



Casual Uniforms

Frequently Asked Questions

Q: Am I required to wear the casual uniform items?

A: No, the new items are optional. Custody staff can choose to continue wearing their Class A uniform or can purchase the casual uniform items to wear.

Q. Can staff wear the new casual uniform items every day?

A: Yes, the uniform policy is being updated to include that approved casual uniform items can be worn any day. However, staff working an exterior facing post (Front Desk, Visiting Room, Transportation -- emergency transports excluded -- Hospital Watches, etc.) shall continue to wear the full Class A uniform.

Q. When can we start ordering the new casual items?

A: The new casual uniform item website will go live on **June 17**. At that time, you will be able to order the new casual uniform items.

Q. Will I receive the new casual uniform items for free?

A: No. You will need to purchase the approved casual uniform items. However, you can earn credits toward your purchase for turning in reuseable Class A uniform shirts and pants.

Q. How many credits can I earn?

A: Current staff are eligible to receive \$100 credit when they return a DOC coat, \$10 credit for each Class A uniform shirt returned, and \$15 credit for each pair of uniform pants returned. Each item must be in usable condition in order to receive credit.

Q. Will there be other ways to earn credits?

A. Additional ways to earn credits are planned in the future.

Q. Where do I turn in my Class A uniforms to earn credits?

A: You will turn in your Class A uniform items to your facility's uniform representative (FUR). The FUR will then package your items up and send them to the UDC to be reviewed for credits.

Q. What is the process for returning my Class A uniforms and earning credits?

A: Please refer to the Casual Uniform Credit Process Step-By-Step Guide.

Q. Am I required to keep a set of my Class A uniforms, or can I turn them all in?

A: Yes, it is required that you keep at least one Class A uniform set.



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Q. How long will it take the UDC to review my returns and issue credit?

A: Once the UDC receives your returned uniform items, it will take them 3-5 working days to issue your credit.

Q. What happens if my items get lost after I turn them in?

A: Staff will need to fill out a form to file a claim for their missing item(s)

Q. Will new employees receive casual uniforms or Class A Uniforms?

A: New Employees will be issued one Class A uniform and will receive credits toward casual uniform items if they choose not to be issued a coat and boots upon hire.

- \$100 credit – if new employee decides to buy coat on their own (must be plain black)
- \$50 credit – if new employee decides to purchase own boots (must be allowed under DOC uniform policy)

Q. What options are available to order?

A: For a complete listing of the options available, check out the Casual Uniform Polo Price Sheet.

Q. Is there a limit to the number of casual uniform items I can purchase?

A: There is presently no limit to the number of casual uniform items you can purchase.

Q. How will the new casual uniform items be sent to me?

A: When you place your order, you will be given the following options for delivery: your home, your facility, or pickup at ICI.

Q: Will I get a reason for why I was not awarded credit for a returned item?

A: The UDC will put the reason why a uniform item was not awarded credit in the return form and this information will be communicated via email to the staff member who returned the item.

Q: What happens if I order a casual uniform item and then leave the IDOC before it's delivered?

A: If the item is delivered to the facility, the FUR will need to notify ICI customer service to return the item for resell and issue a refund to the staff member. Personalized items are not refundable.