

CHAPTER: 200

Public/Public Access

DEPARTMENT ORDER:

207 – Media Relations

OFFICE OF PRIMARY
RESPONSIBILITY:

DIR

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Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual

A handwritten signature in black ink, appearing to be "David Shinn", written over a horizontal line.

David Shinn, Director

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STANDARDS

American Correctional Association (ACA) Standards: 5-ACI-1A-22, and 5-ACI-3D-06

PURPOSE

The Department strives to provide current, accurate, and timely information to the public and the press as appropriate.

RESPONSIBILITY

The Director, Deputy Directors, Media Relations Office, and individual employees designated by the Director are authorized to address the media on behalf of the Department.

All Department employees are required to comply in full with this Department Order. Employees on or off duty who receive any inquiry about the Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR) from the media or public are not authorized to speak to the media or public on behalf of ADCRR. Any and all such inquiries must be promptly forwarded to ADCRR's Media Relations Office for a response. The failure to do so may result in disciplinary action.

PROCEDURES

1.0 MEDIA RELATIONS BY AUTHORIZED MEDIA REPRESENTATIVES ONLY – The Director, Deputy Directors, Media Relations Office, and individual employees designated by the Director are authorized to address the media or public on behalf of the Department. If an employee is asked by the Director to address the media on behalf of the Department, the employee shall be dressed in accordance with Department Order #503, Employee Grooming and Dress and utilize state time.

2.0 MEDIA REQUESTS {5-ACI-1A-22}

2.1 Department staff shall refer all media requests for information about the Department to the Media Relations Office, Deputy Directors or Director.

2.1.1 Staff shall not release any Department information or video footage which is not currently readily available on the Department's Public Web Page without the prior approval from the Director, Deputy Directors, or Media Relations Office.

2.2 Department staff shall refer all media requests to enter a Department facility or interview an inmate to the Media Relations Office. All requests from the media shall be submitted immediately.

2.2.1 All requests:

2.2.1.1 To enter a facility shall be submitted to the Communications Director or designee within 24 hours of receipt.

2.2.1.2 For media visits to a facility shall be subject to approval by the Director or designee.

2.3 The Media Relations Office may be contacted at any time during non-business hours through the communications center.

3.0 COSTS

- 3.1 Media representatives and/or media organizations requesting copies, printouts or photographs of public records for a non-commercial purpose may be charged a fee for copies of public records, and if appropriate, postage costs, but not for the research. The supervisor or staff who worked on the request shall determine the number of pages copied; calculate the charges, and add the information to the Request for Information/Document - Media Relations, Form 207-4.
- 3.2 Charging to an account is a payment option available to a media representative/media organization.
- 3.3 The news media representative may submit a written request for an account number to the Media Relations Office. The request shall indicate the name of the news media agency, the email billing address, and the person to whom the monthly invoices shall be sent.
- 3.4 The Media Relations Office shall provide a written notification to the news media agency identifying their account number, the billing address, to whose attention invoices shall be sent, and advise invoices will be issued on the 10th workday of the month for information/documents provided for the previous month. A copy of this notification shall be sent to the Chief Financial Officer.
- 3.5 The media representative shall complete the "Charge to" section of the Request for Information/Document – Media Relations form.
- 3.6 Upon delivery (by mail or in person) of the information/document, a representative of the Media Relations Office shall sign and date the Request for Information/Document – Media Relations form. A copy of the form shall be sent to the Chief Financial Officer for inclusion in the monthly invoice.
- 3.7 By the 10th workday of the month, the Chief Financial Officer or designee shall remit a monthly invoice to the specified email address of the news media with a copy to the Media Relations Office.

4.0 PROHIBITED CONDUCT – The Arizona Code of Administrative Regulations R2-5A-501 requires all state employees to conduct themselves in a manner which will not discredit or bring embarrassment to the state. A.R.S. §41-773 lists reasons for discipline or dismissal from state service including improper political activity.

5.0 DEPARTMENT WEBSITE – The Department maintains a Public site on the Internet for the purpose of disseminating general information about the Department, key management staff, and providing selected public information. In addition, the site may allow for limited electronic communication between members of the public and the appropriate staff member or work unit. For additional information relating to internet use and the Department’s telecommunications infrastructure see Department Order #102, Information Technology. {5-ACI-1A-22}

- 5.1 Primary responsibility for the maintenance of the website is assigned to the Media Relations Office. Each Assistant Director and Warden shall appoint a Web Liaison.
- 5.2 Examples of material which may be placed on the site include:

- 5.2.1 Photographs of key staff, organizational charts, descriptions of divisions, bureaus or other organizational entities which are of interest to the public.
- 5.2.2 The names, work telephone numbers, and locations of selected management personnel. If appropriate, the divisional e-mail address may be included.
- 5.2.3 Descriptions of prisons and other Department facilities which include; contact information for key personnel, location and driving directions, visitation information, inmate capacity and programs.
- 5.2.4 Employment opportunities notably, information related to Correctional Officer employment opportunities, including methods for interested parties regarding how to apply for employment directly online.
- 5.2.5 Department statistical reports, publications and news releases.
- 5.2.6 Any written material which is identified as public information and is required to be available on the site by this Department Order.
- 5.2.7 Email access to the website Administrator as determined by the Director and other staff members.
- 5.2.8 The General Access Department Order Manual.
- 5.2.9 Information regarding the sale of prison goods (Arizona Correctional Industries (ACI)).
- 5.2.10 Inmate information such as at-large fugitives, biographical material about inmates who are on "death row", and offender classification system information.
- 5.2.11 Other material deemed appropriate by the Department website Administrator and the Media Relations Office.
- 5.3 While the primary purpose of the website is to provide information, material including electronic representations of documents located on the site shall not be considered public records. A disclaimer on the website (Attachment A) shall refer the reader to the appropriate location for access to official copies of documents or records.
- 5.4 Staff may submit suggestions by accessing the ADCRR Intranet Web Page and following the instructions posted there, or completing the Media Relations - ADCRR Web Page Update Request, Form 207-5.
- 5.5 The website Administrator shall review material or information submitted by staff for inclusion on the website. The website Administrator may convene an ad hoc committee to determine whether or not material is appropriate for inclusion on the website or if the information is accurate.
- 5.6 Major changes to the appearance or content of the Department website shall require the approval of the Director or designee.

6.0 MEDIA RELATIONS {5-ACI-1A-22}

- 6.1 The Media Relations Office shall:
 - 6.1.1 Schedule and coordinate media briefings.

- 6.1.2 Prepare official Department media releases.
 - 6.1.3 Approve media representatives' access to institutions or other Department facilities and staff.
 - 6.1.4 Respond to media representatives' requests.
 - 6.1.5 For any scheduled inmate activity/special event which may be of media interest, be available to meet with and be interviewed by media representatives on the activity/special event.
- 6.2 The Director, Deputy Directors, Media Relations Office and individual employees designated by the Director shall be available to meet with and be interviewed by media representatives on activities and programs under their jurisdiction as appropriate.

7.0 MEDIA ACCESS TO FACILITIES, STAFF OR INMATES {5-ACI-1A-22}

7.1 Access to Facilities and Staff

- 7.1.1 Media representatives' requests for access to facilities and/or staff must be received by the Media Relations Office at least three business days in advance of the proposed visit for consideration.
 - 7.1.2 Except for scheduled events, access to facilities and staff is limited to normal business hours, Monday through Friday, excluding holidays. The Warden, Deputy Warden or Bureau Administrator shall designate a time which is least disruptive to operations. Access may be granted on weekends, holidays or other than normal business hours for the purpose of covering a scheduled event.
 - 7.1.3 The Department retains the right to deny access to facilities and staff.
- 7.2 Access to Inmates - Media representatives may correspond with inmates through the mail as outlined in Department Order #914, Inmate Mail. {5-ACI-3D-06}

8.0 NOTIFICATION OF SIGNIFICANT EVENTS {5-ACI-1A-22}

- 8.1 Significant events to be communicated with identified officeholders and the media:
- 8.1.1 Escape of an inmate where resolution is not imminent;
 - 8.1.2 Death of an inmate by other than apparent natural causes;
 - 8.1.3 Death of an on-duty employee by other than apparent natural causes;
 - 8.1.4 Disturbance of significant size or duration where resolution is not imminent;
 - 8.1.5 Hostage-taking where resolution is not imminent; and
 - 8.1.6 Other events of consequence, as determined by the Director.
- 8.2 Notification of identified officeholders and media of significant events shall be completed within the timelines provided:
- 8.2.1 Governor's Office by the Director immediately by phone or email; if by phone, written notice to follow.

- 8.2.2 The Speaker of the Arizona House and President of the Arizona Senate by the Department’s Legislative Liaison by phone or email within one business day; if by phone, written notice to follow.
- 8.2.3 State Legislators in the district where the significant event occurred by the Department’s Legislative Liaison by phone or email within one business day; if by phone, written notice to follow.
- 8.2.4 Media by the Media Relations Office through a News Advisory via email within one business day, except when public safety warrants otherwise.
 - 8.2.4.1 Information on deceased inmates shall not be released prior to the documented notification of the next of kin and the generation of victim notifications.
 - 8.2.4.1.1 The Media Relations Office shall verify these notifications have been made prior to the release of any information to the media.
- 8.3 Notification of identified officeholders and the media augments established criminal justice notifications:
 - 8.3.1 The Criminal Investigators Unit investigator shall contact:
 - 8.3.1.1 The Medical Examiner by phone immediately upon confirmation of death by a licensed physician, physician assistant or nurse practitioner.
 - 8.3.1.2 The County Attorney by phone within one business day; written notice to follow for all apparent homicides.
- 8.4 With the Director’s authorization, all notifications may be delayed when security, sound correctional practices, or investigative reasons exist.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms

ATTACHMENTS

Attachment A - Web Page Disclaimer

FORMS LIST

207-4, Request for Information/Document - Media Relations
207-5, Media Relations - ADCRR Web Page Update Request

AUTHORITY

R2-5A-501, Standards of Conduct
A.R.S. §41-773, Causes for dismissal or discipline for employee in covered service

ATTACHMENT A

Web Page Disclaimer

Arizona Department of Corrections Rehabilitation and Reentry

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