

CHAPTER: 100

Agency Administration/Management

DEPARTMENT ORDER:

101 – System of Written Instructions

**OFFICE OF PRIMARY
RESPONSIBILITY:**

OGC

Effective Date:

May 12, 2024

Amendment:

N/A

Supersedes:

DO 101 (7/13/20)

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2027

ACCESS

Contains Restricted Section(s)

**Arizona
Department
of
Corrections
Rehabilitation
and Reentry**



Department Order Manual

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

Ryan Thornell, Director

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PURPOSE

This Department Order establishes a coordinated system of written instructions through which the Department communicates its management philosophy, intent, and expectations to employees, inmates, and the public. Development and revision processes ensure input from appropriate employees. Maintenance and distribution methods provide employees, inmates, and the public with access to written instructions.

Persons with a disability may request a reasonable accommodation by contacting the Department. Requests shall be made as early as possible to allow time to arrange the accommodation.

RESPONSIBILITY

The Policy Unit, at the direction of the Office **of the General Counsel**, is responsible for administration of the system of written instructions.

Executive Staff members are responsible for serving as Offices of Primary Responsibility (OPRs) for Department Orders (DOs), and for identifying the need for the written instructions to guide critical functions within the Department or organizational unit. OPRs shall ensure written instructions address administrative and/or operational needs, while also ensuring consistency with related internal instructions and external requirements.

PROCEDURES

1.0 FAMILIARIZATION AND COMPLIANCE WITH WRITTEN INSTRUCTIONS

- 1.1 All employees and supervisors shall be responsible for compliance with all levels of written instructions (i.e., DOs, Technical Manuals, General Order/Post Orders and **Healthcare Services Post Orders**).
- 1.2 Supervisors shall ensure employees under their supervision sign and date the System of Written Instruction Acknowledgment, Form 101-1, indicating they have read and understand the written instructions and return the form to their supervisor. The System of Written Instruction Acknowledgment form shall be maintained in the employee's Personnel file.
- 1.3 Wardens, Deputy Wardens, and Bureau Administrators shall ensure:
 - 1.3.1 Policy Notifications are posted on official Department bulletin boards, where designated.
 - 1.3.2 Restricted and general access written instructions and revisions are announced and discussed during employee meetings and/or briefings.

2.0 WRITTEN INSTRUCTIONS ACCESS

- 2.1 Department Employee Access
 - 2.1.1 DOs shall be made available to Department employees **on the ADCNet**.
 - 2.1.1.1 Employees who are off duty may access the DOs on the public Department website.
 - 2.1.1.2 Restricted access DOs, **which contain specific information that may pose a direct threat to safe and secure operations, placing employees, inmates, and/or the public at risk**, shall not be available to inmates or the public.

2.1.2 Technical Manuals – The access and distribution of Technical Manuals shall be determined by the OPR. Restricted Technical Manuals/sections shall not be available to inmates or the public.

2.1.2.1 **Technical Manuals shall be made available to Department employees on the ADCNet.**

2.1.3 The General Order/Post Orders and **Healthcare** Services Post Orders are restricted and shall not be available to inmates or the public. Access to and electronic availability of these Orders shall be determined by the OPR.

2.2 Inmate Access

2.2.1 The Warden or designee shall ensure:

2.2.1.1 The general access DOs are available in the Inmate Resource Center/library.

2.2.1.2 Inmate Notifications are posted and made available to inmates **on the inmate tablets and bulletin boards.**

2.2.2 Inmate requests to review general access Technical Manuals shall be submitted in writing through their assigned Correctional Officer III to the Deputy Warden. Upon approval, the assigned Correctional Officer III shall be present while the inmate reviews the Technical Manual.

2.2.2.1 Inmates shall not have access to restricted Technical Manuals/**sections.**

2.2.3 Inmates shall not have access to General Order/Post Orders, **Healthcare** Services Post Orders, or restricted written instructions (e.g., DOs, Technical Manuals/sections). Restricted access to written instructions, **includes those that** contain specific information that may pose a direct threat to safe and secure operations, placing employees, inmates, and/or the public at risk.

2.3 Public Access

2.3.1 General access DOs shall be readily available for any member of the public **to view on the Department's internet website.**

2.3.2 The Department shall provide reasonable accommodation for access to written instructions upon receipt of a written or verbal request to accommodate a disability.

3.0 DEPARTMENT ORDERS – DEVELOPMENT, REVISION, ALIGNMENT, AND RESCISSION

3.1 Any employee who wishes to request **the** development, revision, or rescission of a DO shall submit their written request through their local chain of command to the appropriate Assistant Director for consideration and approval/disapproval.

3.2 New DO Development - The OPR shall begin the development process for a new DO by notifying the Policy Unit Administrator.

3.2.1 The OPR shall review DO drafts for accuracy, logic and completeness, and identify **further additions or revisions.** Completed preliminary drafts shall be provided to the Policy Unit Administrator.

- 3.2.2 The Policy Unit shall:
 - 3.2.2.1 Work with the OPR and/or an assigned SME to resolve any questions and concerns during development of the preliminary draft, to include the development and/or revisions of any forms necessary to comply with the DO. (See DO #114, Forms Management System.)
 - 3.2.2.2 Consult with the OPR/SME to determine if:
 - 3.2.2.2.1 The entire DO or sections of the DO should be restricted from inmate and public access. Restricted designations shall be assigned by exception - only when the instruction contains specific information which would pose a direct threat to safe and secure operations, placing employees, inmates, or the public at risk.
 - 3.2.2.2.2 Technical Manuals are necessary to implement the DO. An outline of content requirements for the Technical Manual(s) may be included in the IMPLEMENTATION section of the DO.
 - 3.2.2.3 Prepare the draft and supporting documentation for Executive Review.
- 3.2.3 **All DO revisions require a review by the Office of the General Counsel.**
- 3.3 DO Revision - OPRs shall submit revisions in writing to the Policy Unit Administrator when they determine a DO requires revision.
 - 3.3.1 Based on the extent of revisions to be made, the Policy Unit Administrator shall determine whether to initiate an Amendment or to revise the entire DO.
 - 3.3.2 **The Policy Unit shall be responsible for identifying related Arizona Revised Statute codes and citing as required. Arizona Revised Statute codes shall be verified during each revision.**
 - 3.3.3 DO revisions shall require Executive Review, except under exigent circumstances.
- 3.4 DO Alignment – The Policy Unit, **upon request of the OPR**, may initiate and publish DO Alignments (as defined in the Glossary of Terms) without an Executive Review or policy notification.
 - 3.4.1 **Alignments shall undergo an expedited review process by the General Counsel, Deputy Director, and Director for approval.**
- 3.5 DO Rescission - When it is determined that a DO should be rescinded; the OPR shall consult with the Deputy Director, **Chief of Staff, Inspector General, and General Counsel**. Upon approval, the OPR shall provide the Policy Unit with the approved rescission. The Policy Unit shall:
 - 3.5.1 Forward the supporting documentation through the Deputy Director, **Chief of Staff, Inspector General, and General Counsel** to the Director.
 - 3.5.2 **The Director shall determine if the DO is to be rescinded.**
 - 3.5.3 Distribute a **Policy Notification** in accordance with section **9.0**.

4.0 DEPARTMENT ORDER - EXECUTIVE REVIEW PROCESS

- 4.1 The Policy Unit shall:
 - 4.1.1 Establish Executive Review timeframes.
 - 4.1.2 Consolidate all comments received into the draft and submit the electronic draft and associated forms to the **Executive Staff members** for review within the established timeframes.
- 4.2 **Executive Staff members** shall:
 - 4.2.1 Review the draft and forms, and may forward to additional staff for review.
 - 4.2.2 Consult with the OPR to address comments and/or resolve conflicts that arise during their Executive Review.
 - 4.2.3 Submit their final review to the Policy Unit.
- 4.3 The Assistant Director for Prison Operations, in consultation with the Contract Beds **Administrator**, shall determine if the draft or any section(s) of the draft are applicable to the operation of private prisons.
 - 4.3.1 If not applicable, the Contract Beds **Administrator** shall provide the appropriate Applicability statement for inclusion in the DO.
- 4.4 The Policy Unit shall:
 - 4.4.1 Obtain **input** from the OPR prior to making any significant revisions based on Executive Review comments.
 - 4.4.2 Forward the final draft and supporting documentation through the Deputy Director, **Chief of Staff, Inspector General, and General Counsel**, to the Director for review and approval.
- 4.5 Effective Dates - The **Director** shall establish the effective date of DO revisions.

5.0 NOTIFICATIONS - For issues that may have significant impact on staff and/or the inmate population, the Director, Deputy Director, **Chief of Staff, Inspector General, General Counsel**, or Assistant Director may determine that notice is required prior to implementation.

- 5.1 Policy Notifications and Inmate - Policy Notifications associated with the publication of new/revised DOs are developed and issued by the Policy Unit.
- 5.2 Division - Inmate Notifications – Assistant Directors shall:
 - 5.2.1 Develop Inmate Notifications in accordance with this Department Order. Effective dates or other issues shall be included in the text of the notification as determined by the OPR.
 - 5.2.1.1 Inmate Notifications of changes impacting the population may include a 30-day notice period prior to implementation.
 - 5.2.2 Establish both the issue date and an effective of the notification.
 - 5.2.3 **Sign the Inmate Notification** and coordinate the publication with the Policy Unit **in accordance with section 9.0.**

6.0 DEPARTMENT ORDERS – SCHEDULED REVIEW - To ensure that DOs remain accurate and up-to-date, the Policy Unit shall administer a regularly scheduled review process for DOs. The process shall include, at a minimum:

- 6.1 A multi-year calendar identifying DO review dates in advance.
- 6.2 Employees to be afforded the opportunity to participate in policy development through a dedicated email box (policy@azadc.gov), or other electronic means.

7.0 TECHNICAL MANUALS - Technical Manuals shall be developed only when authorized by the Implementation section of a DO.

7.1 The OPR or designee shall ensure that Technical Manuals and revisions to Technical Manuals meet the following criteria:

- 7.1.1 Affect only one Division or apply to a limited number of employees in highly specialized areas within one or more Divisions. The Technical Manual shall not place responsibility or requirements on any other organizational unit or Division.
- 7.1.2 Be specifically authorized by a DO.
- 7.1.3 Be consistent with the authorizing DO.
- 7.1.4 Contain only information or additional detail that is not contained in the authorizing DO, **or needs further clarification.**
- 7.1.5 Numbered and titled according to the authorized DO. Divisions may add alpha-numeric designations to the end of the number for identification and retrieval.
- 7.1.6 Display the appropriate cover page (including signature line for the **Director**) and table of contents.

7.2 Technical Manuals shall not be rescinded until the requirement for the development and/or maintenance of the Technical Manual has been removed from the authorizing DO.

7.3 **Director Review - Assistant Directors shall submit their final review of the Technical Manual to the Policy Unit.**

7.3.1 **The Policy Unit shall forward the final draft and supporting documentation through the Deputy Director, Chief of Staff, General Counsel, and Inspector General to the Director for review and approval.**

7.3.2 **The Director** shall establish the effective date of **the** Technical Manuals.

8.0 GENERAL ORDER/POST ORDERS AND HEALTHCARE SERVICES POST ORDERS

8.1 The General Order/Post Orders and **Healthcare** Services Post Orders shall:

- 8.1.1 Be identified as “Restricted.”
- 8.1.2 Not repeat or duplicate information presented in a DO or Technical Manual.
- 8.1.3 Be written for all identified posts, as applicable to the institution.
- 8.1.4 Be consistently formatted, numbered, and titled as prescribed by the Assistant Director for Prison Operations or Assistant Director for **Healthcare** Services, as appropriate. Some subject content may vary to reflect local operational requirements.

- 8.1.5 If printed/copied, be on goldenrod paper and maintained in a secured area.
- 8.1.6 Be reviewed annually by the Prison Operations Division and/or **Healthcare** Services Division, as appropriate, and updated as necessary.

8.2 General Order/Post Orders

8.2.1 The General Order/Post Orders shall be reviewed and approved by the Assistant Director for Prison Operations. The Assistant Director shall establish the effective date of the General Order/Post Orders.

8.2.1.1 The Warden (or equivalent) shall review and approve the Unit Specific portion of the Post Order.

8.2.1.1.1 Wardens (or equivalent) shall establish the effective date of Unit Specific Post Orders.

8.2.1.2 The original Unit Specific Post Orders shall be maintained in the Warden's (or equivalent) Office and a copy distributed to designated areas.

8.2.2 The Prison Operations Division shall:

8.2.2.1 Maintain and publish a standardized list of authorized General Order/Post Orders.

8.2.2.2 Maintain the originals and distribute a copy to designated areas.

8.3 **Healthcare** Services Post Orders

8.3.1 **Healthcare** Services Post Orders shall be reviewed and approved by the Assistant Director for **the Healthcare** Services Division.

8.3.1.1 The Assistant Director for the **Healthcare** Services Division shall establish the effective date of **Healthcare** Services Post Orders.

8.3.2 The Assistant Director for **the Healthcare** Services Division, in coordination with the Contract **Healthcare Provider (CHP)** Facility Health Administrator, shall ensure the **Healthcare** Services Post Orders are maintained for each Facility Health Unit and accessible to **Healthcare** Services staff.

8.3.2.1 The original **Healthcare** Services Post Orders shall be maintained in **Healthcare** Services and a copy distributed to designated areas.

9.0 **DISTRIBUTION** - The Policy Unit shall:

- 9.1 Ensure electronic copies of new/revised DOs are forwarded to the Information Technologies Bureau for posting on the ADCNet and the public Department website.
- 9.2 **Ensure electronic copies of new/revised Technical Manuals are forwarded to the Information Technologies Bureau for posting on the ADCNet.**
- 9.3 Distribute Policy Notifications, via email, to Department personnel advising them of new, revised, and rescinded DOs and policy-related notifications, as applicable.
- 9.4 Distribute Inmate Notifications, via email, to Department personnel for posting on designated Inmate bulletin boards.

- 9.5 Ensure Departmental forms are available in accordance with DO #114, Forms Management System.
- 9.6 Ensure new/revised DOs and Inmate Notifications are available on the inmate tablets.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- ADCNet
- Alignment
- Amendment
- Approving Authority
- Department Order (DO)
- Office of Primary Responsibility (OPR)
- Post Orders
- Technical Manual
- Written Instructions

FORMS LIST

101-1, System of Written Instructions Acknowledgment