



State of Indiana
Indiana Department of Correction

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POLICY AND ADMINISTRATIVE PROCEDURES
Manual of Policies and Procedures

Title
THE DEVELOPMENT, APPROVAL AND IMPLEMENTATION OF POLICY

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 4-22-2 IC 11-8-2-3 IC 11-8-2-5	00-00-101	ACA: CO: 1A-05; 1A-06; 1A-15; 1A-16 ACI: 4-4004; 4-4005; 4-4012; 4-4013; 4-4014; 4-4017; 4-4049; 4-4174; 4-4178; 4-4179; JTS: 1A-07; 1A-11; 1A-17; 1A-18

I. PURPOSE:

The purpose of this policy and administrative procedure is to establish a comprehensive process for the development, approval and review of policies, administrative procedures, operational procedures, and facility directives to ensure the effective management of the Department.

II. POLICY STATEMENT:

A policy is a statement of executive intent that sets limits or parameters of decision-making and encourages managerial action. Anyone may recommend that a new policy be developed or that an existing policy be revised. It is the responsibility of the Commissioner to either approve or disapprove policies.

The Commissioner or designee shall ensure that supporting administrative procedures are prepared for each policy.

All departmental staff, divisions and facilities shall comply with each applicable policy and administrative procedure unless specifically exempted in writing by the Commissioner or an appropriate Deputy Commissioner.

All policies, administrative procedures, operational procedures, facility directives, division directives and post orders shall be reviewed annually by applicable staff within the Department.

III. DEFINITIONS:

For the purpose of these procedures, the following definitions are presented:

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- A. **ADMINISTRATIVE PROCEDURE:** A standardized method for performing a specified function necessary to implement a policy.
- B. **DIVISION DIRECTIVE:** A standardized set of instructions developed by a Central Office Division to provide specific detailed information to staff responsible for specific operations in the facilities (e.g., Health Care Services Directives, Emergency Operations Manual, Parole Division Directives, etc.).
- C. **EXECUTIVE DIRECTIVE:** A written communication approved and signed by the Commissioner which presents policy or procedure related information.
- D. **FACILITY DIRECTIVE:** A set of instructions at a facility addressing issues specific to the facility's operation which are not addressed in policy, administrative or operational procedures or post orders.
- E. **OPERATIONAL PROCEDURE:** A prescribed manner for the implementation and operation of a specific facility in accordance with a Department policy and supporting administrative procedure.
- F. **POLICY:** A statement of executive intent which sets limits or parameters of decision-making and encourages managerial action.
- G. **POST ORDERS:** Instructions issued at a facility specifying appropriate activities or actions at a specific post or job location.
- H. **SUMMARY:** A quick reference guide to the administrative procedure. A summary follows the outline format of the administrative procedure and pulls main topics from each section for quick reference. A summary does not hold the authoritative weight of the administrative procedure. The governing, overriding document shall be the administrative procedure.

IV. DEPARTMENT POLICY MANAGER (DPM):

The Commissioner shall designate a staff person in the Department's Central Office to be Department Policy Manager (DPM) to manage policy and procedure activity within the Department.

The DPM shall:

- A. Serve as a resource person for policy issues;

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- B. Ensure format consistency, clarity of content and non-duplicity of information in policies and procedures;
 - C. Prepare policy-related items for the Commissioner and other Executive Staff to ensure proper and timely forwarding to the Facility Heads;
 - D. Maintain a master file of policies and administrative procedures, including the status of each policy and administrative procedure;
 - E. Coordinate annual reviews of policies and administrative procedures in conjunction with appropriate staff;
 - F. Prepare and/or review, with appropriate Division staff, proposed Executive Directives;
 - G. Assist the Division of Legal Services with the promulgation of rules;
 - H. Respond to all extra-agency requests on policy and administrative procedure issues;
 - I. Serve as policy coordinator for Central Office; and,
 - J. Receive division directives, operational procedures, and facility directives for review and retention.
- V. FACILITY POLICY COORDINATOR:

Each Facility Head shall designate a staff person to serve as the Facility Policy Coordinator (FPC). The FPC may be a full or part-time position based upon the needs of the facility.

- A. The designated staff person shall have an understanding of the operation of the Department and the facility, good communication skills and access to staff and all areas of the facility.
- B. The Facility Head or designee shall notify the DPM of the name, telephone number and extension and e-mail address of the FPC and of any changes in this assignment within five (5) business days of any such change.

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C. The FPC shall:

1. Receive policy and procedure proposals and suggestions from staff relating to policy modifications and prepare these proposals for forwarding to the Facility Head;
2. Maintain copies of all applicable Department policies, administrative procedures and division directives, as well as, all facility operational procedures and facility directives;
3. Assist the Facility Head in the notification and distribution to staff, as appropriate, policy and procedure related documents and ensure that each department has access to any policies and procedures that relate to that department;
4. Assist the Facility Head in the development, review and approval of operational procedures and facility directives;
5. Assist, as requested, in the development and maintenance of post orders and facility directives;
6. Ensure coordination of efforts to make staff aware of each policy and procedure;
7. Ensure correspondence relating to policies/procedures is considered when reviewing and revising operational procedures, facility directives and post orders;
8. Coordinate annual reviews of policies, administrative procedures, division directives, operational procedures, and facility directives on a monthly basis and ensure appropriate staff has the opportunity to review designated documents; and,
9. Assist in facility audits as requested.

VI. POLICY RELATED CORRESPONDENCE:

- A. Staff generating or receiving correspondence from an external agency or individual relating to policies and/or procedures shall ensure a copy is forwarded to the FPC, if applicable, and the DPM. This type of correspondence may include:
1. Documents such as policies and/or procedures from another government agency impacting the operation of the facility or the Department; or,
 2. Memoranda from staff that discuss the implementation or interpretation of a executive directive, administrative procedure, operational procedure, facility directive, or division directive.

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- B. Staff persons issuing information that impacts the implementation or interpretation of policy or procedures shall consult the DPM prior to distributing such information.
 - 1. Information impacting multiple divisions or facilities shall be forwarded to the DPM for review prior to distribution.
 - 2. The DPM shall review for content and format to ensure that the information is consistent with existing policies/procedures.
 - 3. This review shall be completed within five (5) working days of receipt.
 - 4. A copy of the correspondence presenting the new information shall be filed in the DPM's office with the appropriate policy/procedure and considered during the next annual review.

VII. EXECUTIVE DIRECTIVES:

An Executive Directive shall announce policy/procedure-related information.

- A. Executive Directives shall specifically identify the policy/procedure to which it relates, if any.
- B. Executive Directives shall be prepared in accordance with Department procedures.
- C. An Executive Directive shall remain in effect until superseded or replaced by another Executive Directive.
- D. An Executive Directive that presents and authorizes a revised policy and administrative procedure shall detail the changes made to the policy and administrative procedure for easy reference.
- E. Executive Directives that present and authorize policies, administrative procedures, or division directives shall be reviewed annually along with the presented, authorized document.
- F. Executive Directives that are not specific to a policy, administrative procedure, or division directive shall be reviewed to determine its present applicability. If still applicable, the Executive Directive shall be reissued with the original number and a current date.
- G. The DPM shall maintain the original of all expired or replaced Executive Directives in accordance with applicable records retention schedules.

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VIII. ORGANIZATION OF THE *MANUAL OF POLICIES AND PROCEDURES*:

The organization of the *Manual of Policies and Procedures* shall be as presented in ATTACHMENT I, "Table of Contents."

- A. Paper copies of policies and administrative procedures, if used, shall be filed and labeled in the *Manual of Policies and Procedures* as indicated in the "Table of Contents."
- B. Facilities that make policies and administrative procedures available in an electronic format, such as on a LAN or "shared" drive, shall present the policies and procedures in a similar manner as presented in the "Table of Content."

IX. ACCESS TO POLICIES AND PROCEDURES:

- A. Department policies, administrative procedures, operational procedures, division directives and facility directives shall be considered public documents, unless determined by the Commissioner to be restricted information.
 1. The Commissioner and Executive Staff shall review all policies/administrative procedures to determine whether they should be restricted information.
 2. Administrative procedures and their operational procedures may be determined to be restricted if:
 - a. They contain information that if released would likely jeopardize the safety and security of the facility, staff, public or offenders; or,
 - b. They contain information which is confidential by statute.
 3. The need to treat an administrative or operational procedure as restricted shall be noted:
 - a. in the Executive Directive presenting and authorizing the administrative procedure;
 - b. directly on the administrative or operational procedure in the upper right hand corner of each page in bold red font; and,

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- c. in the “Table of Contents” for the *Manual of Policies and Procedures* in bold red font.

Prior to the effective date of this Policy, the term “Confidential” was used. Policies implemented prior to the effective date of this policy will continue to use “Confidential” until a revision occurs, at which point, the term “Restricted” shall be used.

- B. The public and offenders shall have access to all non-restricted documents during normal business hours.
- C. Staff shall have review access to all policies/procedures relating to their work assignments on a 24-hour basis.
- D. There shall be a fee assessed for copies made for the public and offenders as determined by the Department of Administration.
- E. Access to policies and procedures should be granted through the Facility Head, FPC or other staff designated by the Facility Head or DPM and shall be in accordance with public records access laws.
- F. Each Facility Head shall ensure that all staff has access to policies and procedures necessary for the completion of their assigned duties.
- G. In some cases, the policy and administrative procedures may be considered public information; however, the work product based upon those policies and procedures shall be considered restricted. Those work products determined to be restricted shall not be released to the public unless authorized by statute, court order or the Commissioner.
- H. Division directives, facility directives and post orders which concern security operations or if made public would have a significant negative impact on safety and security of the facility or others are to be considered restricted information.
1. Staff shall clearly mark these documents on each page as "Restricted" in bold font and file them appropriately.
 2. Staff shall be provided sufficient opportunity to review these documents as necessary for job assignments.
- I. Copies of non-restricted policies/administrative procedures and operational procedures shall be placed in the offender law library.

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Facilities not having an offender law library shall ensure that the offenders have access to these documents through other appropriate means.

- J. Non-restricted division directives and facility directives may be placed in the offender law libraries at the discretion of the Facility Head.
 - 1. Offenders may obtain copies of these documents in accordance with the facility's procedures for obtaining public information.
 - 2. The general public may obtain this information in the same manner as policies and administrative procedures.

- X. NOTIFICATION OF NEW OR REVISED POLICIES AND ADMINISTRATIVE PROCEDURES:
 - A. The DPM shall notify each facility and affected division when a Policy and Administrative Procedure has been created or revised.
 - 1. The DPM shall ensure each policy and administrative procedure is distributed to the Department's Executive Staff, Division Directors, Facility Heads and Facility Policy Coordinators, as well as the Supervisor responsible for the given area.
 - 2. Executive Directives, policies/administrative procedures/division directives shall be distributed via e-mail to all facilities.

 - B. It shall be the responsibility of the Facility Head, Division Director or Central Office Supervisor to ensure that all staff under his/her authority is made aware of any changes in policies and administrative procedures and that the staff is provided with access to these documents as necessary.

 - C. The FPC shall ensure that all policies and administrative procedures are distributed to each facility policy manual holder.
 - 1. A copy of the policies and administrative procedures shall be distributed electronically.
 - 2. A copy (paper or electronic) of the *Manual of Policies and Procedures* shall be maintained at a location(s) designated by the Facility Head and accessible by the offender population (excluding restricted policies). If this *Manual* is electronic, no offender shall have access to a computer with access to the Facility LAN or an internet connection.
 - 3. The Facility Head shall ensure that at least one (1) location is provided a *Manual of Policies and Procedures* that can be

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accessed by staff for review on a 24 hour per day basis. This manual may be in a paper or electronic format.

XI. RECOMMENDATIONS FOR NEW OR REVISED POLICIES/PROCEDURE:

- A. Anyone is to be encouraged to submit policy/procedure recommendations.
 - 1. Such recommendations are to be made in writing and presented to the FPC.
 - 2. It is the responsibility of the FPC to recommend appropriate action on the proposal to the Facility Head as soon as possible.
 - 3. The Facility Head shall review the recommendation and the comments from the FPC in order to determine the appropriateness of the recommendation.
 - 4. The Facility Head shall attach comments to the recommendation and forward it to the DPM, if the recommendation impacts a policy or administrative procedure or division directive.
 - 5. If the recommendation refers to an operational procedure or other facility specific document, the Facility Head shall return the recommendation with any comments to the FPC for appropriate action.

- B. The recommendation shall be forwarded by the DPM to the Division Director(s) whose area(s) of authority may be impacted by the recommendation.
 - 1. The Division Director(s) shall review the recommendation, all comments and the pertinent policies/procedures.
 - 2. The Division Director(s) shall determine whether the recommendation is appropriate on a Department-wide basis or whether it is specific only to a certain facility.
 - 3. The Division Director(s) shall share the recommendation with any other staff that may be impacted.
 - 4. The Division Director(s) shall complete this review and report back to the DPM within 10 business days.

- C. If the Division Director(s) rejects the recommendation or needs further information, the DPM shall return the recommendation to the FPC with appropriate comments. The FPC shall advise the submitting staff person as to the decision and/or need for further information.

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- D. If approved, the DPM shall develop a draft based upon the recommendation, the Director's comments and any other pertinent information.
1. The draft shall be prepared with the approved headings in a modified outline format beginning with the headings:
 - "I. Purpose"
 - "II. Policy Statement"
 - "III. Definitions"
 - Remaining numbers and titles of sections needed
 2. The DPM shall share the draft with:
 - a. The appropriate Division Director(s);
 - b. The Legal Services Division; and,
 - c. Any other appropriate staff and ask for comments.
 3. The DPM shall review the comments received, make any necessary revisions and prepare the draft for review by the Executive Staff.
 4. If the Executive Staff approves the draft, the draft shall be placed in final format, an Executive Directive prepared and presented to the Commissioner for approval and signature.

XII. POLICY AND ADMINISTRATIVE PROCEDURE SUMMARY

Once a policy and administrative procedure draft or revision has been approved by Executive Staff, the DPM, in consultation with the Division Director shall determine whether the policy and administrative procedure warrant a summary that staff may use as a quick reference guide. Factors to include in determining the need for a summary include, but are not limited to:

- A. The length and ease of use of the Policy and Administrative Procedure; and,
- B. The needs of the Division(s) that will actively implement the policy;

If it is determined that the Policy and Administrative Procedure warrant a summary, the DPM shall develop the summary in a format that mirrors the policy and administrative procedure outline. The summary shall present the tenets of the policy and administrative procedure in a condensed, easy-to-reference manner.

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Each policy and administrative procedure summary shall clearly indicate that it is a summary and that the policy and administrative procedure is the governing document.

XIII. OPERATIONAL PROCEDURES:

Upon receipt of a policy and administrative procedure, the Facility Head or designee shall review the documents and the accompanying Executive Directive to determine whether operational procedures are necessary.

- A. The Executive Directive and the administrative procedure shall specify when operational procedures are necessary for a given policy and/or administrative procedure.
- B. Operational procedures shall only be necessary when facility-specific detailed instructions are necessary to implement an administrative procedure.
- C. Operational procedures shall follow the format as noted in the administrative procedure.
 1. Only the sections of the administrative procedure that state operational procedures are necessary or required shall be included in the operational procedures. However, the facility may decide to include Purpose, Policy Statement, and Definitions in the operational procedure for ease of use in the accreditation process.
 2. Operational procedures shall be presented with the headings and format similar to that used for policy and administrative procedure and each page shall be:
 - a. Numbered consecutively;
 - b. Dated;
 - c. Contain the name of the facility; and,
 - d. Contain the name of the policy.
- D. If operational procedures are not necessary, the Facility Head or designee shall ensure staff impacted by the policy/administrative procedure is made aware of them and that they are filed in accordance with these procedures and any instructions included in the Executive Directive.
- E. If operational procedures are necessary, the FPC shall contact staff responsible for the areas covered in the administrative procedure for development of operational procedures.

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1. When the operational procedures have been approved and signed by the Facility Head the operational procedures shall be sent to the DPM in an electronic format (Microsoft Word) via e-mail or another approved format (e.g., on a CD if too large to be submitted as an e-mail attachment). If operational procedures are sent via e-mail, only one (1) operational procedure should be sent at a time in an e-mail.
2. The process for ensuring staff awareness and understanding of operational procedures may begin upon approval and signature by the Facility Head.

- F. The DPM shall file the operational procedure in a format that allows easy retrieval by Executive Staff and Division Directors.
- G. If a member of the Executive Staff or a Division Director determines, after review, that an operational procedure needs to be revised, the DPM shall be informed of the needed changes and shall communicate the same to the FPC for revision. The revised, signed operational procedure shall be forwarded to the DPM.

XIV. REQUEST FOR EXEMPTION FROM POLICY:

Staff, divisions or facilities may be exempted from a policy, administrative procedure, or section thereof, if the Commissioner or Deputy Commissioner determines compliance is not practical, is detrimental to the management of the division or facility, or an emergency exists. An exemption may originate from the Commissioner or Deputy Commissioner or may be requested by the affected Division or Facility Head.

- A. The Facility Head shall complete and sign State Form 48584, "REQUEST FOR EXEMPTION FROM POLICY."

The Facility Head shall:

1. Indicate the specific procedures that are affected by the exemption;
2. Specify why an exemption is necessary;
3. Send State Form 48584 to the DPM via e-mail.

- B. The DPM shall send the request to the appropriate Executive Director, Division Director(s) or Central Office Supervisor for review and approval.

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1. If approved by the Executive Director, Division Director(s) or Central Office Supervisor, the request shall be given to the appropriate Deputy Commissioner(s) for review and approval.
2. The Deputy Commissioner shall be asked to sign the State Form 48584 and indicate whether the request has been approved.
3. If rejected or if there are conditions to the approval, the Deputy Commissioner shall so indicate in the comments section of State Form 48584 and shall return the request to the DPM.

- C. The DPM shall file the State Form 48584 and e-mail a copy of the request form indicating the decision and approving signature to the FPC with any special instructions.

XV. ANNUAL REVIEW OF POLICY, ADMINISTRATIVE PROCEDURE, DIVISION DIRECTIVES, OPERATIONAL PROCEDURES AND FACILITY DIRECTIVES:

All policies, administrative procedures, division directives, operational procedures and facility directives shall be reviewed on an annual basis.

- A. The facilities, through the FPC, shall review policies, administrative procedures, operational procedures and facility directives in the month prior to the month noted on the document's effective date.
- B. The review shall consider the applicability of the policy, administrative procedure, operational procedure, and facility directives as well as any revisions necessary due to changes in the Department's operation, statutes and case law.
- C. The FPC shall ensure that staff members affected by the documents being reviewed are involved in the annual review. This review may be accomplished by committee or other method as approved by the Facility Head.
- D. Documentation of the review, including signatures of reviewers shall be maintained in the office of the FPC.
- E. If the document reviewed is a policy, administrative procedure, or a division directive any comments or suggestions regarding them shall be forwarded to the DPM by the 10th of the following month (This will be the month noted in the effective date).

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- F. In the effective month of the policy, administrative procedure and/or division directive, the DPM shall compile the comments and suggestions received from the facilities for review by the appropriate Executive Staff member, Division Director, or Supervisor.
- G. The Executive Staff member, Division Director, or Supervisor shall review the comments and suggestions from the field, along with the policy, administrative procedure, or division directive and determine which, if any, of the comments and suggestions are to be incorporated in the policy, administrative procedure, or division directive.
- H. The DPM shall incorporate the comments/suggestions that the Executive Staff member, Division Director, or Supervisor has approved into a policy revision draft.
- I. When the revision draft is completed, an electronic version (emphasizing the changes) shall be sent to the appropriate Division Director and Deputy Commissioner.
- J. The Division Director and Deputy Commissioner shall review the revision to ensure its accuracy and completeness.
- K. If the Division Director and Deputy Commissioner approve the revision draft, the DPM shall prepare the revision draft and an Executive Directive for the Commissioner's review and approval.
 - 1. If the Commissioner approves of the revision and Executive Directive, the DPM shall distribute the revision (now an administrative procedure) in accordance with Sections VII and X.
 - 2. If the Commissioner does not approve the Executive Directive or administrative procedure, the DPM shall notify the appropriate Division Director and Deputy Commissioner for further revisions.
- L. If it is determined upon review that a policy and/or administrative procedure do not need to be revised, the DPM shall forward a notice to the contributing FPCs indicating that the policy and administrative procedure has been reviewed and no changes are being made. This shall be accomplished through an annual report from the DPM by the 15th of July following the end of a fiscal year.

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- M. If changes are made in a policy and administrative procedure, the new policy and/or administrative procedure shall serve as the notice that the policy and administrative procedure has been reviewed.
- N. If, during the review, it is determined that an operational procedure or facility directive needs revised, the FPC shall incorporate the needed revisions into a draft.
- O. The draft shall be presented to the Facility Head for review.
- P. If approved and signed by the Facility Head, the FPC shall notify facility staff that the operational procedure or facility directive has been revised and shall take the appropriate steps to include the operational procedure or facility directive into the facility's *Manual(s) of Policies and Procedure*.
- Q. A copy of the revised operational procedure or facility directive shall be emailed to the DPM for retention.

XVI. MANUAL OF POLICIES AND PROCEDURES AUDITS:

The FPC shall inspect all copies of the *Manual of Policies and Procedures*, including any electronic versions, at the facility annually starting in January of each year and shall complete the review by March 1.

- A. This inspection shall determine whether all current policies and procedures, both administrative and operational, are filed in the manuals and that the manuals are organized in accordance with the "Table of Contents."
- B. The FPC shall advise the holder of the manual of any deficiencies discovered and what corrective actions must be taken.
- C. The FPC shall submit a memorandum to the Facility Head indicating that this audit has taken place and the results of the audit, including any remedial actions necessary. A copy of this memorandum shall be forwarded to the DPM and a copy retained by the FPC.
- D. The DPM shall conduct an audit of the policies and administrative procedures in the master policy files annually.

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- E. The DPM shall advise the FPCs of this audit through the distribution of the annual report. The FPCs shall maintain a copy of this notice for any needed documentation purposes.
- F. This audit shall be in addition to the annual reviews of all policies, administrative procedures, division directives, operational procedures, and facility directives.

XVII. DIVISION DIRECTIVES:

A Division Director may determine that specific guidelines or instructions not appropriate for including in a policy/administrative procedure are necessary. In these cases, the Division Director may develop one (1) or more division directives.

- A. This information may be specific to a particular area within a division or may contain information necessary to allow staff to comply with an administrative procedure.
- B. The Division Director may determine the most appropriate manner in which to present this information. This information may be in the form of a bulletin or a manual.
- C. Prior to developing the division directive, the responsible Division Director shall consult with the DPM to determine the most appropriate format.
- D. A copy of the proposed division directive shall be provided to the DPM to ensure that it does not conflict with any administrative procedure or other directive.
- E. If it appears likely that more than one (1) division directive may be necessary, the Division Director and the DPM shall develop a numbering system appropriate for the directives from that division.
- F. The DPM shall assist the Deputy Commissioner responsible for the division in the development and distribution of an Executive Directive that authorizes and presents the division directive.
- G. The originals of the Division Directive and authorizing Executive Directive shall be maintained by the DPM for easy retrieval and inclusion into the *Manual of Policies and Procedures*.

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H. Division directives shall be filed by the facilities in a manner convenient for easy retrieval in the *Manual of Policies and Procedures*

I. Access to these documents shall be in accordance with Procedure IX.

XVIII. FACILITY DIRECTIVES:

Facilities may develop specific instructions that are not adequately addressed in administrative/operational procedures and are beyond the scope of post orders. These documents shall be facility directives and will be approved by the Facility Head.

A. When the Facility Head determines that facility directives are necessary, the FPC shall be notified.

B. The procedure for the development and approval of facility directives shall be the same as that used in the development of operational procedures.

C. Facility directives shall have the facility name and "FACILITY DIRECTIVE" placed at the top of the first page and on all subsequent pages.

D. Facility directives shall be numbered by each facility to allow for ready retrieval. The numbering system shall include the approved three-letter designation of the facility (e.g., ISP, RDC, etc).

E. Facility directives shall be approved and signed by the Facility Head and forwarded via e-mail to the DPM. Only one (1) facility directive shall be sent at a time via an e-mail message.

F. The DPM shall file the facility directive in a format that allows for easy retrieval by Executive Staff and Division Directors.

G. If a member of the Executive Staff or a Division Director determines, after review, that a facility directive needs revised, the DPM shall be informed of the necessary changes and shall communicate same to the FPC.

H. Facility directives shall be reviewed annually by the facility and may be incorporated into operational procedures, if applicable.

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XIX. POST ORDERS:

Post orders shall be written for custody posts in a facility and include specific instructions for each shift on which the post is occupied.

A. Post orders for a specific post shall be kept in a six (6) part classification style folder as indicated in ATTACHMENT II.

1. Introduction (letter from Superintendent) addressing:
 - The control/handling of Post Orders
 - The index for the Post Order folders
 - Items such as addendums to the Post Orders, no handwritten changes, no discussion with offenders or staff in presence of offenders, etc.
 - A copy of the job descriptions, e.g., Officer, Sergeant.
2. General Post Orders with a State Form #39293, "UNDERSTANDING OF POST ORDERS," (Indicate on the form General Post Orders - Armory, Control Center, etc).
3. Specific Post Orders with a copy of State Form 39293, Understanding of Post Orders
 - a. Guidelines
 - b. Chronological listing of duties
4. Any pertinent administrative/operational procedures/facility directives impacting the Post Orders.
5. Other pertinent information regarding the daily operation of the post and which may include information from the Facility Head or Custody Supervisor which contradicts a previously issued order.
6. Reference material (radio, telephone numbers, etc.)

B. The Custody Supervisor shall have the responsibility of writing, maintaining and reviewing all post orders.

C. The Custody Supervisor shall enlist the assistance of any staff necessary, such as the Unit Manager, in the development, revision and review of post orders.

D. The Facility Head shall review, approve and sign all post orders before implementation.

E. Post orders shall be written so that routine procedures and special duties at a custody post are described fully.

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1. Each post order shall contain a description of responsibilities in the order in which they are to be performed.
 2. The responsibility for specific activities shall be defined clearly and the custody and security activities shall be listed in a manner indicating the priority of activities.
 3. The safety and welfare of the public shall be the highest priority.
- F. It may be necessary for a facility to develop general post orders which are applicable to all posts throughout the facility.
1. Copies of general post orders shall be filed with the post orders for each specific post that the general post order impacts; and,
 2. The general post orders shall be filed in a separate section of the post order folder.
- G. Post Orders shall be prepared on State Form 2598, POST ORDERS and copies of all post orders shall be maintained in the following locations:
- Facility Head's Office
 - FPC's Office
 - Custody Supervisor's Office (Master Copy)
 - Shift Supervisor's Office
 - The impacted post
 - Training Office
- NOTE:** If it is determined by the facility that the post orders can be maintained in all locations, except the impacted post and the Custody Supervisor's and FPC's offices, in an electronic format (such as on a facility LAN), the facility may reduce the number of "paper" copies required.
- H. At least one (1) copy of the post orders shall be maintained in such a manner that staff may access them in order to review the post orders for the posts to which they will be assigned prior to going to that post.
- I. When copies of post orders become illegible, they shall be replaced in their entirety.
- J. The Custody Supervisor or designee shall ensure that all copies of post orders are kept up-to-date and legible.
- K. All post orders shall be considered **RESTRICTED** information.

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1. Facilities shall ensure that adequate security is maintained to keep post orders from being available to offenders or the public.
 2. The restricted access to post orders shall be incorporated into the general post orders of the facility.
 3. Non-custody staff shall have access to any post order that may impact their area(s) of responsibility.
- L. The Facility Head shall be responsible for ensuring that all necessary staff have access to and understand post orders.
1. Staff shall be advised as to the manner in which they shall have access and may review post orders.
 2. Whenever a staff person is assigned to a new post or when post orders for an assigned post are revised, the staff person is to read the applicable post orders as soon as practicable, but no later than by the end of the shift.
 3. The staff person shall be required to sign that he/she has read and understands the post order(s) necessary for their assigned posts. State Form 39293, shall be used for this purpose and filed with the post orders.
 4. State Form 39293 shall be replaced quarterly with a new dated form and the completed form sent to the Custody Supervisor's Office for review and retention.
- M. Post orders may be written for non-custody posts at the discretion of the Facility Head. The determination as to whether a post order is needed for a non-custody post shall be based upon the need to provide specific, detailed information to staff assigned to a particular post or task.
- N. All post orders shall be reviewed annually.
1. Staff shall be encouraged to offer recommendations for the revision of post orders.
 2. The Custody Supervisor or designee shall review all recommendations for revisions to post orders.
 3. The Custody Supervisor shall submit these recommendations to the FPC to ensure that they do not conflict with any administrative procedures, operational procedures, division directives, facility directives or other post orders.

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4. If both the Custody Supervisor and the FPC believe that the recommended changes are appropriate, they shall submit the revised post order to the Facility Head for review and approval.
5. If approved by the Facility Head, the FPC and the Custody Supervisor shall ensure that the revised post orders are distributed to all staff who have copies of the post orders and that the old version is removed and destroyed.

XX. STAFF KNOWLEDGE AND UNDERSTANDING OF POLICIES AND PROCEDURES:

It is the ultimate responsibility of the Facility Head and Division Director to ensure that all staff persons under his/her supervision are given the opportunity to read and become familiar with all policies/procedures that are applicable to the staff person's assigned duties.

- A. The Division Director, Facility Head or designee and the facility department heads shall review each policy/procedure to determine which staff simply need to be made aware of the policy/procedure and which staff will require a more in depth review and understanding.
- B. The amount of review and understanding necessary shall be governed by the staff person's assigned duties and responsibilities.
- C. The Division Director and Facility Head shall ensure that all staff persons are provided with adequate opportunities to access and review all policies, procedures, facility and division directives and post orders that are applicable to their assigned duties or that are necessary to ensure the safe and efficient operation of the Department.
- D. When new or revised policies, procedures, facility or division directives or post orders are distributed, Division Directors and department heads in the facility shall advise the staff under their supervision of the documents and instruct the staff as to how they may review them.
- E. Staff shall be made aware of the new document and shall be given the opportunity to review it and ask questions.
- F. Each staff person shall be accountable for reviewing and understanding all policies, procedures, facility and division directives and post orders necessary to complete his/her assigned duties.

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- G. Staff is responsible for addressing any questions that might arise relating to a policy, procedure, facility or division directive or post order with the staff person's immediate supervisor.
- H. Periodically, the DPM, in conjunction with the Division of Staff Development and Training, may conduct a training session for staff persons who are required to write administrative/operational procedures.

XXI. APPLICABILITY:

This policy and administrative procedure are applicable to all Department facilities and staff.

Signature on File

Bruce Lemmon
Commissioner

Date