	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject **DIVISION OPERATIONS MANUAL**	**Policy Number** **GA-3**
		Effective Date **04-05-23**

Related Information	**Supersedes**
	GA-3 (12-06-17)

PURPOSE

The purpose of this Office Policy is to establish guidelines and procedures to develop, distribute, and revise operations manuals for divisions of the Office.

POLICY

It is the policy of the Office that each division maintain an operations manual detailing their specific operating procedures, practices, and directives. All operations manuals shall conform to a standard format and be consistent with Office Policy.

DEFINITIONS

None

PROCEDURES

1.   **Developing or Revising an Operations Manual:** An operations manual contains specific, in-depth, and supplemental information regarding the practices, directives, and procedures of the originating division and shall be consistent with Office Policy.

    A.   In developing a draft for a new or revised operations manual, the division commander or designee, shall ensure the formatting of the manual is outlined, as specified in this Office Policy and complies with applicable standards and Office Policies. The division commander may separate operations manuals for individual sections or units within their division. Personnel within a division may submit revisions and additions to operations manuals, as needed through their division chain of command.

        1.   Office operations manuals shall be prepared and formatted, as specified in Attachment A Operations Manual Guidelines and Attachment B Operations Manual example format.

        2.   A new or revised operations manual requires signatures from the division commander and bureau chief prior to implementation. The effective date shall be placed on the manual.

    B.   Content Requirements: Operations manuals shall contain the following sections:

        1.   Cover page, including a short paragraph that introduces the manual, an effective date, and signatures blocks for the division commander and bureau chief;

        2.   Table of Contents, outlining the contents of the manual;

3.   Section 100, *Introduction*, including, but not limited to, a paragraph introducing the area originating the manual, definitions and abbreviations, mission statement, and an organizational chart;

4.   Section 200, *Duties and Responsibilities,* including, but not limited to, a listing of each assignment within the division and that assignment's duties and responsibilities;

5.   Section 300, *Procedures*, including, but not limited to, procedures for day-to-day operations and any special operations of the division;

6.   Section 400, *Equipment,* including, but not limited to, a list and description of specialized equipment used by the division;

7.   Section 500, *Documentation,* including, but not limited to, information regarding forms that are specific to the division and copies or the location of the forms;

8.   Section 600, *Training,* detailing any specialized training needed for employees of the division; and

9.   Section 700, *Emergency Procedures,* including, but not limited to, emergency evacuation maps for the division, call out procedures, and specialized emergency information for the division.

C.   Operations manuals shall be reviewed and updated annually. Division commanders are responsible for ensuring all operations manuals within the division are current and are reviewed at least annually and made available to the division's affected employees. Any updates to a revised approved operations manual should normally require communication to the division's affected employees regarding the new information by the division commander or designee.

D.   In the event the operations manual revisions are not complete, or if there are no updates, division commanders shall provide a new signature page which will indicate the updated review date, along with the other required signatures as outlined in this Office Policy.

2.   **Copies of Operations Manuals:** Division commanders or designees are responsible for publication and distribution of approved operations manuals within their respective divisions. For compliance records of the annual review requirements, as specified in this Office Policy, an approved complete electronic version of each manual shall also be provided to both the Policy Development Section of the Administrative Services Division and the Training Division, to include the signature page and effective date.

3.   **Retention:** Division commanders or designees are required to retain approved operations manuals with signatures from the division commander and bureau chief for a period of three years.

OPERATIONS MANUAL GUIDELINES

OVERVIEW OF DEVELOPMENT PROCESS:

Operations Manuals are to be written at the unit, section, or division level, and will be submitted through the chain of command for approval by the division commander and bureau chief.

OPERATIONS MANUALS SHALL CONTAIN THE FOLLOWING:

1.   A MCSO cover page which includes a short paragraph to introduce the operations manual and signature blocks for the division commander and the bureau chief.

2.   A table of contents outlining the contents of the manual.

3.   An introduction section, section 100, containing a brief description of the unit, section and/or division to be discussed in the manual; definitions and abbreviation, if needed; a mission statement (optional); and an organizational chart.

4.   A duties and responsibilities section, section 200, containing an outline of the duties and responsibilities of each duty post or position. This section should outline what each person does, not how it is done.

5.   Section 300 contains the procedures for completing the operations of the area. Manuals may contain several procedure chapters to cover the entire division operations which may include several units or sections.

6.   Section 400 contains a brief explanation of equipment unique to the originating area. The information may cover topics such as where the equipment is to be stored, how it is to be maintained, when it is to be used, who is authorized to use it, and basic operating procedures.

7.   Section 500 contains information regarding any documentation unique to the originating area. Example forms, or line by line directions, are not to be used. The information may cover topics such as when the documentation is to be used, who is to complete the documentation, where the documentation will be forwarded or filed, and basic procedures for using the documentation.

8.   Section 600, details any specialized training needed for the employees in the originating area.

9.   An emergency procedures section, section 700, if applicable. In areas of operation which are wholly within a larger facility, this section should include the following:

   A.   A statement that reads: The (area of operation) is subject to the emergency procedures of the (facility), and have available a copy of the emergency plans for

that facility. The (area of operation) personnel are required to read and be familiar with these plans; and

B.   Details unique to that area of operation, which are not likely to be covered in the facility's plans, such as finding alternatives to calling Security Control on the telephone.

OPERATIONS MANUAL STYLE GUIDE THAT MAY BE USED:

1.   **Capitalization**:

A.   The first letter of the general terms such as, bureau, division, district, section, and unit will NOT be capitalized (Each *section* of the Office will...).

B.   The first letter of each word of specific referrals to organizational areas of operation should be capitalized regardless of whether the organizational area of operation title is named (*Lake Patrol Division, Tactical Operations,* or *Communications*).

C.   The first letter of the word "commander" should be capitalized only if it is referring to a specific bureau chief or division commander (Each *bureau chief* should...; The *Custody Operations Bureau Commander* should...).

D.   The first letter of the word "Policy" should be capitalized when referring to the Policy and Procedure Manuals (...as specified in *Policy*...). The first letter of the word "policy" should not be capitalized when referring to a philosophy of the Office (It is our *policy* to …).

2.   **Punctuation**:

A.   The term "chain of command" should not be hyphenated.

B.   The letters in acronyms should not be separated by periods (*JMS* not J.M.S.).

C.   A comma should be placed after the words "including" and "to" in the statement "including, but not limited to, the following:"

3.   **Spacing**:

A.   Single spacing will be used in all paragraphs.

B.   Double spacing will be used between all paragraphs.

4.   **Miscellaneous**:

A.   Operations Manuals are to be written in the third person (it, they). Use of the second person (you) or first person (I, we) should be avoided.

B.   The terms "above" or "below" are not to be used when referring to another section of the manual. If necessary the phrase "as specified in this manual", or "as specified in 301 SEARCH PROCEDURES," should be used.

C.   Underlining should not be used within a paragraph unless it is considered crucial to emphasizing a part of the manual. When used, it is to be used sparingly, underlining a single word or group of words.

D.   Form numbers should not be cited unless absolutely necessary. Only form titles need be used. When specific form titles are cited, the first letter of each word should be capitalized. The first letter of generic form terminology should not be capitalized (Bi-Weekly Payroll Time Sheet, time sheet).

E.   Telephone numbers should not be cited unless absolutely necessary. It is recommended a telephone number page be made available or as an Attachment to the manual.

F.   When used in the body of the manual and not the outline format, numbers below 10 should be spelled out (seven). Numbers should be used in their numerical form if they are 10 or above. A sentence should not begin with a number. If necessary, the sentence should be restructured or the number should be typed as a word.

G.   Maricopa County Sheriff's Office should be referred to as "Office" or "MCSO" whenever possible. When "Office" refers to the Maricopa County Sheriff's Office, the first letter should be capitalized. The word "Department" is not to be used when referring to the Office.

H.   When referring to a Policy, the number and title should both be cited, separated by a comma, with the first letter of each word in the subject title capitalized (Office Policy GA-1, *Development of Written Orders*), and the entire title in italics.

I.   The word "ensure" should not be spelled as "insure" unless it refers to insurance, such as "*insure* a vehicle."

TIPS AND HINTS:

1.   An Attachment can be used to provide information such as, but not limit to, emergency evacuation maps, templates or instructions on completing forms.

2.   Example forms, or line by line directions for completing forms, are not to be used. If the forms were to change, the manual would have to be revised to reflect the new form.

3.   Sections should coincide with the examples.

4.   Duties and responsibilities should be kept to one page. Each person's duties should start on a separate page.

5.   Each chapter should start on a separate page. Sections under a chapter should start on a new page, whenever possible.

6.   Only documentation and equipment unique to an area should be included in the documentation and equipment chapters. If other areas of the Office use the documentation or equipment, or if it is described in Office Policy, it does not need to be included in an operational manual.

7.   Definitions should only be used if the words or terms are used in the manual, and a definition is needed. Abbreviations can be used to shorten a word or a phrase, such as Maricopa County Sherriff Office (MCSO), or Legal Liaison Section (LLS).

8.   The organizational chart should show all areas of operation, and one level above the area originating the manual.

9.   The title page should contain an introduction to the manual.

10.   The introduction page should contain the introduction to the area originating the manual. A division mission statement is optional.

[Cover Sheet Example]
MARICOPA COUNTY SHERIFF'S OFFICE
(AREA OF OPERATION)
Operations Manual
Effective Month XX, 20XX

(Address of Operation)

The content of this Office manual provides specific guidance regarding the administrative practices and procedures associated with the (Area of Operation). The contents are not intended to supersede or conflict with Office Policy, but to clarify and define the division's daily operations. Personnel assigned to the (Area of Operation) shall be responsible for reading, understanding, and complying with the provisions contained in this Operations Manual, in addition to Maricopa County Sheriff's Office Policy.

Approved By:

_____   **Date:** _____

    Division Commander

Approved By:

_____   **Date:** _____

    Bureau Chief

[Table of Contents Example]
TABLE OF CONTENTS

<u>ATTACHMENT</u>

To provide information such as emergency evacuation maps, templates or instructions on completing forms.

Standardized Formatting for Operations Manual

Operation Manuals will be prepared in standard outline format, with sections and subsections preceded by a number or letter indented ½ inch from the body of the section. Breakdowns of paragraphs must be in two or more parts. There normally cannot be an "A" without a "B" or "1" without a "2".

1. TEXT, TEXT, TEXT.

    A. TEXT, TEXT, TEXT.

        1. TEXT, TEXT, TEXT.

            a. TEXT, TEXT, TEXT.

            b. TEXT, TEXT, TEXT.

                (1) TEXT, TEXT, TEXT

                    (a) TEXT, TEXT, TEXT

                    (b) TEXT, TEXT, TEXT

                        i) TEXT, TEXT, TEXT

                        ii) TEXT, TEXT, TEXT

                            a) TEXT, TEXT, TEXT

                            b) TEXT, TEXT, TEXT

                (2) TEXT, TEXT, TEXT

        2. TEXT, TEXT, TEXT.

    B. TEXT, TEXT, TEXT.

  2. TEXT, TEXT, TEXT