



DIRECTIVE: 6.0

SUBJECT: Departmental Communications Policy		Number of Pages: 9	
DISTRIBUTION: All Personnel	AMENDS: N/A	THIS ORDER CANCELS: N/A	
DATE OF APPROVAL: 5/2/2017	DATE OF ISSUE: 5/8/2017	APPLICABLE ACCREDITATION STANDARDS	
ISSUED BY: Robert J. Tracy Chief of Police Reviewed: 2/22/2017			

DEPARTMENTAL COMMUNICATIONS POLICY

The Wilmington Department of Police will employ a standard internal communications policy. This policy will ensure that information is disseminated to members of this Department in a uniform and timely manner, and that information submitted through the Chain of Command is forwarded to its intended destination not later than two (2) weeks. The Department will utilize the following methods of written communications:

- 1) Written Directives
- 2) Informational Bulletins
- 3) Non-compliance memorandums
- 4) Divisional Standard Operating Procedures
- 5) Departmental Information reports
- 6) Other Communications

Items 1 thru 4 will be managed, disseminated and stored by electronic means such as email or a document management system.

WRITTEN DIRECTIVES

Written directives are developed by the Department and accessible to all members of the Department. These directives establish the permanent procedures or guidelines of this Department, and will be reviewed periodically and revised as necessary.

1. The Wilmington Police Officers Manual will be maintained in electronic format. The manual is separated into chapters which allow for the easy retrieval of information. The chapters are designated as follows:
 - a. Chapter 1 - The Organization



This Chapter will be dedicated to the actual structure of the Department.

- b. Chapter 2 - Office of Investigative Operations
This Chapter explains the functions of the investigative branch of this Department.
 - c. Chapter 3 - Office of Uniformed Operations
This Chapter explains the functions of the operational branch of the Department.
 - d. Chapter 4 - Uniform Crime Reporting System
This Chapter guides officers in the proper completion of reports.
 - e. Chapter 5 - Probations and Retirement
This Chapter sets forth the guidelines for officers on probation or seeking retirement.
 - f. Chapter 6 - Procedural Directive
This chapter outlines the departmental guidelines for officer's conduct while investigating complaints.
 - g. Chapter 7 - General Conduct
This chapter outlines the rules and regulations applicable to every member of this Department.
 - h. Chapter 8 - Administration of Discipline
This chapter outlines the methods employed to administer discipline upon members of this Department.
2. All directives will conform to the guidelines stated in Attachment 1: Directive Guidelines.
 3. **All proposed procedural directive changes must be submitted to the Human Resources Division, Planning and Research Officer.** Prior to issue, each directive or any revisions must be reviewed and approved by the following:
 - a. the Accreditation Manager
 - b. the Chief of Police or his designee
 - c. the City of Wilmington Law Department
 - d. the Administrative Review Board (in accordance to City Code)
 4. Once a directive has been reviewed and approved via the above process, it will be disseminated electronically using the departmentally utilized document management system.



INFORMATIONAL BULLETINS

Informational bulletins will be utilized to disseminate information which is of a temporary or self-canceling nature.

1. This will include **the following** items, and any other items deemed appropriate to be disseminated as an Informational Bulletin:
 - a. temporary operations, based on operational need,
 - b. transfers and assignments,
 - c. or special events.

2. Informational bulletins will bear the appearance of a memorandum from the Chief of Police and will contain:
 - a. the signature or initials of the Chief of Police
 - b. the person(s) or position(s) affected by the bulletin.
 - c. the subject or topic of the bulletin
 - d. the issue date of the bulletin

3. All Informational Bulletins are kept in the departmental electronic document management system for review at any time by all members of the department.

NON-COMPLIANCE MEMORANDUMS

Non-compliance memorandums will be issued when a **breach** of departmental policy is observed. These memorandums will conform to the appearance of an Informational Bulletin, except that they will be printed on red or cherry colored paper to draw attention to them. **Non-compliance memorandums will be maintained in the departmental document management system.**

DIVISIONAL STANDARD OPERATING PROCEDURES MANUAL

Each Division within the Department which utilizes specialized units or equipment requiring additional guidelines, will be responsible for developing a set of Standard Operating Procedures applicable to that unit or equipment. **All Standard Operating Procedures will be forwarded to the Planning and Research Officer for maintenance in the departmental document management system. All Standard Operating Procedures will be sent to the City Law Department for approval prior to dissemination.**

1. Each divisional Standard Operating Procedures Manual will contain at a minimum:
 - a. the divisional goals and objectives
 - b. the personnel assigned to that division, including:

(1) name



- (2) rank or position
 - (3) City of Wilmington payroll number
 - (4) home address
 - (5) home phone
 - (6) anniversary date
- c. Applicable excerpts or entire directives from the Wilmington Police Officers Manual pertinent to that Division
 - d. Specific guidelines detailing the operations of the division or any sub-unit thereof
 - e. Format of divisional forms including:
 - (1) operational forms
 - (2) daily administrative forms
 - (3) monthly report format
 - (4) annual report format
 - (5) special administrative forms (e.g. grant requests)
 - f. an inventory of the divisional equipment including:
 - (1) automobiles
 - (2) furniture
 - (3) equipment
 - (4) equipment for support of unusual occurrences
 - (5) other
- These inventories will be reviewed and updated whenever any new equipment is secured or existing equipment is replaced or retired.
- g. a divisional sign-off sheet
 - h. the name of the issuing commanding officer
 - i. the effective date

- 2. Upon transfer into a new division, every member of this Department will be required to familiarize themselves with the Standard Operating Procedures for that division.
- 3. **Members of the department have access to all departmental Standard Operating Procedures. Due to this access, it will be the responsibility of any member who is assigned to a specialized division to read and understand all Standard Operating Procedures associated with their assigned division.**
- 4. **Although there is an electronic form of all Standard Operating Procedures, the Commanding Officer of the division shall also maintain the Standard Operating Procedures in manual form to be stored within the division.**



5. Each individual procedures **format** will follow the **guidelines as shown in Attachment 2: Standard Operating Procedure Guidelines**:
6. The Division Commander or his designee will be responsible for reviewing the Standard Operating Procedures and updating them when appropriate.
 - a. The review will take place for any of the following reasons:
 - (1) change of division commander
 - (2) change of departmental or divisional policy
 - (3) change of divisional or unit function
 - (4) addition, deletion, or alteration of equipment or programs
 - (5) annual review (fiscal year)

DEPARTMENTAL INFORMATION REPORTS

Departmental Information reports will be utilized to forward information through the chain of command in a uniform manner.

1. These reports will be used to record/report the following types of information:
 - a. officer's response to disciplinary investigations
 - b. change of address or phone number (if applicable)
 - c. requests for:
 - (1) transfers,
 - (2) vacation changes
 - (3) other instances when information of an individual nature needs to be transmitted through the chain of command.
2. Each Departmental Information report will conform to the **format shown in Attachment 3: Departmental Information Report Guidelines**.
3. As these reports proceed through the chain of command, each person receiving it may comment on it's contents, either upon the original report, or on a separate Departmental Information form (if necessary).
 - a. If a separate Departmental Information report is utilized it will be attached to the original and forwarded through the chain of command.
4. In all cases each person will, at a minimum, initial the report acknowledging their receipt and review. **Any member or employee receiving information intended for a higher authority shall, in every case, forward the document without alteration.**



DISTRIBUTION POLICY

All newly issued bulletins and/or directives will be distributed using the departmental document management system maintained by the Human Resources Division. All personnel have access to the departmental document management system and are required to check the system daily, for any new information that has been disseminated. Failure to do so will result in disciplinary actions as described in Directive 7.2 (section P: Departmental Communications).

OTHER COMMUNICATIONS

THE U.S. POSTAL SERVICE

Whenever any member of the Department has occasion to use the U.S. Postal Service (mailing letters, packages, etc.) in connection with any official business, the individual will ensure that the return address (including division) will be listed on the package or envelope. Preparation to forward information via registered mail may vary throughout the Department; therefore, members will be guided by the procedure established by their Division Commander. In any event, all correspondence sent through the U.S. mail, at the expense of the City, must be processed through the Department of Finance by the Support Services Unit.

INTRA-DEPARTMENTAL MAIL

The Support Services Unit will make every effort to complete a “mail run” at least once a day; however, the ultimate responsibility for confirming delivery lies with the sender.



ATTACHMENT 1: DIRECTIVE GUIDELINE



DIRECTIVE: 6.0

Number of Pages:
THIS ORDER CANCELS: N/A

SUBJECT: Departmental Communications Policy
DISTRIBUTION: Administrative / **HEADINGS:** N/A

DATE OF APPROVAL: / **DATE OF ISSUE:** /

ISSUED BY:
Bobby L. Cummings, M.S.
Chief of Police

ALC

Reviewed:

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 - b. Chapter 2 - Office of Investigative Operations

DIRECTIVE 6.0
CLASSIFICATION OF PUNISHMENT



3 | P a g e

The **Directive Title** will be displayed in two (2) places: the subject line and before the start of the directive body

The **Directive Number** will be displayed at the top of the directive

The **Directive Body** will be divided into sections with the majority of the body written in Calibri Light font size 12 in blue 92. **Section Headers** will be written in Arial Black front size 14 in blue 176.

The **Footnote** will display the **Directive Number** and **Directive Title** to the bottom left; the **City Seal** will be displayed at the bottom center; the **Page number** will be displayed at the bottom right



ATTACHMENT 2: STANDARD OPERATING PROCEDURE GUIDELINES

Standard Operating Procedure Number
In older SOP the number may be under the SOP Title

SOP: 600-4

Standard Operating Procedure Title

INTERNSHIP POLICY

PURPOSE
The purpose of this policy is to establish guidelines for allowing a college student or unpaid intern to volunteer time to the Wilmington Police Department as part of their specified course of study or work related experience.

POLICY
It shall be the policy of the Wilmington Police Department to follow specific guidelines and procedures when providing college students and/or unpaid intern an opportunity for an off-site learning experience within the agency as part of their higher education and/or work related experience.

DEFINITION
Intern: A student in advanced studies attending a recognized and accredited college/university or worker who gains practical experience within a supervised work setting in the police department and receiving no compensation from the City of Wilmington. (For the purpose of this policy, an intern must be 18 years or older.)

PROCEDURES
A. Direct responsibility for the management of the intern program rests with the Human Resource Division under the responsibility of the HRP Lieutenant. The HRP Lieutenant will be the contact person for the college/university, intern and other police supervisors working with the intern. The Commanding Officer of the Human Resources Division will monitor and the planning officer of the Human Resources Division will help coordinate.

Standard Operating Procedure Footnote with SOP Title, Number and Page Number

SOP 600-4
INTERNSHIP POLICY
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ATTACHMENT 3: DEPARTMENTAL INFORMATION REPORT GUIDELINES

Departmental Information Report Header

OFFICE OF PUBLIC SAFETY
DEPARTMENT OF POLICE
WILMINGTON, DELAWARE

All items of the Departmental Information Report (TO; FROM; DATE; RE) are aligned to the left of the page

Departmental Information
TO: Bobby L. Cummings, M.
Chief of Police
FROM:
DATE:
RE:
Sir,

Departmental Information Report Signature...also acceptable to be aligned to the left of the page

Respectfully Submitted,

