



# STANDARD OPERATING PROCEDURES

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## **I. POLICY**

Standard Operating Procedures (SOPs) are part of the department's formal written directives system and guide the department in carrying out agency activities.

It is the policy of the department to have Standard Operating Procedures for each specialized unit. Unit commanders will publish and make available these SOPs to each employee assigned to areas or operations covered within the SOP. Review and acknowledgement by newly assigned employees will be part of the in-processing to the unit.

## **II. PURPOSE**

- A. SOPs increase unit efficiency and effectiveness by providing guidance to line personnel in areas where no department level guidance or policy exists.
- B. SOPs ensure that all department directives are implemented throughout the department by providing further unit-specific procedure and guidance.
- C. SOPs enable unit commanders to establish procedures for the accomplishment of daily operations.
- D. SOPs standardize the routine operations that are constantly conducted by unit members. They are not intended to negate the department's initiatives regarding Problem Oriented Policing (POP) or Community Oriented Policing (COP), both of which require broad granting of discretion and empowerment to take unilateral action to resolve problems. Rather, SOPs ensure that the resources necessary to be successful at both POP and COP are available and operating at all times.

## **III. CRITERIA FOR DEVELOPMENT**

- A. Unit commanders will review all written directives and accreditation standards which apply to their areas of responsibility. Based on that review, commanders will determine the content of their SOPs. Unit commanders will ensure that new or revised SOPs do not contradict other departmental directives or applicable laws.
- B. The review of policies and development of SOPs should consider the following:
  - 1. What policies, procedures, or CALEA standards require further guidance from the unit commander? For example, many directives specify that an action will take place, but do not identify the actual person responsible for the action, nor the processing and filing of the results.

2. What policies, procedures, CALEA requirements, or operations of the unit are not found in department level directives or guidance?
3. What written directives specifically require publication of unit or facility SOPs?

#### **IV. COMPLETION & REVIEW**

- A. Unit commanders will forward completed or revised SOPs to the next higher command level for review and preliminary approval. In certain circumstances, approval will be required through bureau level (see bureau SOP for guidance).
- B. SOPs receiving preliminary line approval will be forwarded to the Accreditation Unit for directive and accreditation compliance review and comment. Suggested corrections, if any, will be discussed with the originator of the SOP.
- C. Once concurrence has been obtained from the appropriate line commanders and the Accreditation Unit, the SOP will be considered approved and operational when the unit commander signs and distributes it.
- D. Page or section revisions to existing SOPs will follow the above procedures.
- E. Commanders who are responsible for SOPs will conduct an annual review of each SOP. The purpose of this review is to determine if the directive still reflects current policies and procedures. SOPs will be revised, cancelled, or continued based on the results of this review.
- F. Upon assuming command of a department component, the new commander will receive a briefing from the outgoing commander on the SOPs and accreditation standards that the component is responsible for. Upon request, the Accreditation Unit will provide new commanders with a list of all CALEA standards for which they are responsible.

#### **V. DISTRIBUTING & FILING**

##### **A. Distribution to Unit Employees**

1. **Hard Copy:** Commanders may disseminate hard copies of each SOP to every unit employee. In this case, the SOPs will be distributed and stored in individual loose-leaf manuals issued to each employee.
2. **Electronic:** SOPs may be disseminated on computerized media to all affected employees. If so, the commander will ensure that they are backed up with hard copies put in loose-leaf manuals in specified accessible locations so as to be available for reference by all affected employees.
3. **Accountability:** Commanders will ensure that all unit employees submit a written acknowledgement that they have received and reviewed all new or revised SOPs. The commander will maintain a permanent file of these acknowledgements.

##### **B. Accreditation Unit**

Commanders will forward one copy of every new or revised SOP to the Accreditation Unit. The Accreditation Unit maintains a permanent file of all written directives for accreditation purposes.

##### **C. Command Copies**

A copy of each new or revised SOP will be forwarded to and retained by the next higher command level.

##### **D. Indexing**

Commanders will publish and make available to all affected employees an up to date index of current unit SOPs.

#### **VI. FORMAT**

- A. All SOPs will be prepared in the following manner:
  - SOPs will be printed on the department's approved SOP form. Copies of the form can be obtained from the Accreditation Unit or Property Management. The computerized SOP form is available from the

Accreditation Unit in Microsoft Word format. The SOP document must clearly indicate that it is an official department written directive.

- The date issued and the effective date will be indicated on the order.
- SOPs must be in numerical sequence and prefixed with the last two digits of the current year. A new sequence will be initiated each calendar year.
- They will be categorized by subject and related subtopic. Background, purpose, and procedure statements will be included, when applicable.
- Related department Index Codes and/or accreditation standards will be referenced, when applicable, in the REFERENCES section of the title.
- When an SOP is revised or an addition is made, it will be issued using the original number. The order will indicate a revision date and revision number.
- Each succeeding page will contain the SOP number, the subject, issue or revision date, and page number.
- The name and signature of the issuing commander will appear at the conclusion of the SOP.

**VII. CONTENT**

A. All SOPs should contain the following minimum information:

- Unit mission
- Unit functions
- Unit chain of command and command relationships with other department components
- Performance appraisal responsibilities and requirements
- Hours of work; leave and attendance policies; overtime management
- Specialized equipment, if any, issued to unit employees; proper use and maintenance of same

B. The above areas are basic mandates. Unit commanders will expand the SOPs to cover all appropriate subjects.

**VIII. PROPONENT UNIT:** Accreditation Unit.

**IX. CANCELLATION:** This directive cancels Index Code 205.2 dated 10-20-06.