



SCDC POLICY/PROCEDURE

NUMBER: ADM-11.26

TITLE: EMPLOYEE COMMUNICATIONS

ISSUE DATE: JULY 1, 2004

RESPONSIBLE AUTHORITY: DIVISION OF HUMAN RESOURCES

OPERATIONS MANUAL: ADMINISTRATION

SUPERSEDES: ADM-11.26 (October 1, 2002)

RELEVANT SCDC FORMS/SUPPLIES: NONE

ACA/CAC STANDARDS: 4-ACRS-7D-34, 4-ACRS-7D-35, 4-ACRS-7D-36, 3-4016, 3-4017

STATE/FEDERAL STATUTES: NONE

THE LANGUAGE USED IN THIS POLICY/PROCEDURE DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS POLICY/PROCEDURE DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENTS OF THIS POLICY/PROCEDURE, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

PURPOSE: To promote and establish a system of open-door communication between managers and employees.

POLICY STATEMENT: To encourage effective employee communications and enable the prompt response to employee concerns and suggestions, the Agency will promote an "open-door" policy of communication between SCDC managers and employees. Managers and supervisors will ensure that they are readily accessible to their employees to discuss any work related problems and/or suggestions; that effective steps are taken to promptly resolve problems and to respond to and/or implement suggestions; and that timely information is provided to employees when changes are made which affect Agency operations or which impact employees. (4-ACRS-7D-34, 4-ACRS-7D-35, 4-ACRS-7D-36, 3-4016, 3-4017)

POLICY DIRECTIVES:

1. To promote effective communication between managers, supervisors, and their employees, an open-door policy will be maintained throughout the Agency. Agency managers and supervisors will ensure that employees desiring to discuss concerns, suggestions, or recommendations are treated in a prompt, courteous, and fair manner, without fear of reprisal. Employees will be expected to follow the appropriate chain of command when scheduling meetings to discuss concerns, suggestions, or recommendations, or to address inquiries. (4-ACRS-7D-36, 3-4017)

2. To ensure that all employees are afforded an adequate opportunity to meet with their managers and/or supervisors, monthly meetings will be scheduled by managers and supervisors with their

employees at times when the majority of employees are able to attend. Wardens will meet with the Executive Staff at least annually to facilitate communication, establish policy, and ensure conformity to legal and fiscal requirements. (4-ACRS-7D-34, 4-ACRS-7D-35, 3-4016)

3. Managers will be required to respond promptly to their employees' questions, problems, and/or concerns. Employees should follow the appropriate chain of command when seeking answers to questions; solutions to problems and/or concerns; and/or responses to recommendations and/or suggestions that remain unresolved after initial communication with their immediate supervisor.

4. The Agency will ensure that employees are routinely informed of changes to SCDC policies /procedures and to state and federal statutes and regulations affecting operations. Such changes will be communicated via policy change memorandums, shift briefings and staff meetings, memorandums issued by the Agency Director to all staff, Agency newsletters, and similar means of communication. (4-ACRS-7D-34)

5. Managers and supervisors will be required to conduct periodic on-site inspections and visits of institutions or other areas within their realm of responsibility in order to identify and correct problems and to personally discuss issues with staff and inmates. (4-ACRS-7D-36, 3-4017)

SIGNATURE ON FILE

s/Jon E. Ozmint, Director

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