

CHAPTER: 500
Personnel/Human Resources

DEPARTMENT ORDER:
515 – Identification System

OFFICE OF PRIMARY
RESPONSIBILITY:
DD

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Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual

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

David Shinn, Director

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PURPOSE

This Department Order authorizes the issuance of identification cards (ID cards) to Department employees, contractors, volunteers, **Program Associates**, and interns. Badges and business cards shall only be issued to designated employees.

APPLICABILITY

This Department Order is applicable to all Department employees, contractors, volunteers, **Program Associates**, and interns who service the Department and private prisons. Private prison employees, including uniformed staff, executive staff and non-uniformed employees, shall adhere to this Department Order for ID cards and badges.

PROCEDURES

1.0 IDENTIFICATION CARDS – ID cards are the property of the Department. Upon request, expiration or separation, ID cards shall be surrendered to the Warden, Bureau Administrator, Contract Coordinator, Contract Monitor or designee and returned to the appropriate Human Resources Office.

1.1 Deputy Chief Human Resources Officer or Designee Responsibilities

1.1.1 The **Deputy Chief Human Resources Officer** or designee shall ensure that blank 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

1.1.1.2 White card stock for contractors, volunteers, **Program Associates**, and interns

1.1.1.3 Solid blue for retiring employees with Peace Officer certification

1.1.1.4 Solid brown for retiring employees - Rank and job titles shall not be indicated on the Retired ID card.

1.1.2 The **Deputy Chief Human Resources Officer** or designee may issue and replace ID cards when necessary.

1.1.3 The **Deputy Chief Human Resources Officer** or designee shall maintain:

1.1.3.1 Supplies of blank ID cards in a secure area.

1.1.3.2 Supplies for the Mug Photo Interface Subsystem (MPI) printer (i.e., color films, laminate and cleaning materials) at the 1831 building.

1.1.3.3 Records of ID cards issued.

1.2 The Warden, Bureau Administrator, **Deputy Warden**, Contract Coordinator, Contract Monitor, Volunteer Coordinator, Intern Coordinator, or designee shall:

1.2.1 Ensure ID cards are:

- 1.2.1.1 Checked at all routine checkpoints and at other locations when required for security reasons.
- 1.2.1.2 Not expired, altered, damaged, bent, punctured, covered or in any way defaced. Cards exhibiting any of these characteristics shall be confiscated and returned to the appropriate Human Resources Liaison, who will work with the individual to correct the issue.
- 1.2.1.3 Collected when the individual is no longer employed by the Department and/or permitted access to a Department location, and returned to the appropriate Human Resources Liaison for disposition.
- 1.2.2 Investigate situations involving the misuse of ID cards as outlined in Department Order # 601, Administrative Investigations and Employee Discipline.
- 1.2.3 Ensure an **Information Report**, Form 105-2, is initiated when individuals **lose their ID cards, have their ID cards stolen, or** are no longer employed by or provide services to the Department **and** fail to return their ID card.
- 1.2.4 Determine if damaged, lost or stolen ID cards were the result of negligence and payment for the replacement ID card is required.
 - 1.2.4.1 **If negligence is determined, annotate if reimbursement cost is required in the Comments/Action Taken field of the Information Report.**
- 1.3 The Human Resources Liaison shall:
 - 1.3.1 Have individuals requiring an ID card complete the appropriate section of the ID Card and Encoding Request, Form 515-5, as appropriate.
 - 1.3.1.1 Positions not requiring pre-approved 24 hour access to Capitol Mall Department buildings are as follows: Director, Deputy Director, Assistant Director, Inspector General, Regional Operations Director, General Counsel, Security Operations Administrator, Emergency Preparedness Administrator, Deputy Inspector General, Special Investigator and Investigator III.
 - 1.3.1.2 Requests for 24 hour access to Capitol Mall Department buildings by all other employees shall be submitted through their chain of command to the Director, Deputy Director, or Assistant Director, as appropriate for disposition.
 - 1.3.2 Complete the "Human Resources Operations Only" portion of the ID Card and Encoding Request form, as appropriate.
 - 1.3.3 Coordinate the issuance of all ID cards utilizing the approved ID Card and Encoding Request as appropriate.
 - 1.3.3.1 For institution contractors, Human Resources Liaisons shall issue contractor ID cards upon direction from the Contractor Clearance Unit (CCU)

- 1.3.3.2 For Central Office contractors, Human Resources Liaisons may issue contractor ID cards.
- 1.3.4 Ensure the expiration date for contractors, volunteers, **Program Associates** and interns is indicated as follows:
 - 1.3.4.1 Volunteer ID cards shall expire annually and contain an expiration date reflecting only the month and year (i.e., 04/**2021**) one year from the month of the background or previous clearance. ID cards expire at the end of the month.
 - 1.3.4.2 Contractor **and Program Associate** ID cards shall be valid for the period of the project/contract or one year from the date of the clearance, whichever occurs first.
 - 1.3.4.2.1 For contracts/projects that are continuing for more than one year, a **renewal request** should be submitted 15 calendar days prior, **but no more than 30 days prior**, to the ID card expiration date.
 - 1.3.4.3 Intern ID cards shall expire at the end of the internship or one year from the date of the clearance, whichever occurs first.
- 1.3.5 Prior to issuing the ID card:
 - 1.3.5.1 Ensure the ID card is photocopied on the ID Card and Encoding Request form, face up, in the designated space.
 - 1.3.5.2 Validate the information on the ID card is complete and accurate.
 - 1.3.5.3 Conduct a visual comparison between the ID card and the individual at the time of issue to ensure the ID card is released only to the individual for whom it was made.
 - 1.3.5.4 Have the individual sign and date the form upon receipt of the ID card.
- 1.3.6 Forward a copy of each completed form to the Central Office Human Resources Operations Unit to be incorporated into the appropriate file.
 - 1.3.6.1 For institution contractors, a copy shall be forwarded to the CCU.
- 1.4 Individuals issued an ID card shall:
 - 1.4.1 Maintain control of ID cards while on duty and wear/carry their ID cards as follows:
 - 1.4.1.1 Non-uniformed Department employees, contractors, volunteers, **Program Associates**, and interns shall wear their ID card in a visible location while on Department property.
 - 1.4.1.2 Uniformed staff shall not be required to wear their ID card, but shall carry their ID card on their person at all times while on duty.

- 1.4.2 Not display/expose ID cards when not on Department property and maintain control of ID cards while off duty.
 - 1.4.2.1 During off-duty hours, ID cards and badges shall be maintained in the personal residence and not be left in personal vehicles, except for short periods when travelling to and from work. If brief stops are made during travel, ID cards and badges shall be stored as securely as possible and out of sight of those outside the vehicle.
- 1.4.3 Request a replacement ID card from the appropriate Human Resources Liaison when:
 - 1.4.3.1 There is a significant change in their personal appearance, their ID card needs to be renewed, and/or they have a title and/or name change; **an updated photo shall be required**. Payment for the new ID shall not be required for these instances.
 - 1.4.3.2 Their ID card is altered, damaged, bent, punctured, covered or in any way defaced.
 - 1.4.3.2.1 Employees shall reimburse the Department for the cost of the replacement ID card. Employees shall not be charged when damage to an ID card is the result of normal wear.
 - 1.4.3.3 Their ID card is lost or stolen.
 - 1.4.3.3.1 Individuals who have lost or had their ID cards stolen shall ensure an **Information Report** describing the circumstances is submitted in accordance with Department Order #105, Information Reporting.
 - 1.4.3.3.2 A copy of the **completed** report shall be forwarded to the appropriate Human Resources Liaison, **who** shall notify the individual if he/she has to reimburse the Department for the cost of the lost or stolen ID card, upon the determination of the issuing authority in accordance with 1.2.4 of this section.
- 1.4.4 Return their ID cards to the appropriate Human Resources Liaison when their ID cards are expired, they are no longer employed by the Department and/or they are no longer permitted access to a Department location.
- 1.5 Payment For Non-Returned/Replacement ID Cards When Negligence Has Been Determined
 - 1.5.1 Individuals may submit a money order for the amount of the replacement ID card to the Business Office/Central Office Accounting, and provide a copy of the receipt to the Human Resources Liaison.
 - 1.5.2 The Business Office/Central Office Accounting shall deposit collected funds into the General Fund.

- 1.6 **Retired ID Cards** – An employee must officially retire to be eligible for a Retired ID card. Employees who resign or who are terminated from their position are not eligible for a Retired ID card. Retired ID Cards **must have an updated photo and** shall not be used for access to a Department institution/facility.
 - 1.6.1 Employees who are officially retiring may submit a written request to the **Deputy Chief Human Resources Officer** or designee through their chain of command a minimum of **two weeks** prior to the effective date of their retirement.
 - 1.6.2 **Retired ID cards are a one-time issue, shall serve as a memento, and shall not be reproduced.**
 - 1.6.3 A Retired ID card shall not be issued when requested after the retired employee's effective date.
 - 1.6.4 The Central Office Human Resources Operations Unit shall prepare the Retired ID card and forward it to the employee through the appropriate Executive Assistant or Executive Staff Assistant.
 - 1.6.5 Upon request, the **Deputy Chief Human Resources Officer** or designee shall coordinate the issuance of distinctive photographic ID cards to retiring employees who are full authority peace officers.

2.0 COMMUNITY CORRECTIONS REENTRY CENTER IDENTIFICATION – Authorized contractors, volunteers, **Program Associates**, interns and visitors shall be issued a daily use Visitor Identification card specific to the Center authorized to visit. These temporary, daily use ID cards shall be issued at the beginning of every visit, turned in at the conclusion of every visit, and displayed at all times while on Department property.

3.0 EMPLOYEE BADGES

- 3.1 Badges are the property of the Department. Human Resources Liaisons 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 assigned badge.
- 3.2 The **Assistant Director**, Warden, Bureau Administrator or designee shall:
 - 3.2.1 **Ensure an Information Report, Form 105-2, is initiated when individuals who have lost or had their badge stolen, or are no longer employed by the Department and fail to return their badge.**
 - 3.2.2 Determine if damaged, lost or stolen badge were the result of negligence and if payment for the replacement badge is required.
 - 3.2.2.1 **If negligence is determined, annotate if reimbursement cost is required in the Comments/Action Taken field of the Information Report.**
- 3.3 The **Deputy Chief Human Resources Officer** or designee shall:
 - 3.3.1 Purchase employee badges in accordance with established procurement guidelines.

- 3.3.2 Maintain records regarding the number of badges ordered, on hand and badge transfers by institution/unit.
- 3.3.3 Maintain records of all employee badges. Badges shall be listed in numerical order and identify to whom and the location the badge is assigned.
- 3.3.4 Maintain records of all badges that are reissued.
- 3.3.5 Provide replacement badges.
- 3.3.6 Arrange for damaged badges to be returned to the manufacturer or representative for repair or replacement as appropriate.
- 3.3.7 Ensure the appropriate destruction of unserviceable badges.
- 3.4 The Human Resources Liaison or designee shall:
 - 3.4.1 As badges are assigned to employees, notify the **Deputy Chief Human Resources Officer** or designee, in writing, by completing the Badge Request form and submitting it to the Human Resources Operations Unit.
 - 3.4.2 Provide a monthly report to the **Deputy Chief Human Resources Officer** or designee that reconciles and account for the number of badges on hand, received, issued, lost, damaged, stolen or retired.
- 3.5 Employees who have been assigned badges shall:
 - 3.5.1 **Immediately** return newly-issued badges that **are defective** to the **issuing authority** or designee. The **issuing authority** or designee shall issue **another** badge at no cost.
 - 3.5.2 When **the** badge is damaged or worn out:
 - 3.5.2.1 Submit an Information Report, Form 105-2, to the **Deputy Chief Human Resources Officer** or designee, through their supervisor.
 - 3.5.2.2 Return damaged badges to the **issuing authority** or designee.
 - 3.5.2.3 Be required to pay for the repair or replacement of the badge when negligence is determined as outlined in this section. Employees shall not be charged when badges are damaged in incidents in which they were not negligent, or if their badge is old and worn out as a result of normal wear.
 - 3.5.3 When their badge is lost or stolen:
 - 3.5.3.1 Ensure an **Information** Report describing circumstances for the lost or stolen badge is submitted in accordance with Department Order #105, Information Reporting.
 - 3.5.3.2 Forward a copy of the **Information** Report to the **Deputy Chief Human Resources Officer** or designee.
 - 3.5.3.3 Be required to pay for the **current** replacement **cost** of the badge when negligence is determined as outlined in this section.

3.5.4 Return their badges to the **Deputy Chief Human Resources Officer** or designee when they:

3.5.4.1 No longer occupy a position authorized for a badge.

3.5.4.2 Terminate employment with the Department.

3.6 Payment for non-returned badges and replacement badges when negligence has been determined shall be collected and deposited in accordance with **section 1.5**.

3.6.1 **The Human Resources liaison shall submit a request to the Business Office/Central Office Accounting to collect the amount due from those individuals who failed to return their badge upon separation from the Department.**

3.7 Retired Badges – Retired badges shall serve as mementos and shall not be reproduced.

3.7.1 Retired badges may be issued to employees upon approval of the Warden or Administrator. Retired badges shall be:

3.7.1.1 Rendered incapable of being worn or carried by removing the pin.

3.7.1.2 Permanently mounted on a wooden plaque, at the Department's expense.

3.7.2 To request a retired badge, employees shall submit a written request to the Warden or Administrator 30 calendar days prior to the effective retirement date. A copy of the approved request shall be forwarded to the **Deputy Chief Human Resources Officer** or designee.

3.7.3 Upon approval of the Warden or Administrator, the retired badge shall be presented to the employee.

3.8 Memorial Badge

3.8.1 A mounted Department badge shall be presented as a keepsake to the next of kin or an appropriate family member upon the death of a current Department employee who **was issued a badge as part of their** classifications at the time of death.

3.8.2 Badge mounting shall follow the same provisions as those described for retired badges above.

4.0 EMPLOYEE BUSINESS CARDS – Business cards shall be provided to executive staff, Assistant Directors, Regional Operations Directors, Wardens, Deputy Wardens, Administrators and employees whose job responsibilities involve a large amount of public or community contact.

4.1 All business cards shall be ordered from Arizona Correctional Industries (ACI).

4.2 All business cards are to have the following printing specifications:

4.2.1 The official Department business card logo of the Department's seven pointed badge in the upper left hand corner.

- 4.2.2 Centered on the remaining upper card border is to be printed “State of Arizona” above “Department of Corrections, **Rehabilitation and Reentry.**”
- 4.2.3 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.
- 4.2.4 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.
- 4.2.5 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.
- 4.3 The authorized standardized business card materials matrix is as follows:
 - 4.3.1 Director, Deputy Director, and Assistant Director (Executive Level) – Linen paper, raised letter, black ink and gold foil badge logo
 - 4.3.2 Wardens (grade 25), Bureau Administrators (grade 26) and above (Administrative Level) – Linen paper, raised letter, black ink and gold ink badge logo
 - 4.3.3 Deputy Wardens (grades 22 through 24) and Program Administrators/Managers (grades 23 through 26 (Manager Level) – Standard paper, raised letter, black ink, and gold ink badge logo
- 4.4 Department personnel not specifically authorized business cards shall request authorization from their approving authority (i.e., Assistant Director, Warden or Bureau Administrator). Business cards may be authorized for employees whose job responsibilities involve a large amount of public, community or external business contact.
 - 4.4.1 The standardized business card materials matrix shall be the same as indicated in section 4.3.3.
- 4.5 The ACI business card formats shall remain standardized. All exceptions shall be approved by the Director or designee.
- 4.6 Ordering Guidelines
 - 4.6.1 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.
 - 4.6.2 Low volume use shall be made in orders of **250**.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms

FORMS LIST

515-2, Badge Request

515-5, ID Card and Encoding Request