

**Chapter 01    The Operations Manual**  
**Section 01 - Operations Manual Organization, Style, and System of Citation**

**A. Purpose.**

The purpose of this section is to establish the organization and the style of the Operations Manual. This section also establishes the proper citation to an Operations Manual provision and provides for general and special orders.

**B. Organization.**

The Operations Manual is organized by:

- (1) Chapter;
- (2) Section;
- (3) Subsection;
- (4) Paragraph;
- (5) Subparagraph; and
- (6) Item.

**C. Citation.**

(1) The elements of a citation to the Operations Manual shall be as follows:

01. (Chapter);

02. (Section);

A.(Subsection);

(1) (Paragraph);

(a) (Subparagraph); and

(i) (Item).

(2) When an employee cites to an Operations Manual provision in writing to another employee, the citation shall begin with:

- (a) OM; or
- (b) Operations Manual.

(3) When an employee cites an Operations Manual provision in writing to an individual who is not an employee, the citation shall begin with "Operations Manual."

(4) The abbreviation OM and the words "Operations Manual" shall be separated from the remainder of a citation by a single space. (For example: OM 01. and Operations Manual 01.)

(5) A citation to the Operations Manual shall include:

(a) As many elements listed in paragraph (1) of this subsection as are necessary to pinpoint the provision (For example: OM 03.02.B(5)(a)(ii));

(b) A period immediately after the chapter element and the section element (For example: OM 03.02.);

(c) A period immediately after the subsection element unless the citation includes a paragraph element (For example: OM 03.02.A. but OM 03.02.A(4)); and

(d) Parentheses enclosing the paragraph, subparagraph, and item elements of the citation (For example: OM 03.02.B(5)(a)(ii)).

(6) Except as set forth in paragraph (4) of this subsection, a citation may not include a space between elements.

#### **D. Style.**

(1) The Operations Manual reflects the writing style prescribed by the Office of the Secretary of State, Division of State Documents, for the standardization of State regulations.

(2) Except as noted in paragraphs (3) and (4) of this subsection, the Operations Manual text shall be size 11, Trebuchet MS font.

(3) Each chapter heading and section heading within the Operations Manual shall be size 12, Trebuchet MS font, bold style; and

(4) Each footnote shall be size 10, Trebuchet MS font.

#### **E. Issuance and Receipt.**

(1) Until an electronic version of the Operations Manual is available, an Operations Manual shall be issued to each:

(a) Candidate for the position of agent or monitor;

(b) Agent and monitor; and

(c) Immediate and intermediate supervisor of an agent or monitor.

(2) An employee who is issued an Operations Manual shall sign a receipt for it.

(3) A receipt for an Operations Manual shall contain the:

- (a) Date the manual was issued;
- (b) Name and title of the individual who issued the manual;
- (c) Name and title of the employee who received the manual;
- (d) Signature of the employee who received the manual; and
- (e) Statement that the receipt will be placed in the receiving employee's personnel file.

(4) A photocopy of a completed receipt for an Operations Manual shall be retained by the employee's immediate supervisor.

(5) The original completed receipt for an Operations Manual shall be forwarded promptly to the Human Resources Management Office for placement in the employee's personnel file.

(6) An issued Operations Manual shall remain State property.

#### **F. General Orders.**

(1) The purpose of a general order is to:

- (a) Change existing divisional policy or procedure; or
- (b) Establish a new divisional policy or procedure.

(2) Only the Director or the Director's designee may issue a general order.

#### **G. General Order Log.**

(1) The purpose of the general order log is to record each issued general order.

(2) The general order log shall contain each general order's:

- (a) Number;
- (b) Title; and
- (c) Effective date.

(2) In addition to the general order content set forth above, the general order log shall identify the specific part of the Operations Manual affected by a general order.

(3) The general order log may be issued in:

- (a) Paper form:
- (b) Electronic form; or
- (c) Paper and electronic form.

#### **H. Special Orders.**

- (1) The purpose of a special order is to:
  - (a) Change existing policy or procedure within a region or a program; or
  - (b) Establish a new policy or procedure within a region or a program.
- (2) A special order may be issued by:
  - (a) The Director;
  - (b) The executive deputy director;
  - (c) A regional administrator; or
  - (d) A program administrator.
- (3) The content of a special order may not conflict with:
  - (a) Divisional or departmental policy or procedure;
  - (b) Executive order;
  - (c) Regulation; or
  - (d) Law.
- (4) If a provision of a special order conflicts with subparagraph (a), (b), (c), or (d) of paragraph (3), only the provision of the special order in conflict shall be void.
- (5) A special order shall:
  - (a) Be printed on form DPSCS-DPP-ADM 19; and
  - (b) Contain all of the following:
    - (i) An identifying number, as described in paragraph (6) of this subsection;
    - (ii) A subject title;
    - (iii) A statement of purpose;
    - (iv) An effective date;

- (v) An expiration date, if applicable; and
  - (vi) The signature of the issuing authority.
- (6) A special order's identifying number shall:
- (a) Appear in the uppermost center of the body of form DPSCS-DPP-ADM 19; and
  - (b) Contain, in this order, all of the following:
    - (i) The capitalized words **SPECIAL ORDER**;
    - (ii) A colon;
    - (iii) A space;
    - (iv) The region number of the region or the program abbreviation of the program to which the special order pertains;
    - (v) A dash; and
    - (vi) A sequenced, three digit number.

Example: **SPECIAL ORDER: RII-001** reflects that a special order, pertaining only to Region II, was the region's first special order.

Example: **SPECIAL ORDER: DDMP-011** reflects that a special order, pertaining only to the Drinking Driver Monitor Program, was the program's eleventh special order.

Example: **SPECIAL ORDER: COP-008** reflects that a special order, pertaining only to the Correctional Options Program, was the program's eighth special order.

- (7) A special order shall be distributed to:
- (a) The Director;
  - (b) The Executive Deputy Director;
  - (c) Each Deputy Director;
  - (d) The affected regional or program administrator; and
  - (e) Each employee who is subject to its provisions.
- (8) An employee who receives a special order pursuant to paragraph (7)(e) of this subsection shall:
- (a) Read the special order; and

(b) Place the special order in the special orders section of the employee's Operations Manual.

(9) A special order shall remain in effect until the order:

(a) Expires;

(b) Is rescinded; or

(c) Is superseded by a departmental or a divisional policy or procedure.

#### **I. The Office of Program Services.**

(1) The Office of Program Services shall:

(a) Receive from the Director and executive deputy director general orders and other documents effecting policy or procedural changes;

(b) Format the material received under subparagraph (a) for inclusion in the Operations Manual;

(c) Promptly prepare a general order log in accordance with subsection G of this section;

(d) Regularly review the content of the Operations Manual;

(e) Recommend to the Director or the Director's designee that modifications, additions or deletions be made to Operations Manual content; and

(f) Effect modifications, additions, and deletions to Operations Manual content as authorized by the Director or the Director's designee.

(2) Paragraph (1) of this subsection may not be construed to prohibit or to restrict the duties set forth in paragraph (1) from being assigned to an individual, a committee, or a unit outside of the Office of Program Services.

#### **J. Operations Manual Revision Record.**

(1) Each Operations Manual, whether in paper or electronic form, shall contain an Operations Manual Revision Record.

(2) An Operations Manual Revision Record shall:

(a) Identify each Operations Manual revision by chapter, section, and subsection, as applicable; and

(b) Provide the month and year of each revision.