THE POLICIES AND PROCEDURES INCLUDED IN THIS MANUAL ARE NOT A CONTRACT OF EMPLOYMENT AND SHOULD NOT BE RELIED ON AS SUCH. THESE POLICIES AND PROCEDURES ARE SUBJECT TO AND MAY BE CHANGED AT ANY TIME BY THE DEPARTMENT OF PUBLIC SAFETY, MEDICAL UNIVERSITY OF SOUTH CAROLINA.

A. Purpose

To establish the organization and command protocol for the Public Safety Department and its employees. (CALEA 11.1.1)

B. Policy

The Medical University of South Carolina, Vice President for Finance and Administration and the Chief Operations Officer, appoints the Director of the Public Safety Department. The Director serves as the Chief Executive Officer of the Department and maintains an appropriate organizational structure to assist in implementing and directing all law enforcement activities for the Medical University of South Carolina. (CALEA 12.1.1)

C. Procedure

Organizational Structure (CALEA 11.1.1)

The law enforcement function of the department is divided into functional divisions. They consist of the Operations Divisions and an Administrative Operations Divisions. The Department's structure is specifically broken down as follows:

1. The Director reports to the University's Chief Operations Officer for Finance and Administration and is responsible for all law enforcement functions. A Patrol Commander, Operations Support Commander and Administrative Manager, assist the Director and have direct access to the Director.
2. The Patrol Commander reports to the Director, serves as his top assistant and advisor, and serves as the head of the Department in the Director's absence. Additional responsibilities include Off duty Employment Coordinator, Special Events Coordinator, Disaster Preparedness, Grievance/Discipline Coordinator, and Research Development. He/she also is responsible for the direct supervision of the Operations Division and specialized law enforcement functions provided to the Medical University which are divided into the following specializations:

a. The Operations Division consists of the Patrol Commander

1) Patrol Commander is responsible for the supervision of the Department's uniformed patrol force, State Security Officers and bicycle patrol unit.

a) The uniformed patrol force is divided into three shifts, each working ten hours. Each shift should consist of one Lieutenant, one Sergeant, one Corporal and seven or more Patrol Officers, and one or more State Security Officers, assigned to various patrol areas within the campus. Each of the shifts has a Lieutenant assigned as the shift supervisor which functions as the Patrol Commander during his/her absence. This area is responsible for the 24-hour visible patrol of the campus area and responds to all calls for police services.

The Bicycle Patrol Officers are included in the uniformed patrol force and perform all functions of same, from patrolling the campus, responding to calls for service and providing a visible deterrent to crime.

3. The Operations Support Division consists of one Operations Support Commander (Captain) and one Assistant Operations Support Commander (Lieutenant) and they are responsible for the supervision of the Department’s Investigations, Crime Prevention, Training, and Communications functions. Additional responsibilities include Prisoner Property, Department Recruiter, Internal Affairs, and Staff Inspector.

a. The Criminal Investigation component consists of two Investigators, consisting of Sergeants or Lieutenants. The Investigations function is responsible for the follow-up and prosecution of most crimes occurring on campus. They are also responsible for the collection, preservation, storage of evidence, and juvenile matters. They also provide VIP security, missing inventory, and unusual occurrence investigations. They maintain and provide statistical information on criminal activity, provide special protection to visiting dignitaries, and serve as special resources in the
areas of drug and background investigations. Additional responsibilities include, Juvenile Officer, Intelligence Coordinator, Evidence and Property, Shift Augmentation, and Prisoner Property.

b. The Communications Component consists of one Communications Supervisor and eight Telecommunication Operators. The communications function is responsible for the dispatch and telephone service of the Public Safety Department. They also monitor the campus burglar alarm systems, card access, call boxes, and often serve as the initial contact with the public.

c. The Training Component is the responsibility of the Assistant Operations Support Commander (Lieutenant). This function is responsible for all mandatory, pre-service basic, in-service, and specialized training for the Department.

4. The Administrative Operations Division includes one Administrative Manager, one Administrative Coordinator II / Accreditation Manager, one Info. Resource Consultant II, one Info. Resource Consultant I, one Administrative Assistant, one System Support Technician and one Administrative Specialist I. The Administrative function has three components: Administration, Accreditation and Technologies. These functions are comprised of the following areas of responsibility:

a. The Administrative component is responsible for contract security, purchasing, supply, budget, personnel records, card access, lost and found, ID section, Crime Victim Advocate, and the criminal record sections of the department.

b. The Accreditation Component is comprised of one civilian Accreditation Manager. This function has responsibility for campus, state and national accreditation/re-accreditation process.* The Accreditation Manager shall receive specialized accreditation manager training within one year of being appointed. (CALEA 33.5.4)

c. The Technological Resources function provides the technical support for information technology operations in the Department of Public Safety. Responsible for the management and operation of the Departments multiple computer systems, which includes Data Management, Programming, Report Writing, Graphic Design and working with vendor technological support.

* These functions report directly to the Director on all such matters.
4. The division of responsibility for the various components are depicted graphically on an organizational chart included as attachment #1 to this policy and is posted on the bulletin board at the department. The organizational chart will be reviewed and updated as needed. (CALEA 11.1.2)

D. Unity of Command

1. Each employee is accountable to only one supervisor, at any given time, for the discharge of their duties while assigned to a specific function within the Department. (CALEA 11.2.1)

2. Each organizational component/function supervisor is under the direct command of, and responsible to the Patrol Commander or Director. (CALEA 11.2.2)

E. Span of Control / Authority and Responsibility

1. Under normal day-to-day operations, the number of employees under the immediate control of a supervisor should generally not exceed fourteen. During special events and emergency circumstances this may not be practical.

2. To facilitate the efficient and effective performance of duties by employees of this department, each employee is vested with the responsibility and commensurate authority necessary to accomplish his/her assigned duties. (CALEA 11.3.1.a)

3. The use of delegated authority by each employee is necessary to discharge his/her duties and has been granted by the Director. With the additional responsibility of this delegated authority comes accountability for actions taken. Each employee will be held accountable for his/her use of delegated authority. (CALEA 11.3.1.b)

4. Supervisors are responsible for, and will be held accountable for the actions of the employees under their immediate control. (CALEA 11.3.2)

F. Continuous Command of the Organization

The succession of Command within the Public Safety Department will be continuous and will follow the department’s Chain of Command as depicted in the Organizational Chart. In case of the absence of the Director, the Patrol Commander will act for the Director and with his authority. The succession of Command will continue through the Chain of Command based on position and seniority, unless otherwise designated by competent authority. (CALEA 12.1.2.a)

1. In exceptional situations, such as the unanticipated absence of the Director, the succession of Command will be as follows:

   a. the Patrol Commander; and
b. the Operations Support Commander; (CALEA 12.1.2.b)

2. In situations involving personnel of different functions engaged in a single operation, the ranking officer will exercise command unless a higher authority directs otherwise. When the ranking officers of different functions are of the same rank, the officer representing the function more applicable to the situation or incident will exercise command. (CALEA 12.1.2.c)

3. During normal day-to-day operations, all employees will follow the command protocol of non-supervisory personnel reporting to their designated supervisor, as depicted on the organizational chart. (CALEA 12.1.2.d)

4. Employees are required to obey the lawful orders of a superior, including any order relayed from a superior by an employee of the same or lesser rank. In the event of conflicting orders, the employee will inform the issuing authority of the conflict with an earlier order and request clarification. Employees are not required to obey unlawful orders. Any unlawful orders should be reported to the Director immediately. (CALEA 12.1.3)

G. Communication Between Functions (CALEA 12.1.4)

1. Communications between functions within the Public Safety Department may be verbal or written, and will be accomplished in one of the following methods listed:

   a. **Chain of Command**: this is simply communication from subordinate to senior, or senior to subordinate, and provides for the dissemination of information both up and down the Chain of Command.

   b. **Lines of Authority**: this is communications between personnel of equivalent position within the Chain of Command. Lines of Authority afford personnel the opportunity to forward and exchange information, coordinate activities, and communicate across the organizational components and/or functions of the department.

   c. **Channels of Communications**: this form of communications can be formal or informal communications, and is simply one employee communicating with another.

2. To facilitate the communications process within the department the following practices will be instituted:

   a. Investigators will periodically attend patrol roll calls so that mutually beneficial information can be exchanged.
b. The administrative function will prepare and disseminate crime statistics and bulletins to affected agency personnel.

c. Important information will be posted on the bulletin board at the Public Safety Headquarters Building, and/or be disseminated via voice mail or mailboxes.

d. Patrol shift supervisors are required to disseminate a summary of their shift’s activities to the Patrol Commander at the conclusion of each tour of duty. The Patrol Commander will forward the shift summaries to the Director, and Administration/Records as appropriate. (CALEA 12.1.4)

e. The Chief or his designee will be notified of incidents where there may be question as to the agency’s liability or those which may result in heightened community interest. These will include, but not limit to: Serious injury or illness to officer on duty; Major Damage to University / Authority property; Major crime; Missing Person, Death of present or former employee; serious complaint or incident involving police officer, including all shooting incidents; and other major incidents. (CALEA 11.4.5, 46.3.2)

H. Open Door Policy

1. To facilitate the flow of communications between members of the Department and the Director of Public Safety, it is policy to have an open door to anyone in the organization who chooses to access the Director.

   a. Each Wednesday, between the hours of 1300 and 1500, the Director will be available in his office to entertain concerns, problems or general discussions from employees.

   b. Employees who desire such an audience with the Director should report through the Administrative Manager. Employees should, but are not required to, schedule appointments. Advance scheduling will insure the availability of the Director, avoid delays, and allow proper planning by the Director.

   c. Employees need not follow their respective Chain of Command to avail themselves of this policy. However, employees are cautioned that the intent of this policy is to facilitate communications within the Department and is not designed to provide an alternative to established lines of authority.

Attachments:
#1 Organizational Chart

POLICY AND PROCEDURE # 7 ORGANIZATION AND DIRECTION
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