

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 500</p> <p>PERSONNEL/HUMAN RESOURCES</p>	<p>OPR:</p> <p>DD</p>
	<p>DEPARTMENT ORDER: 515</p> <p><b><i>EMPLOYEE IDENTIFICATION SYSTEM</i></b></p>	<p>SUPERSEDES:</p> <p>DO 515 (06/04/08)</p> <p>EFFECTIVE DATE:</p> <p>AUGUST 18, 2010</p> <p>REPLACEMENT PAGE REVISION DATE:</p> <p>MAY 29, 2016</p>

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## PURPOSE

This Department Order authorizes the issuance of identification cards for all employees, including volunteers and contract staff. Badges and business cards shall be only issued to designated employees. Identification cards and badges are state property and are only to be used for official duty related identification.

## APPLICABILITY

This Department Order is applicable to all Department Employees and to all vendors and volunteers who service the Department and contract beds. Contract Beds employees, including uniformed staff, executive staff and non-uniformed employees, shall adhere to this Department Order for identification cards and badges.

## PROCEDURES

### 515.01 STAFF IDENTIFICATION CARDS

#### 1.1 Administrative Responsibilities

1.1.1 The Human Services Administrator or designee shall ensure that blank staff identification (ID) cards are printed and distributed in the following colors and descriptions:

1.1.1.1 A multi-colored Arizona Flag motif for Department Employees.

1.1.1.1.1 Magnetic stripped ID cards for Department employees assigned to Central Office Complex Buildings.

1.1.1.1.2 Non-magnetic stripped ID cards for Department employees at other locations and temporary/clerical pool employees.

1.1.1.2 White for volunteers and contractor staff.

1.1.2 The Human Services Administrator or designee shall issue and replace ID cards for the following staff:

1.1.2.1 Executive Staff.

1.1.2.2 Wardens.

1.1.2.3 Deputy Wardens.

1.1.2.4 Associate Deputy Wardens.

1.1.2.5 Investigators.

1.1.2.6 Employees with "Peace Officer" authority.

1.1.2.7 Employees assigned to Central Office.

- 1.1.2.8 Community Corrections Officers.
- 1.1.2.9 Volunteers processed at Central Office.
- 1.1.2.10 Contract staff members processed at Central Office.
- 1.1.3 The Human Services Administrator or designee shall maintain:
  - 1.1.3.1 Supplies of blank staff ID cards in a secure area.
  - 1.1.3.2 Records of ID cards issued to the issuing authorities.
  - 1.1.3.3 A central file of all staff ID cards issued by the Department.
- 1.1.4 The Wardens or designee shall process staff ID cards for new employees and issue replacement ID cards and maintain the Record of ID Card Issue, Form 515-1, for all ID cards issued to the following staff members assigned to their institution:
  - 1.1.4.1 Administrative, Correctional Series, and Health Services staff.
  - 1.1.4.2 Volunteers and Contract staff not processed at Central Office.
- 1.2 Issuing authorities shall:
  - 1.2.1 Issue ID cards to volunteers and contract staff annually.
    - 1.2.1.1 Volunteer ID cards shall expire annually and contain an expiration date reflecting only the month and year (i.e., 04/16) one year from the month of the background or previous clearance.
    - 1.2.1.2 Contractor staff ID cards shall have an expiration date of one year from the date of the background clearance.
  - 1.2.2 Issue ID cards that contain complete information.
  - 1.2.3 Investigate situations involving the misuse of ID cards as outlined in Department Order # 601, Administrative Investigations and Employee Discipline.
  - 1.2.4 Maintain a record of all ID cards reported lost or stolen.
  - 1.2.5 Indicate staff classification/title on the front of all ID cards.
  - 1.2.6 Ensure employees who are requesting 24 hour access to Department buildings complete the ID Card and Coding Request, Form 515-5. The employee shall submit the request through their chain of command for approval by the Director, Deputy Director or Division Director. Positions not requiring pre-approved access are as follows:
    - 1.2.6.1 Director.
    - 1.2.6.2 Deputy Director.
    - 1.2.6.3 Division Director.
    - 1.2.6.4 Regional Operations Director.
    - 1.2.6.5 Information Technology Specialist III.

- 1.2.6.6 Special Investigator.
- 1.2.6.7 Investigator III.
- 1.2.6.8 General Counsel.
- 1.2.6.9 Security Operations Administrator.
- 1.2.6.10 Emergency Preparedness Administrator.
- 1.2.7 Ensure that ID cards reported lost or stolen are reported to the Human Resources Administrator or designee, including ID cards that are not returned by an individual who is no longer employed by the Department.
- 1.2.8 Maintain a Record of ID Card Issue, and forward a copy of each completed record and the outdated ID cards, if available, to the Human Services Administrator or designee.
- 1.3 Employee Responsibilities - Employees shall:
  - 1.3.1 If non-uniformed, wear their ID card in a visible location while on duty. Non-uniformed staff shall not display/expose Department identification cards when not on duty.
  - 1.3.2 If uniformed, carry their ID card inside a wallet or other appropriate concealed carrying case while in uniform.
  - 1.3.3 Request a new ID card when there is a significant change in personal appearance.
  - 1.3.4 Surrender the old ID card to the issuing authority when a replacement card is issued or upon termination of employment.
  - 1.3.5 Surrender an ID card that was reported lost but subsequently found after a replacement card was issued.
  - 1.3.6 Retain their ID card when transferred.
  - 1.3.7 Not puncture, bend or in any way deface the ID card, such as attaching Service Pins, Award Pins to their ID card.
- 1.4 Replacement of ID Cards
  - 1.4.1 The employee shall:
    - 1.4.1.1 Request a replacement ID card by completing an Information Report describing circumstances for the lost, damaged or stolen ID card.
    - 1.4.1.2 Submit the Information Report to the immediate supervisor. The supervisor shall forward the Information Report to the issuing authority.

1.4.2 The issuing authority shall:

1.4.2.1 Notify the employee that they will have to reimburse the Department for the cost of the replacement ID card when an ID card is lost, damaged or stolen as a result of the employee's negligence. Employees shall not be charged when damage to an ID card is the result of normal wear.

1.4.2.2 When appropriate, collect the reimbursement fee from the employee.

1.4.2.3 Request the employee to complete a new ID Card and Encoding Request Form, and sign and date an Information Report acknowledging the receipt of the replacement card prior to releasing the replacement card to the employee.

1.4.2.4 Forward a copy of both forms to the Human Services Administrator. The monies collected shall be forwarded to the appropriate business office.

1.4.3 The Business Office/Central Office Accounting shall prepare a deposit with the State Treasurer, Form TC-55, to have the monies deposited into the general fund.

1.5 Retirement ID Cards

1.5.1 Employees who are approaching retirement may request that their ID card be retired from services and issued them upon their retirement. A written request shall be submitted through their chain of command to the Human Services Administrator or designee 60 days prior to the effective date of retirement. Human Services shall prepare the retired ID card and forward it to the employee through the appropriate Personnel Liaison.

1.5.2 Upon request, the Human Services Administrator, or designee shall coordinate the issuance of a distinctive photographic ID card to retiring employees who are certified peace officers.

**515.02 EMPLOYEE BADGES** - Issuing authorities shall ensure that badges are only issued to authorized staff and that each staff member receiving a badge completes and signs the Badge Request, Form 515-2. Staff shall not duplicate or reproduce their badges.

1.1 The Correctional Officer Training Academy (COTA) Commander or designee shall:

1.1.1 Purchase all Correctional Officer badges in accordance with established procurement guidelines.

1.1.2 Maintain records regarding the number of badges ordered, on hand, received, forwarded to each institution/unit, lost, damaged or stolen.

1.1.3 As badges are assigned to employees, notify the Human Services Administrator or designee, in writing, of the employee's name and work location.

1.1.4 Provide a quarterly report to the Human Services Administrator or designee that reconciles and account for the number of badges on hand, ordered, received, forwarded, lost, damaged or stolen.

- 1.2 The Community Corrections Regional Operation Director or designee shall:
  - 1.2.1 Purchase all Community Corrections Officer badges in accordance with established procurement guidelines. Badges shall be the official design adopted by the Department.
  - 1.2.2 Maintain records regarding the number of Community Corrections Officer badges ordered, on hand, received, assigned to employees, lost, damaged or stolen.
  - 1.2.3 As badges are assigned to employees, notify the Human Services Administrator or designee, in writing, of the employee's name and work location.
  - 1.2.4 Provide a quarterly report to the Human Services Administrator or designee that reconciles and accounts for the number of badges on hand, ordered, received, assigned to employees, lost, damaged or stolen.
- 1.3 The Human Services Administrator or designee shall:
  - 1.3.1 Purchase all other employee badges in accordance with established procurement guidelines.
  - 1.3.2 Maintain records regarding the number of badges ordered, on hand and badge transfers by institution/unit.
  - 1.3.3 Maintain records of all employee badges. Badges shall be listed in alphabetical listing by employee's name and work location.
  - 1.3.4 Maintain records of all employee badges that are reissued from one employee to another.
- 1.4 Each Warden and Deputy Warden shall designate a staff member authorized to:
  - 1.4.1 Order badges as appropriate from the Human Services Administrator or designee or the COTA Commander, and issue badges as necessary.
  - 1.4.2 Maintain records regarding the number of badges on hand, ordered, received, assigned to employees, lost, damaged or stolen.
  - 1.4.3 As badges are assigned to employees, notify the Human Services Administrator or designee, in writing, of the employee's name and work location.
- 1.5 Employees who lose or damage a badge shall submit an Information Report, to their supervisor, explaining the circumstances surrounding the loss or damage. Supervisors shall forward the report through the chain of command to the Human Services Administrator or designee.
  - 1.5.1 Employees who lose or damage a badge through negligence shall be required by the issuing authority to purchase a new badge or pay the repair cost. Money collected shall be forwarded to the appropriate Business Office.
  - 1.5.2 The Business Office shall deposit the money into the general fund.
  - 1.5.3 Employees shall be issued a new badge at no cost if they receive a defective badge; if their badge was damaged in an incident in which they were not negligent; or if their badge is old and worn-out as a result of normal wear.

- 1.5.3.1 Defective badges - Newly-issued badges that have an error or imperfection but are not damaged, shall be returned to the Human Services Administrator or designee, or COTA Commander, as appropriate who shall provide replacement badges and return the defective badges to the manufacturer or representative.
- 1.5.3.2 Damaged and worn-out badges - Shall be forwarded to the Human Services Administrator or designee who shall provide replacement badges, record the badge numbers and arrange for appropriate destruction of the badge.
- 1.6 Employees who have been issued badges shall retain their badge until such time as they terminate employment with the Department.
  - 1.6.1 Employees who are placed on long-term leave may be asked to surrender their badge until they return to work.
  - 1.6.2 Employees who terminate employment with the Department shall return their badge to the designated staff member in accordance with Department Order #304, Equipment and Inventory System.
- 1.7 Employees who are approaching retirement may request that their badge be issued to them and retired from service, by submitting a written request to the Warden. If the Warden approves the request, the badge shall be mounted on a wooden plaque at the Department's expense and presented to the employee.
  - 1.7.1 Retired badges must be mounted on a wooden plaque and not be capable of being worn or carried.
- 1.8 If an employee dies, the deceased employee's badge shall be offered to the next-of-kin. If accepted, the badge shall be mounted on a wooden plaque, at the Department's expense, and presented.
- 515.03 EMPLOYEE BUSINESS CARDS** - Business cards shall be provided to Executive staff, Division Directors, Regional Operations Directors, Regional Health Administrators, Wardens, Deputy Wardens, Administrators and employees whose job responsibilities involve a large amount of public or community contact.
  - 1.1 All business cards shall be ordered from Arizona Correctional Industries (ACI).
  - 1.2 All business cards are to have the following printing specifications:
    - 1.2.1 The official Department business card logo of the Department's seven pointed badge in the upper left hand corner.
    - 1.2.2 Centered on the remaining upper card border is to be printed "State of Arizona" above "Department of Corrections".
    - 1.2.3 Centered on the card is to be printed the name of the employee in all capital lettering above the title of the employee with the first letter(s) capitalized.
    - 1.2.4 In the lower left quadrant of the card is to be printed the work unit, above the mailing address, above the Departments web site address.

- 1.2.5 In the lower right quadrant of the card is to be printed the office phone number, above the fax number, above the cell phone number (if applicable and requested by the employee), above the Department e-mail address of the employee.
- 1.3 The authorized standardized business card materials matrix is as follows:
  - 1.3.1 Executive Level - Director, Deputy Director and Division Directors:
    - 1.3.1.1 Linen Paper.
    - 1.3.1.2 Raised Letter, Black Ink.
    - 1.3.1.3 Gold Foil Badge Logo.
  - 1.3.2 Administrative Level - Wardens (grade 25), Bureau Administrators (grade 26) and above:
    - 1.3.2.1 Linen Paper.
    - 1.3.2.2 Raised Letter, Black Ink.
    - 1.3.2.3 Gold Ink Badge Logo.
  - 1.3.3 Manager Level - Deputy Wardens (grades 22 through 24) and Program Administrators/Managers (grades 23 through 26):
    - 1.3.3.1 Standard Paper.
    - 1.3.3.2 Raised Letter, Black Ink.
    - 1.3.3.3 Gold Ink Badge Logo.
  - 1.3.4 Department personnel who are not specifically authorized business cards shall request authorization from their approving authority (Bureau Administrators, Division Directors and above). Business cards may be authorized for employees whose job responsibilities involve a large amount of public, community or external business contact.
    - 1.3.4.1 The standardized business card materials matrix shall be the same as indicated in 1.3.3 of this section.
- 1.4 The ACI business card formats shall remain standardized. Any exception to this standardization must be approved by the Director.
- 1.5 Ordering Guidelines
  - 1.5.1 Whenever it is likely that the employee will use cards in volume, it is preferred that orders will be of 1,000, in order to get the lower price for the volume discount. Similarly, gold foil orders should be done together, whenever possible.
  - 1.5.2 Low volume use shall be made in orders of 500.

## DEFINITIONS

**ISSUING AUTHORITY** - The individual at a work location who is responsible for issuing ID cards, maintaining the Record of ID Card Issue, issuing badges, and maintaining records of reporting on the number of badges ordered, received, issued, lost, damaged or stolen.

**STAFF ID CARD** - A laminated identification card that contains the following information: on the front of the card, the individual's name, photograph and the Department's name and logo; on the back of the card, the Director's signature and the individual's date of birth, and physical description.

**REPLACEMENT ID CARD** - An ID card issued by issuing authorities when employees undergo significant changes in appearance, change their name or report their ID card lost or stolen. Replacement ID cards are also issued when an ID card format or color is changed and the Director determines that existing ID cards should be replaced.

{Original Signature on File}

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Charles L. Ryan  
Director

## ATTACHMENT

Attachment A, Business Card Sample

## FORMS LIST

515-1 - Record of ID Card Issue

515-2 - Badge Request

515-5 - ID Card and Encoding Request

## AUTHORITY

A.R.S. § 13-3112, Retirement Credentials

Department Order 515  
ATTACHMENT A

ADC Logo	State of Arizona
	Department of Corrections
YOUR NAME HERE	
Your Title Here	
999-9999	Office: (999)
Work Unit...	Fax: (999)
999-9999	
Any Town, Arizona 99999	Cell: (999)
999-9999	
Department web site address	Email:
xxxx@xxxxx.xx	