

CHAPTER: 900
Inmate Programs and Services

DEPARTMENT ORDER:
916 – Staff – Inmate Communications

OFFICE OF PRIMARY
RESPONSIBILITY:
DD

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ACCESS

Contains Restricted Section(s)

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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EXPECTED PRACTICES

American Correctional Association (ACA) Expected Practices: 5-ACI-1A-16 and 5-ACI-3A-06

PURPOSE

This Department Order establishes a system to facilitate communication between staff and inmates, thereby reducing potential misunderstandings and allowing for the exchange of information.

RESPONSIBILITY

Wardens and Deputy Wardens shall ensure that every inmate is made aware of the content of this Department Order.

PROCEDURES

1.0 COMMUNICATION METHODS – Communication methods between staff and inmates shall include, but not be limited to: {5-ACI-1A-16} {5-ACI-3A-06}

- 1.1 Inter/intra-institutional inmate letter system, as described in section 3.0.
 - 1.2 Inmate Grievance System – Refer to Department Order #802, Inmate Grievance Procedure
 - 1.3 Community Forums/Meetings
 - 1.4 Inmate newsletters and publications
 - 1.5 Informal staff/inmate contacts
 - 1.6 Individual and/or group counseling sessions
 - 1.7 Inmate Notifications – Refer to Department Order #101, System of Written Instructions
 - 1.8 **Electronic email through Secure Communications Platform (Tablets)**
 - 1.8.1 **Designated staff with access to the Secure Communications Platform shall manage electronic communications as outlined in Department Order #720, Inmate Tablet Program.**
 - 1.9 **Letters and postcards sent through the U.S. Postal Service**
 - 1.10 **The inmate telephone system to access the Prison Rape Elimination Act (PREA) and Retaliation Hotline. (Refer to Department Order #125, Sexual Offense Reporting, Attachment B and Department Order #814, Inmate Ombudsman Office, Attachment A.)**
 - 1.11 Other methods of communication approved by the Director, Deputy Directors, Assistant Directors, Regional Operations Directors, Wardens, Deputy Wardens or Administrators.
- 2.0 TAPE RECORDED CONVERSATIONS/TELEPHONE CALLS** – No inmate shall record personal or official conversations or any telephone calls without the knowledge and consent of the other person(s).
- 2.1 An inmate found in violation of this restriction shall be subject to disciplinary action.

- 2.2 Unauthorized tape recorders, recording tapes, MP3 players, digital recorders, cell phones and other recording devices shall be confiscated and permanently removed from the inmate's possession.

3.0 INMATE LETTER/ ELECTRONIC EMAIL (SECURE COMMUNICATIONS PLATFORM/TABLETS)

- 3.1 Inmates who have questions or problems that require written responses from Department staff **are strongly encouraged to utilize the Electronic email through their assigned tablets or the Inmate Letter, Form 916-1.**
 - 3.1.1 The **Electronic email or Inmate Letter may** be used for all staff/inmate correspondence other than grievances and disciplinary appeals. (See Department Order #802, Inmate Grievance Procedure, and Department Order #803, Inmate Discipline Procedure.)
 - 3.1.2 The Inmate Letter may be obtained from the inmate's Correctional Officer III or other staff member designated by the Warden, Deputy Warden or Administrator.
- 3.2 Each **Electronic email or Inmate Letter** shall be limited to one issue.
 - 3.2.1 **Utilizing the Inmate Letter** shall be limited to the space provided on the form.
 - 3.2.2 Non-compliance may result in the **Electronic email or Inmate Letter** being returned to the inmate **using the Inmate Letter Return, Form 916-3.**
 - 3.2.3 Inmates may provide additional information pertaining to the issue when requested by staff.
- 3.3 Inmate Letters shall be mailed, via the Department's internal mail system, either sealed or unsealed. They shall be addressed to the appropriate staff member.
- 3.4 The receiving staff member shall review the **Electronic email or Inmate Letter** and shall respond to the inmate using **Electronic email or an Inmate Letter Response, Form 916-2**, which is available on the ADCNet. The Inmate Letter response shall be completed, copied and distributed as indicated on the form and forwarded to the inmate within **20 calendar** days from receipt of the Inmate Letter, except as described in 3.4.1 below. **Electronic email responses are stored as a permanent record within the Secure Communications Platform.**
 - 3.4.1 If staff determines that the issue addressed in the **Electronic email or Inmate Letter** is an emergency, no written response shall be required and staff shall take immediate appropriate action upon receipt of the Inmate Letter. (An emergency exists when normal processing time frames could result in serious physical or psychological harm to the inmate or pose a threat to the safe and secure operation of the institution.)
 - 3.4.2 **Electronic email or Inmate Letters** that cover a single issue, but are received by multiple staff members prior to any response being generated, shall be answered only at the lowest appropriate level or as determined by the Unit or Complex Administrator.
 - 3.4.3 When the receiving staff member determines that an alternative communication method (such as grievance or disciplinary appeal) is more appropriate, the staff member shall provide an explanation with the **Electronic email or Inmate Letter** and return to the inmate.

- 3.5 No staff member shall intercept, stop, destroy, delay or otherwise attempt to interfere with staff/inmate correspondence.
- 3.6 Staff, through the appropriate Assistant Director, may consult with the Department's General Counsel concerning legal issues raised in an Inmate Letter.

FORMS LIST

916-1, Inmate Letter

916-2, Inmate Letter Response

916-3, Inmate Letter Return