01.07 Developing and Reviewing Procedures and Forms

A. General

Internal procedures and forms are developed and revised at the discretion of the Director.

Procedures tell how, when and where to perform acts. They describe steps taken to attain an end result. They do not explain philosophies, justify practices, or express opinions. Procedures are effective only when they are published in the Employee Handbook. The Procedures Review Committee meets monthly to review new and revised portions of the Employee Handbook.

The Employee Handbook is reviewed for applicability annually. All procedures in the employee Handbook should carry a "reviewed" or "revised" date within approximately one calendar year of the current date. According to the following schedule, affected work units review procedures and make any necessary revisions.

1st & 2nd quarters – Patrol and Investigations review procedures and forms in sections 06. Law Enforcement, 07. Patrol, 08. Investigations, and 10. Alcohol Beverage Control.

3rd quarter – Support Services and review team review procedures and forms in sections 01. Introduction, 02. General, 05. Health & Safety, 11. Criminal Identification, and 13. Information Technology

4th quarter – Management Services, and review team review procedures and forms in sections 03. Personnel and Payroll, and 04. Financial Transactions.

Section 09. Forensics and Section 12 Peace Officer Standards and Training are maintained outside of the Handbook and are linked to it; Forensics and POST revisions do not occur through the Employee Handbook process.

B. Developing a new procedure or form:

1. To develop a new procedure or form, submit the idea to your Major/Manager.

2. The Major/Manager ensures that the Director approves of the idea for the new procedure.

3. Following approval from the Director, the Major/Manager may delegate drafting of the procedure or form.

4. When you complete the draft, inform your Major/Manager that the procedure or form is ready for review.

C. Drafting a new procedure:

1. Look at an existing, similar procedure for proper formatting, or contact the procedures editor for assistance.

2. Copy the [EHF 01 07-01 Procedures Template](#) to the drive on which you normally work; do not draft your procedure in any of the procedures folders on the global drive.

3. Following the approved format of the [Employee Handbook](#), draft the procedure.

4. Determine the purpose and scope of the new procedure and to whom it applies. This is usually expressed in section A. General, of the procedure.

5. Section B. is typically definitions, but if there are no definitions for the procedure, begin the procedure here.

6. Procedures are generally stated in positive language, giving instruction on how to perform certain actions. Avoid negative instruction unless there is no other way to express the action.

7. Use action verbs and present tense: "respond," "limit," "drive," "deliver" are preferable to "a response will be forwarded," "use will be limited," etc.

8. Use "will" or "must" to clearly indicate an obligation to act. Do not use "shall" – while it is imperative or mandatory, "shall" may also imply a future action and be confusing to the reader.

9. Use short, simple sentences and phrases, avoiding redundancies such as "each and every", "full and complete" or "authorize and direct."

10. Describe the process:
    a. arrange the steps in order;
    b. assign the actions;
    c. describe each step;
    d. establish requirements (equipment, materials, other prerequisites);
    e. identify decisions and verifications (if this, then that);
    f. note special conditions and cautions; and
    g. indicate where forms are necessary to carry out the actions in the procedure.

11. Ensure that the steps in the procedure are consistent with actual practice and capabilities of employees performing the tasks governed by the procedure.

12. Identify other procedures/forms impacted and draft any necessary revisions.

13. Notify your Major/Manager that the procedure is ready for management review.

14. The Major/Manager/designee reviews the draft and approves it, modifies it, or returns it to the author for more work. This may happen as many times as necessary.

15. The Major/Manager informs the procedures editor that the draft is ready for review.

16. The procedures editor reviews the draft to ensure language and format is consistent with the Employee Handbook style and philosophy.

17. The procedures editor may modify the draft, return it to the Major/Manager for further work, or place the draft on the agenda of the next regularly scheduled Procedures Review Committee meeting.

D. Revising an existing procedure:

1. To revise a procedure or form outside of the quarterly review schedule, contact your Major/Manager for approval.

2. Procedures are available to only one reviewer/reviser at a time, to avoid confusion among revisions.

3. Contact the procedures editor to obtain a Word copy of the document. The procedures editor delivers a copy of the requested procedure with Track Changes function activated.

4. Ensure that you are identified as the author of your changes by the following process.
   a. on the Review tab of your toolbar in Word, select change tracking launcher (the small icon in the bottom right corner of the Tracking group);
   b. select "Change User Name" from the Track Changes Options dialog box;
   c. enter your name and initials in the appropriate fields of the dialog box and
   d. select OK to save your changes.

5. Following the approved format of the Employee Handbook, revise the procedure.

6. Follow instructions 6 through 13 in section C., above.

The original drafting or revision of a procedure is considerable work. No matter how well you write, there will necessarily be editing. It is never intended to criticize your efforts; it is intended to maintain uniformity among the many documents comprising the ISP Employee Handbook.