

## **Unit Order #19-0004 CHAIN OF COMMAND**

**Effective Date: September 6, 2019**

### **PURPOSE OF ORDER:**

The purpose of this order is to make it explicit that the Department operates using a chain-of-command model.

### **SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

### **ORDER:**

All PSB staff are accountable to all managers at the Bureau. However, the chain-of-command shall be respected and adhered to at all times, regardless of sworn or civilian status. All staff have a designated immediate supervisor and shall attempt to communicate with their immediate supervisor first on business matters. The few exceptions where the immediate supervisor is not initially contacted includes -1-on-call activations where there is a pre-designated back-up on-call supervisors schedule to follow; -2-any emergency situations or other time-sensitive matters that require prompt notification and the immediate supervisor is unavailable for consultation, and/or direction; -3-when the immediate supervisor is on rdo, sick, or on vacation; and -4-when filing an equity or workplace violence allegation against a manager(s).

At any time when the chain-of-command will be violated, the immediate supervisor shall be notified in-advance with an explanation by the employee. If advance notice is not possible, clear communication of the reason shall be given in writing to the immediate supervisor as soon as possible. In the rare case that an employee bypasses the chain-of-command completely at PSB and conducts business and/or makes notifications directly to Executive and other Division level executives, the employee shall email "PSB Management" promptly to inform the managers with a detailed rationale for violating policy and procedure. POE or workplace violence allegations are exceptions to this rule.

If there is any violation of the above standard operating procedure, the employee will be orally counseled. The second violation will result in progressive discipline, unless the severity of the violation circumstance indicates that progressive discipline shall be bypassed. If at any time, an employee is not clearly accountable and does not take prompt corrective actions for performance or conduct issues, an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #19-0004 has occurred and will be noted in the employee's annual performance evaluation.

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