

	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.