


**FLORIDA FISH AND WILDLIFE  
CONSERVATION COMMISSION**

**DIVISION OF LAW ENFORCEMENT  
GENERAL ORDERS**

**COLONEL JULIE JONES**



TITLE	WRITTEN DIRECTIVE SYSTEM	EFFECTIVE DATE	July 21, 2008
CHAPTER	GENERAL ORDER 01	PAGES	6
APPROVED		RESCINDS/AMENDS	June 1, 2003

**1  
POLICY**

- A** It is the policy of the FWC Division of Law Enforcement to provide guidance to its members through written directives which:
  - (1) Reflect the requirements of applicable U.S. and Florida laws, rules and regulations;
  - (2) Increase accountability to the public and to the Division's members; and
  - (3) Exemplify best practices in law enforcement.
- B** It is the policy of the Division of Law Enforcement to distribute written directives electronically whenever feasible in order to maximize the potential of existing information technology infrastructure and to minimize expenditures associated with the production and shipping of printed materials.
- C** It is the policy of the Division of Law Enforcement to post its written directives on the Division's Internet and Intranet sites to facilitate access for members and the public. Directives for **Law Enforcement Use only** shall not be posted to the Internet.
- D** It is the policy of the Division of Law Enforcement to keep all written directives current by reviewing all General Orders at least once every three years, coinciding with the accreditation cycle.
- E** Written directives take multiple forms in the Division of Law Enforcement, such as:
  - (1) General Orders (GOs) as collected in the Division's General Orders Manual,
  - (2) Interim Policy Memoranda (IPMs), which provide amendments to General Orders while a more complete revision to a GO is pending, and
  - (3) Law Enforcement Legal Bulletins, which advise members of changes to the law and/ or provide clarification or interpretation assistance. Legal bulletins are prepared by the Division's Legal

Advisor.

- (4) Standard Operating Procedures (SOPs) and other Division Manuals.
- (5) Guidance for Division members may also be communicated by other means, including, but not limited to, letters, memos, video messages, etc.

F The Division's written directives are issued pursuant to authority granted to the State of Florida Fish and Wildlife Conservation Commission's Executive Director under the provisions of Chapter 20, Florida Statutes. The authority to determine, issue, modify and approve Division policy has been delegated to the Director of the Division of Law Enforcement.

## **2 RESPONSIBILITIES**

### **A Division Director**

- (1) The Director of the Division of Law Enforcement is authorized by the Executive Director of the Florida Fish and Wildlife Conservation Commission (FWC) to issue, modify, and approve administrative and operating policies, procedures, rules and regulations concerning the operation and management of the Division of Law Enforcement through written directives.
- (2) The Division Director or designee may delegate the authority to promulgate or amend written directives to appropriate personnel.

### **B Division Chief of Staff**

- (1) Responsibility for the administration of the Division of Law Enforcement's written directives rests with the Division's Chief of Staff. The Chief of Staff or designee will ensure that the General Orders and other written directives are audited, updated and archived periodically as needed to maintain operational accountability and as directed by the Division Director.
- (2) The Chief of Staff is responsible for compliance of the Division's written directives with Florida Statutes, the Commission's policies and procedures, the provisions and standards of the Commission for Florida Law Enforcement Accreditation (CFA), and organizational needs of the Division.
- (3) The Chief of Staff or designee will ensure that new or amended written directives are distributed to all members in a timely manner.
- (4) The Chief of Staff or designee will coordinate with the Division Training Section to deliver training on new policies and procedures if required by new or amended written directives.

### **C Division Training Section**

- (1) The Division Training Section will coordinate with the Chief of Staff or designee to identify training needs based on new and/ or revised written directives and develop lesson plans and training materials as needed.
- (2) The Division Training Section will issue hardcopy General Orders Manuals to newly-hired sworn members as part of their initial equipment issuance.

### **D Supervisors**

- (1) All Supervisors are required to proactively communicate policy changes as expressed in the Division's written directives to their subordinates in a timely fashion. This includes, but is not limited to, verbal briefings, email and telephone messages, etc.
- (2) Supervisors are encouraged to facilitate access to email and the Division's Electronic Written Directive Management System for members without regular access to an agency-issued computer.
- (3) Supervisors shall assist members who are required to maintain a hardcopy General Orders Manual to keep these manuals up-to-date.

## E Members

- (1) All members of the Division of Law Enforcement, including reserve officers and civilian volunteers, are required to comply with the written directives issued by the Division and the Commission, including any applicable Standard Operating Procedures and other Division Manuals.
- (2) Members with an issued personal computer or laptop are not required to maintain a hardcopy General Orders Manual, but may choose to do so. If they choose to maintain a hardcopy General Orders Manual they are responsible to maintain its contents up-to-date.
- (3) Members without an issued personal computer or laptop are required to maintain a hardcopy General Orders Manual. These members are responsible for keeping their issued General Orders Manual up-to-date.
- (4) All members without an issued personal computer or laptop are responsible for accessing their Commission-assigned email account ([firstname.lastname@myfwc.com](mailto:firstname.lastname@myfwc.com)) on a regular basis, but at least once per pay period or when directed by a supervisor.
- (5) Members with an issued personal computer or laptop are expected to respond to customer e-mails within five business days. Employees who will not access their agency e-mail account for more than two business days shall enable the e-mail out-of-office response to advise customers they are out of the office and their planned return date. The message shall provide the name(s), e-mail address(es) and phone number(s) of other FWC members who may be contacted for immediate assistance.

## 3 PROCEDURES

### A Types of Written Directives

- (1) General Orders (GOs)
  - (a) Each Division General Order shall have a header that includes the following:
    1. Law enforcement badge logo (FWC specific)
    2. Commission name (Florida Fish and Wildlife Conservation Commission)
    3. Division name (Division of Law Enforcement)
    4. Approving authority (Director, Division of Law Enforcement)
    5. Title: Indicates the subject matter of the General Order
    6. Chapter: Indicates the General Order chapter number
    7. Effective Date: Indicates the month, day, and year that the General Order became effective
    8. Pages: Indicates the total number of pages
    9. Rescinds/Amends: Indicates the General Orders that were altered or purged
    10. Approved: Reflects the Division Director's signature of approval
  - (b) Following the agency header, there are four major sections in each General Order:
    1. Policy
      - a. The Policy Section provides the framework within which more specific guidance, such as procedures and rules, can be developed when necessary. Policy delineates the parameters within which a Division member can and should function.



- (5) Memos and other Documents
  - (a) Memoranda other than IPMs shall be issued using the current Memo Form (FWC/DLE-521AR).
  - (b) Other documents shall be in the format most appropriate to facilitate effective communication within the Division.

## **B Numbering, Indexing and Searching of Written Directives**

- (1) General Orders are numbered sequentially starting with General Order 01. The numbers do not assign a value or level of importance to any given General Order, and merely serve as unique identifiers.
- (2) Titles of General Orders serve as indexing tools. Titles of General Orders and other written directives shall clearly identify the subject matter addressed by the document.
- (3) Since all written directives of the Division are posted on the Division's Internet and/ or Intranet sites, searches by keyword can be conducted using the keyword search function of the software used to access the written directive.

**C Amendments and Rescissions** – The approval of the Division Director is required to amend or rescind General Orders and other Division directives.

## **D Dissemination of Amended/ Rescinded and New General Orders and other Written Directives**

- (1) The Chief of Staff or designee distributes amended/ rescinded and new General Orders and other written directives as needed throughout the year.
- (2) Amended/rescinded and new General Orders will be transmitted to members via the Division's Electronic Written Directive Management System.
- (3) Members have 30 days from the issue date of a written directive to familiarize themselves with the content of the written directive and to acknowledge receipt through the Electronic Written Directive Management System.

## **E Issuing the General Orders Manual**

- (1) Newly-hired sworn members will be issued hardcopy General Orders Manuals as part of their initial equipment issuance. These members will be provided with access to the Electronic Written Directive Management System to acknowledge receipt of the Division's General Orders and written directives.
- (2) All new hires of the Division of Law Enforcement will have thirty days to acknowledge receipt of the Division's General Orders through the Electronic Written Directive Management System.
- (3) Supervisors may request in writing to the Chief of Staff additional time, not to exceed thirty days, for new hires to acknowledge receipt of all General Orders and written directives.
- (4) Copies of the General Orders Manual shall be assigned to reserve officers and acknowledgements of receipt for the manual and amended/ rescinded and new General Orders and other written directives shall be handled in accordance with General Order 20, *Division Reserve Program*.
- (5) One hardcopy of the General Orders Manual will be maintained and kept readily available by the Duty Officer Supervisor in each of the Communication Centers.
- (6) All manuals will be inspected yearly by supervisory personnel in order to ensure that revisions and modifications have been posted and acknowledged.
- (7) Individuals that are promoted or transferred to another position retain their issued General Orders Manual.
- (8) Retiring or separating members must turn in their General Orders Manual to their supervisor prior to separation.

## **F Development of General Orders**

- (1)** All members of the Division of Law Enforcement are encouraged to submit recommendations for improving operating procedures and amending Division policy. All recommendations for creating, amending, or deleting an order or procedure shall be submitted on Form FWC/DLE-523AR (General Order Change Request) via the chain of command to the Chief of Staff.
- (2)** The Chief of Staff or designee prepares new and revised directives at the Director's request. The Chief of Staff or designee may convene a committee (General Orders Committee) or delegate development of a draft proposal to a member with expertise in the subject matter. A copy of the draft proposal will be forwarded to the Director, Deputy Directors, Division Legal Counsel and Subject Matter Experts as determined by the Chief of Staff or designee for review and comment by the specified deadline.
- (3)** Upon receipt of comments, the Chief of Staff or designee will resolve any conflicts and concerns before issuing a preliminary and temporary draft. The preliminary and temporary draft will be submitted to the appropriate bargaining unit for review and comment. The Chief of Staff or designee will resolve any conflicts and concerns before issuing a final draft. The final draft will be forwarded to the Director for signature.
- (4)** The Chief of Staff or designee will prepare the signed final draft for issuance and dissemination through the Division's Electronic Written Directive Management System.
- (5)** The Chief of Staff or designee shall maintain an archive of rescinded and amended General Orders. For reference purposes, this archive shall contain the versions of written directives immediately preceding the version currently in effect. Older version may be disposed of in accordance with established records management retention schedules.

## **4 FORMS**

FWC/DLE-521AR

Division of Law Enforcement Memorandum

FWC/DLE-523AR

General Order Change Request