

	LANE COUNTY SHERIFF'S OFFICE POLICY	Number: G.O. 3.04
		Issue Date: March 21, 2005
		Revision Date: June 23, 2021
CHAPTER: Organization, Management and Administration		Related Policy: G.O. 3.01 (Sheriff's Office Manual and Relationship to Other Documents)
SUBJECT: Orders, Written Directives and Chain of Command		Related Laws:

POLICY: Sheriff's Office supervisors and managers have been delegated the responsibility and authority to give lawful orders consistent with the limits of their authority, Sheriff's Office mission, values, goals, laws, general orders, training, and supervision. Orders may be oral or written.

Written directives are provided to employees for the purpose of standardizing and unifying the efforts of all employees to attain a common goal and to assist each employee in understanding their role and to establish procedures to use in providing services to the public.

The chain of command has been established to outline the order of precedence for command of the Sheriff's Office and for the flow of information within a division.

RULE (s):

1. Employees shall obey all lawful orders immediately, or in a timely manner, as the circumstances require.
2. Employees will perform their duties in conformance with written directives as described in this order.
3. Except in emergency situations or gross deviation of conduct or violation of policy, rules, or procedure, all inquiries pertaining to the Sheriff's Office activities should be initiated with an employee's immediate supervisor.

PROCEDURE:

I. Orders

- A. Employees carrying out an order who receives another order conflicting with the first order will advise the supervisor issuing the conflicting order of the nature of the conflict and the supervisor who issued the first order. If, after giving such advice, an employee is instructed to carry out the conflicting order, that employee will do so. The supervisor giving the conflicting order will accept responsibility for ensuing action as a result of his/her order.

- B. No employee will issue any order that would require unlawful action, prohibit action required by law, or require any other employee to carry out an unlawful order.
1. If an employee is given an order that they have reasonable grounds to believe or know to be an order which would require an unlawful activity, or omission of an action required by law, it will be the responsibility of that employee to advise the supervisor giving the order notification that they believe the order to be unlawful. Responsibility for refusal to obey order rests with the employee, who will be required to justify the refusal.
 2. In the event that an order has been contested on the grounds that it is unlawful, the supervisor giving such order may demonstrate that the order is not unlawful. When it has been demonstrated that the order is lawful, it is to be obeyed.
 3. Employees issuing an unlawful order are responsible for ensuing action, including being subject to Sheriff's Office discipline and consequences for any crime that may have been committed.
 4. Employees shall not comply with any order that they know to be unlawful.

II. Written Directives

A. General Orders

General Orders define policy, rule, and procedure for carrying out Sheriff's Office activities. The Sheriff's Office Manual is composed of General Orders. General Orders are permanent and remain in effect until officially cancelled or revised. The Sheriff must approve any General Order before it is issued.

1. Policy
 - a. Policy reflects the philosophy of the Sheriff and the Sheriff's Management Staff. Policy is stated in broad, general terminology. It is meant to be attitude forming to guide, inform, and educate each employee as to what they are expected to perform and accomplish in the assigned duties.
 - b. Policies express what is deemed important to the Sheriff's Office, the Sheriff, Management, and ultimately the employee who carries out that policy.
2. Rule

- a. Rules are intended to reduce or eliminate discretion by the employee.
- b. Rules are strict guidelines describing expected or prohibited conduct, stating what must be done, or what must not be done.

3. Procedure

- a. A procedure can be related to a road map that gives directions to an employee as to how that employee is expected to get to a particular destination as efficiently and effectively as possible, and within established policy guidelines.
- b. A procedure is more detailed in structure, outlining a way of proceeding to accomplish a routine function and how that employee is expected to achieve a desirable goal.
- c. Usually, a procedure is a step-by-step method to accomplish a task and involves a lesser degree of discretion available to the employee.

B. Other types of written directives

1. Special Orders.
2. Division Orders.
3. Training Orders.
4. Memorandums.

III. Inquiries Pertaining to Sheriff's Office Activities/Chain of Command

- A. All inquiries pertaining to Sheriff's Office activities should be initiated with an employee's immediate supervisor. These will include:
 1. Complaints.
 2. Grievances.
 3. Other job-related problems.
- B. It is the immediate supervisor's responsibility to attempt to answer the employee's questions or solve their problems within a reasonable period of time. If the subordinate employee is dissatisfied with the result of the supervisor's efforts, the subordinate may inform the supervisor of this dissatisfaction and request permission from the supervisor to go to the next level of the chain of command in an attempt to obtain further clarification or seek an alternate solution to the problem.

- C. There is an existing open door policy up to and including the Sheriff to discuss personal problems or matters unrelated to Sheriff's Office activities. Even in these instances, courtesy would dictate that employees inform their supervisor of their intentions and need to see the Command Officer in question.
- D. Each division within the organization of the Sheriff's Office will operate with some degree of autonomy, receiving direction and policy from the Sheriff and emanating through each division's established chain of command. To operate efficiently and as a unified organization, each division and all internal members are expected to cooperate with each other and, whenever possible, provide all necessary assistance and resources to each other to accomplish the goals of the Sheriff's Office in a unified effort. Mutual respect and professional courtesy will always be demonstrated.
- E. In emergency situations and situations of gross deviation of conduct or violation of rules, regulations, policy, or procedure, crossing divisional lines of authority would be acceptable and expected.

IV. Informal Grievances

- A. Employees who feel they have a grievance are encouraged to resolve such problems through the established chain of command.
 - 1. An employee should exhaust all means of resolving a grievance within the Sheriff's Office, including taking the grievance as high as the Sheriff through the chain of command, before resorting to grievance procedures outside the Sheriff's Office.
 - 2. Deviation from the established chain of command procedures proscribed in this order may be subject to disciplinary action.
- B. If a grievance cannot be resolved to the satisfaction of the employee, the employee should then resort to those grievance procedures available outside the Sheriff's Office, whether through the County grievance procedure or through a grievance procedure provided through a labor agreement.