

**ARIZONA DEPARTMENT OF CORRECTIONS  
DIRECTOR'S OFFICE**

**MEMORANDUM**

**TO:** DISTRIBUTION

**FROM:** CHARLES L. RYAN, DIRECTOR

**DATE:** March 19, 2014

**SUBJECT:** Director's Instruction # 325, Temporary Work Assignment or Modified Duty

This Director's instruction is effective immediately and will remain in effect until incorporated into Department Order #519, Employee Health – FMLA-ADA Industrial Injury, FFD and Alternative Assignment.

**PURPOSE:**

This Director's Instruction changes the number of days an employee injured on the job is permitted to work a Temporary Work Assignment (TWA) or Modified Duty from 30 days to 90 days.

**PROCEDURES:**

**1.0 TEMPORARY WORK ASSIGNMENT (TWA) OR MODIFIED DUTY FOR INDUSTRIAL INJURIES/ILLNESSES**

- 1.1 An employee who has suffered a work related injury/illness is permitted to work TWA or Modified Duty for up to 90 days.
- 1.2 The TWA or Modified Duty shall be approved in 30 days increments up to 90 days based on documented medical necessity.
- 1.3 During the TWA or Modified Duty, the employee shall provide the Occupational Health Nurse (OHN) a Health Status Report (HSR), form 519-3, every 30 days with the status of the medical work restrictions completed by the treating health care provider certifying the need to continue on restricted duty.
- 1.4 The OHN shall notify the employee's supervisor and area Administrator, via email, of the current medical work restrictions and provide recommendations for Temporary Work Assignment or Modified Duty.

- 1.5 For all industrial injuries/illnesses, Administrators and supervisors shall make every effort to place the employee in a TWA or Modified Duty. Prior to disapproving a request for TWA or Modified Duty, Administrators and supervisors shall consult with the Employee Relations Unit and the OHN.
- 1.6 If the employee cannot be assigned to a TWA due to medical restrictions, employees shall be placed on a waiting list for the next available assignment for which they are medically cleared.
- 1.7 Prior to the expiration of the 90 days of TWA or Modified Duty, in cases where an employee is unable to return to work on full duty capacity, the OHN shall consult with Risk Management / Workers' Compensation regarding the employee's work status and options, and notify the supervisor and area Administrator.
- 1.8 Extensions of TWA or Modified Duty shall not be considered. Once an employee has exhausted the 90 days, he/she will be placed off work until cleared to full duty by the health care provider and the OHN.

## **2.0 TEMPORARY WORK ASSIGNMENT (TWA) OR MODIFIED DUTY FOR NON-INDUSTRIAL INJURY/ILLNESS**

- 2.1 An employee who has a non-industrial injury/illness is permitted to work TWA or Modified Duty up to 30 days based on documented medical needs.
- 2.2 If the Modified Duty or TWA assignment list is exhausted or the employee cannot be assigned to a TWA due to medical restrictions, employees shall be placed on a waiting list for the next available assignment for which they are medically cleared.
- 2.3 Extensions of Modified Duty or TWA shall not be considered. Once an employee has exhausted the 30 days, he/she will be required to utilize leave time until cleared to full duty capacity by the health care provider and the OHN.
- 2.4 If the employee is unable to return to work on full duty capacity at the end of the 30 days of TWA or Modified Duty, the Administrator shall consult with Employee Relations regarding the employee's work status and options.

## **3.0 PREGNANCY**

- 3.1 An employee who is pregnant may submit a written request for a TWA or Modified Duty at any time for the duration of the pregnancy and until the birth of her child.

#### **4.0 DETERMINATION**

- 4.1 The decision to place an employee on TWA or Modified Duty is reserved for Administrators. Such decisions shall be made in consultation with the Occupational Health Unit, or in unusual circumstances, with the Employee Relations Unit, and shall be consistent with the temporary health limitations. Upon rendering a decision, the Administrator shall notify the employee in writing.

#### **DEFINITIONS**

Temporary Work Assignment (TWA) – Temporary assignment to different work duties, performing work which is compatible with the documented medical restrictions, i.e. uniform staff. While working such an assignment an employee receives his/her regular rate of pay.

Modified Duty – Temporary modification to an employee's regular duties, based upon medical necessity, which allows him/her to remain in their normal assignment and work area, i.e. for non-uniform staff. While working such an assignment an employee receives his/her regular rate of pay.

#### **ATTACHMENT**

Statewide Temporary Work Assignments (TWA)

{Original Signature on File}

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**STATE OF ARIZONA  
DEPARTMENT OF CORRECTIONS  
Statewide Temporary Work Assignments (TWA)**

**This list is not exhaustive. Additional TWAs may be added with the approval of the Occupational Health Administrator, based on operational needs.**

1. Mail and Property Aide (days – Complex and Central Office)
2. Complex Main Control Aide (days / swing - graveyard shift at ASPC-Tucson)
3. Unit Control Aide (days / swings)
4. Lobby/Scanner Aide (days / swings)
5. Records Support Aide (days / swings)
6. Central Office Lobby Aide (Monday through Friday)
7. Administrative/Support Aide (days / swings)
8. Property Room Aide - ASPC- Eyman SMU I
9. Property Room Aide - ASPC-Eyman Browning Unit
10. Records Support Aide Central Office (Monday through Friday)
11. Overtime Hotline Aide – ASPC-Eyman Complex (Monday through Friday)
12. Administrative Support Aide – Central Office – Public Access Department (Monday through Friday)
13. Administrative Support Aide – Central Office – Legal Services (Monday through Friday)

**In accordance with Department Order #519, Employee Health – FMLA, ADA, Industrial Injury, FFD and Alternate Assignment, TWAs shall exclude sole and/or direct control or supervision of inmates, Incident Command System (ICS) response or emergency situations, unit/yard control rooms, and housing unit control rooms.**

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Mail and Property Aide</b>	<b>TWA # 1</b>
<b>Location</b>	<b>Complex and Central Office</b>	
<b>Hours/Shifts</b>	<b>8-Hour Shift, Days</b>	

**Job Description:**

Staff shall assist regularly assigned staff in Complex Mail and Property or in the Central Office Mail Room with tasks that may include sorting mail, inspecting for contraband, logging incoming mail and property and updating inmate records.

**Physical Demands and Comments**

- Standing:** Can alternate with sitting as desired. Sorting can take place at a high counter.
- Sitting:** While inspecting mail for contraband and performing administrative duties.
- Walking:** Short distances up to 25 feet within enclosed space.
- Lift/Carry:** Frequent requirement, may lift 1-10 lbs.; mail, and lightweight property. Regularly assigned staff on full duty capacity shall perform the heavy lifting of mail and property bags.
- Push/Pull:** Minimal requirement.
- Bending:** Non-repetitive at waist/knees, to and from seated position and while handling mail and property.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Most tasks require use of both hands and arms, although assignment can be modified if assigned staff is able to perform administrative tabletop activities.
- Comments:** Self-paced activity. This assignment may be used in combination with other administrative assignments.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Complex Main Control Aide</b>	<b>TWA # 2</b>
<b>Location</b>	<b>Complex</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days/swings/graveyard shift at ASPC-Tucson</b>	

**Job Description:**

Staff shall perform a variety of security reception duties that may include greeting/logging visitors, checking identification, answering phone, taking messages, issuing radios and monitoring metal detectors (if needed). Assignment requires knowledge of Complex/Unit operations.

**Physical Demands**

- Standing:** Up to 50% of designated shift in combination with walking short distances in the security reception area.
- Sitting:** Can sit at desk while recording information, take posture breaks as needed.
- Walking:** Short distances up to 25 feet in the Complex/Unit Administration area.
- Lift/Carry:** Minimal requirement, occasionally 1-10 lbs.; lightweight materials. Assistance can be provided with any heavier lifting.
- Push/Pull:** Minimal requirement.
- Bending:** Non-repetitive at waist, to and from seated position only.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Assignments require recording of data on logs and the ability to write legibly.
- Comments:** Self-paced activity. This assignment may be used in combination with other administrative assignments at Complex/Unit area, or for assistance when training staff.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Unit Control Aide</b>	<b>TWA # 3</b>
<b>Location</b>	<b>Prison Unit</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days/swings</b>	

**Job Description:**

Staff shall perform a variety of security reception duties that may include greeting/logging visitors, checking identification, answering phone, taking messages, issuing radios and monitoring metal detectors. Assignment requires knowledge of Complex/Unit operations.

**Physical Demands**

- Standing:** Up to 50% of designated shift in combination with walking short distances in the security reception area.
- Sitting:** Can sit at desk while recording information, take posture breaks as needed.
- Walking:** Short distances up to 25 feet in the Complex/Unit Administration area.
- Lift/Carry:** Minimal requirement, occasionally 1-10 lbs.; lightweight materials. Assistance can be provided with any heavier lifting.
- Push/Pull:** Minimal requirement.
- Bending:** Non-repetitive at waist, to and from seated position only.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Assignments require recording of data on logs and the ability to write legibly.
- Comments:** Self-paced activity. This assignment may be used in combination with other administrative assignments at Complex/Unit area, or for assistance when training staff.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Lobby/Scanner Aide</b>	<b>TWA # 4</b>
<b>Location</b>	<b>Prison Unit</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days/swings</b>	

**Job Description:**

Staff shall perform a variety of security reception duties that may include greeting/logging visitors, checking identification, answering phone, taking messages, issuing radios, and monitoring metal detectors. Assignment requires knowledge of Complex/Unit operations.

**Physical Demands**

- Standing:** Up to 50% of designated shift in combination with walking short distances in the security reception area
- Sitting:** Can sit at desk while recording information, take posture breaks as needed.
- Walking:** Short distances up to 25 feet in the Complex/Unit Administration area.
- Lift/Carry:** Minimal requirement, occasionally 1-10 lbs.; lightweight materials. Assistance can be provided with any heavier lifting.
- Push/Pull:** Minimal requirement.
- Bending:** Non-repetitive at waist, to and from seated position only.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Assignments require recording of data on logs and the ability to write legibly.
- Comments:** Self-paced activity. This assignment may be used in combination with other administrative assignments at Complex/Unit area, or for assistance when training staff.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Records Support Aide</b>	<b>TWA # 5</b>
<b>Location</b>	<b>Complex</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days</b>	

**Job Description:**

Staff shall assist regularly assigned Records staff in tasks that may include updating data, data entry in systems, answering phones, taking messages and performing other general administrative tasks. Assignment may vary based on availability of work, skills and ability of staff.

**Physical Demands**

- Standing:** Can alternate with sitting as desired.
- Sitting:** Can alternate with standing as needed for posture breaks at desk.
- Walking:** Less than 20% of designated shift in office area.
- Lift/Carry:** Minimal requirement, may lift 1-10 lbs.; documents, manuals, and supplies on occasion.
- Push/Pull:** 5-10 lbs. force opening doors, drawers and file cabinets.
- Bending:** Non-repetitive at waist/knees to and from seated position and occasionally to reach lower drawers.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Some tasks can be modified for one arm/hand usage. Assignment does not require repetitive gripping.
- Comments:** Self-paced activity.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Central Office Lobby Aide</b>	<b>TWA # 6</b>
<b>Location</b>	<b>Central Office</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, Monday through Friday</b>	

**Job Description:**

Staff shall perform a variety of security reception duties that may include greeting/logging visitors, checking identification, answering phone, taking messages, issuing radios and monitoring metal detectors.

**Physical Demands**

- Standing:** Up to 50% of designated shift in combination with walking short distances in the security reception area.
- Sitting:** Can sit at desk while recording information, take posture breaks as needed.
- Walking:** Short distances up to 25 feet in the security reception area.
- Lift/Carry:** Minimal requirement, occasionally 1-10 lbs., and lightweight materials. Assistance can be provided with any heavier lifting.
- Push/Pull:** Minimal requirement.
- Bending:** Non-repetitive at waist, to and from seated position only.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Assignments require recording of data on logs and the ability to write legibly.
- Comments:** Self-paced activity. This assignment may be used in combination with other administrative assignments. Assignment to this post requires another employee on full duty capacity to be available.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Administrative/Support Aide</b>	<b>TWA # 7</b>
<b>Location</b>	<b>Complex/Deputy Warden/Contract Facility Health Administrator's Business Office</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days</b>	

**Job Description:**

Staff shall perform a variety of administrative tasks in Unit/Complex Administration areas, Deputy Warden's, Contract Facility Health Administrator's and/or Business Office that may include answering phones, taking messages, updating rosters, manuals and other administrative tasks as available. [Please specify area when assignment is made].

**Physical Demands**

- Standing:** Can alternate with standing as desired.
- Sitting:** Less than 20% of designated shift in office area.
- Walking:** Short distances up to 25 feet in Unit/Complex Administration areas.
- Lift/Carry:** Minimal requirement, may lift 1-10 lbs.; documents, manuals, and supplies on occasion.
- Push/Pull:** 5-10 lbs. force opening doors, drawers and file cabinets.
- Bending:** Non-repetitive at waist/knees to and from seated position and occasionally to reach lower drawers.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Some tasks can be modified for one arm/hand usage. Assignment does not require repetitive gripping.
- Comments:** Self-paced activity. If assigned to Unit Administration areas within a secured perimeter, employees shall be escorted to the Unit Administration area by another employee on full capacity.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Property Room Aide</b>	<b>TWA # 8</b>
<b>Location</b>	<b>ASPC- Eyman SMU I</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days</b>	

**Job Description:**

Staff shall assist regularly assigned Property Room staff with administrative support tasks in the clothing issue area that may include inventory, sorting of property and possibly some physical activity.

**Physical Demands**

- Standing:** Can alternate with sitting as desired.
- Sitting:** Can alternate with standing as needed for posture breaks at desk.
- Walking:** Short distances within assigned Clothing Issue area, occasionally from 10-25 feet.
- Lift/Carry:** Minimal requirement, may lift 1-10 lbs.; documents, manuals, and supplies on occasion.
- Push/Pull:** Minimal requirement.
- Bending:** Occasional at waist/knees, to and from seated position only.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Tasks can be modified for sedentary or minimal physical requirements.
- Comments:** Self-paced activity.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Property Room Aide</b>	<b>TWA # 9</b>
<b>Location</b>	<b>ASPC- Eyman Browning Unit</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days</b>	

**Job Description:**

Staff shall assist regularly assigned Property Room staff with administrative support tasks in the clothing issue area that may include inventory, sorting of property and possibly some physical activity.

**Physical Demands**

- Standing:** Can alternate with sitting as desired.
- Sitting:** Can alternate with standing as needed for posture breaks at desk.
- Walking:** Short distances within assigned Clothing Issue area, occasionally from 10-25 feet.
- Lift/Carry:** Minimal requirement, 1-10 lbs.; documents, manuals, and supplies on occasion.
- Push/Pull:** Minimal requirement.
- Bending:** Occasional at waist/knees, to and from seated position only.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Tasks can be modified for sedentary or minimal physical requirements.
- Comments:** Self-paced activity.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Records Support Aide Central Office</b>	<b>TWA # 10</b>
<b>Location</b>	<b>Central Office</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, Monday through Friday</b>	

**Job Description:**

Staff will perform a variety of administrative tasks that may include updating files, processing inmate visitation forms, completing pre-investigation activities, recording information, writing, and data entry into the AIMS system. Simple keyboarding required; supervisor will train.

**Physical Demands**

- Standing:** Can alternate with sitting as desired.
- Sitting:** Can alternate with standing as needed for posture breaks at desk.
- Walking:** Less than 20% of designated shift in office area.
- Lift/Carry:** Minimal requirement; may lift 1-5 lbs.; documents, records, and supplies on occasion.
- Push/Pull:** 5-10 lbs. force opening doors, drawers and file cabinets.
- Bending:** Non-repetitive at waist/knees to and from seated position and occasionally to reach lower drawers.
- Twisting:** Not required.
- Climbing:** One step to work area.
- Arm/Hand:** Some tasks can be modified for one arm/hand usage. Assignment does not require repetitive gripping.
- Comments:** Self-paced activity.

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**Temporary Work Assignment**

<b>Job Title</b>	<b>Overtime Hotline Support Aide</b>	<b>TWA # 11</b>
<b>Location</b>	<b>Complex Administrative Building – ASPC - Eyman</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days - Monday through Friday</b>	

**Job Description:**

Staff shall perform a variety of administrative tasks ranging from simple to moderate complexity related to staff overtime scheduling and office duties as assigned. Specific requirements include basic knowledge of Microsoft Outlook email, data entry in Excel spreadsheets, keyboard typing, document copying and filing, phone etiquette, attention to detail and multi-tasking. Assignment is based on the employee’s medical needs, skills and abilities.

**Physical Demands**

- Standing:** 20% of designated shift. Can alternate with sitting as desired.
- Sitting:** 70% of designated shift while responding to telephonic requests and clerical duties.
- Walking:** 10% of designated shift within office area for document copying and filing. Health care provider must specify medical restrictions.
- Lift/Carry:** Minimal requirement, may lift 1-10 lbs.; documents, manuals, and supplies on occasion.
- Push/Pull:** 5-10 lbs. force opening doors, drawers and file cabinets.
- Bending:** Non-repetitive below the waist/knees while filing in lower drawers. Is repetitive when filing above the waist and at shoulder level. Occasional filing below the waist. Health care provider must specify medical restrictions.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Tasks cannot be modified for one arm/hand. Use of both arms/hands is repetitive. Health care provider must specify medical restrictions.
- Driving:** Not required.
- Comments:** Self-paced activity. Staff shall read and understand Department Order #102, Information Technology, and comply with the non-disclosure of sensitive information.

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**Temporary Work Assignment For Correctional Officers**

<b>Job Title</b>	<b>Administrative Support Aide</b>	<b>TWA # 12</b>
<b>Location</b>	<b>Central Office – Public Access Department</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days, Monday through Friday</b>	

**Job Description:**

Staff shall perform a variety of clerical tasks and other office duties as assigned ranging from simple to moderate complexity. Specific requirements include basic knowledge of Microsoft Outlook email, AIMS, keyboard typing, document copying and filing, phone etiquette, attention to detail and multi-tasking. Assignment is based on the employee’s medical needs, skills and abilities.

**Physical Demands**

- Standing:** 20% of designated shift. Can alternate with sitting as desired.
- Sitting:** 70% of designated shift while responding to telephonic requests and clerical duties.
- Walking:** 10% of designated shift within office area for document copying and filing. Health care provider must specify medical restrictions.
- Lift/Carry:** Minimal requirement, may lift 1-5 lbs.; documents, files, and supplies on occasion.
- Push/Pull:** 1-5 lbs. force opening doors, drawers and file cabinets.
- Bending:** Non-repetitive below the waist/knees while filing in lower drawers. Health care provider must specify medical restrictions.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Tasks cannot be modified for one arm/hand. Health care provider must specify medical restrictions.
- Driving:** Not required.
- Comments:** Not self-paced activity. Staff shall read and understand Department Order #102, Information Technology, and comply with the non-disclosure of sensitive information.

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**Temporary Work Assignment For Correctional Officers**

<b>Assignment</b>	<b>Administrative Support Aide</b>	<b>TWA # 13</b>
<b>Location</b>	<b>Central Office – Legal Services</b>	
<b>Hours/Shifts</b>	<b>8-hour shift, days, Monday through Friday</b>	

**Job Description:**

Staff shall perform a variety of clerical tasks and other office duties as assigned ranging from simple to moderate complexity. Specific requirements include basic knowledge of Microsoft Outlook email, keyboard typing, document copying and filing, phone etiquette, attention to detail and multi-tasking. Assignment is based on the employee's medical needs, skills and abilities.

**Physical Demands**

- Standing:** 20% of designated shift. Can alternate with sitting as desired.
- Sitting:** 70% of designated shift while responding to telephonic requests and clerical duties.
- Walking:** 10% of designated shift within office area for document copying and filing; Health care provider must specify medical restrictions.
- Lift/Carry:** Minimal requirement, may lift 1-5 lbs.; documents, files, and supplies on occasion.
- Push/Pull:** 1-5 lbs. force opening doors, drawers and file cabinets.
- Bending:** Non-repetitive below the waist/knees while filing in lower drawers. Health care provider must specify medical restrictions.
- Twisting:** Not required.
- Climbing:** Not required.
- Arm/Hand:** Tasks cannot be modified for one arm/hand. Health care provider must specify medical restrictions.
- Driving:** Not required.
- Comments:** Self-paced activity. Staff shall read and understand Department Order #102, Information Technology, and comply with the non-disclosure of sensitive information.