Rescind* – To make void; repeal or annul.
- O. *Written Directive* – Any written document used to guide the performance or conduct of Department members. The term includes procedures, general orders, directives and memorandums.

NOTE: Language used within a written directive provides guidance for member compliance. Words or terms, such as “SHALL” and “WILL” require mandatory member compliance; words or terms, such as “MAY” means permissible; and words or terms, such as “SHOULD” indicate that while an instruction is not mandatory, it would be in the best interest of the Winter Haven Police Department if it were followed.



APPROVED

Vance Monroe Jr.
CHIEF OF POLICE

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 12.2

WRITTEN DIRECTIVES SYSTEM

ACCREDITATION STANDARDS:

EFFECTIVE DATE:

RESCINDS:

LAST REVISED DATE:

CONTENTS

This General Order contains the following numbered sections:

- I.
 - II.
 - III.
-

POLICY

PURPOSE

SCOPE

DISCUSSION

PROCEDURE

- I.
 - A.
 - 1.
 - a.
 - 1)
 - a)
 - (1)
 - (a)
- B.

II. DEFINITIONS

APPROVED _____

CHIEF OF POLICE

WINTER HAVEN

The Chain of Lakes City

POLICE DEPARTMENT

BUREAU DIRECTIVES 00.0

NAME OF DIRECTIVE

EFFECTIVE DATE:
RESCINDS:

CONTENTS

This Bureau Directive contains the following numbered sections:

- I.
 - II.
 - III.
-

POLICY

PURPOSE

SCOPE

DISCUSSION

PROCEDURE

- I.
 - A.
 - 1.
 - a.
 - 1)
 - a)
 - (1)
 - (a)

II.

DEFINITIONS

APPROVED _____



DATE: March 19, 2024
TO: T. Michael Stavres, City Manager
VIA: M.J. Carnevale, Deputy City Manager
FROM: Katrina Hill, Director of Public Affairs and Communication
SUBJECT: Insert the Subject of the Memo Here

ATTACHMENTS: List Attachments, Delete Line if No Attachments



Office of the Chief

(Date)

(Name of recipient)
(Address of recipient)

Dear (Name):

All official correspondence on letterhead stationary is typed in block style. The distinguishing feature of this style is that the left and right margins are justified. Double spaced between paragraphs.

Please remember your letter reflects directly on the Winter Haven Police Department. Besides its professional appearance, the letter should be pleasing to the eye.

Sincerely,

(Name of sender's signature)

(Name of sender)
(Title of sender)

ABC:ab

c: File