	ARIZONA DEPARTMENT OF CORRECTIONS **INMATE NOTIFICATION**	**Notification Number:** 12-10 **Issue Date:** April 13, 2010

POSTING NOTIFICATION

This information is to be posted for **a minimum of 30** days in areas accessible to inmates and shall be made available to inmates who do not have access to posted copies.

A revised Department Order 916, Staff-Inmate Communications will be effective 30 days from the issuance of this Inmate Notification. Significant revisions include:

- Removing Ad Hoc inmate information committee and authorized inmate clubs, or other authorized groups from the list of acceptable forms of inmate communication with staff.
- Adding Community Forums and Inmate Notifications to the list of acceptable forms of inmate communication with staff.
- Requiring tape recorders, recording tapes, MP3 players, digital recorders, cell phones and other recording devices to be confiscated and permanently removed from an inmate's possession.
- Including information on the availability of the Inmate Letter Response Form on the ADCNet.
- Requiring staff to go through their Division Director prior to consulting the Department's General Counsel on legal issues raised in an Inmate Letter.

Charles L. Ryan
Director

ARIZONA DEPARTMENT OF CORRECTIONS	CHAPTER: 900 INMATE PROGRAMS AND SERVICES	OPR: DIR
DEPARTMENT ORDER MANUAL	DEPARTMENT ORDER: 916 ***STAFF - INMATE COMMUNICATIONS***	SUPERSEDES: DO 916 (09/01/96)
		EFFECTIVE DATE: MAY 13, 2010
		REPLACEMENT PAGE REVISION DATE: N/A

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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

916.01 **COMMUNICATION METHODS** - Communication methods between staff and inmates shall include, but not be limited to:

1.1 Inter/intra-institutional inmate letter system, as described in section 916.04 of this Department Order.

1.2 Inmate Grievance System. (See Department Order #802, Inmate Grievance System)

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. (See Department Order #101, System of Written Instructions)

1.8 Other methods of communication approved by the Director, Deputy Director, Division Directors, Regional Operations Directors, Wardens, Deputy Wardens or Administrators.

916.02 **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).

1.1 An inmate found in violation of this restriction shall be subject to disciplinary action.

1.2 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.

916.03 **INMATE LETTER**

1.1 Inmates who have questions or problems that require written responses from Department staff shall use the Inmate Letter, Form 916-1.

1.1.1 The Inmate Letter shall be used for all staff/inmate correspondence other than grievances and disciplinary appeals. (See Department Order #802, Inmate Grievance System, and Department Order #803, Inmate Discipline System)

1.1.2 No other written forms shall be accepted in place of the Inmate Letter.

1.1.3 The Inmate Letter may be obtained from the inmate's counselor or other staff member designated by the Warden, Deputy Warden or Administrator.

1.2 Each Inmate Letter shall be limited to one issue, and written contents shall be limited to the space provided on the form.

1.2.1 No attachments shall be accepted.

1.2.2 Non-compliance may result in the Inmate Letter being returned to the inmate. Inmates may provide additional information pertaining to the issue when requested by staff.

1.3 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.

1.4 The receiving staff member shall review the Inmate Letter and shall respond to the inmate using 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 working days from receipt of the Inmate Letter, except as described in 1.4.1 below.

1.4.1 If staff determines that the issue addressed in the Inmate Letter is an emergency the response shall be made within 24 hours from 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.)

1.4.2 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 Inmate Letter and return both to the inmate.

1.5 No staff member shall intercept, stop, destroy, delay or otherwise attempt to interfere with staff/inmate correspondence.

1.6 The Inmate Letter shall not be used for any action for which there is an alternative method, such as grievances and disciplinary appeals.

1.7 Staff, through the appropriate Division Director, may consult with the Department's General Counsel concerning legal issues raised in an Inmate Letter.

Charles L. Ryan
Director

FORMS LIST
916-1, Inmate Letter
916-2, Inmate Letter Response