



The Briefing Board

Number 18-32
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IMMEDIATE POLICY CHANGE **GD-1, GENERAL OFFICE PROCEDURES**

Employees are **required** to read the Office Policy below to ensure they are familiar with the changes that have been made. All Employees are **required** to log into [TheHUB](#), to review and acknowledge an understanding of the Office Policy within **30 days**.


Employees are reminded that *The Briefing Board* has the same force and effect of Office Policy. Division commanders shall ensure that employees have access to a copy of this *Briefing Board* announcement. Policy changes should be discussed during shift briefings, as specified in [Office Policy GB-2, Command Responsibility](#).

GD-1, GENERAL OFFICE PROCEDURES

Effective immediately, Office Policy GD-1, *General Office Procedures*, is revised as follows (Changes indicated in ~~strikethrough~~ and **UPPER-CASE BOLD UNDERLINED** text):

PROCEDURES

5. **Employees Personal Information:** Each employee shall provide the Office with personal data such as correct name, physical address, mailing address, telephone numbers, and emergency information.
 - A. Employees are responsible for keeping their immediate supervisor informed of any change. Employees ~~may use PeopleSoft to~~ **SHALL** update their address, name, **AND**/or emergency information **IN ADP**. ~~However, a~~ **ALL** notifications shall be made by the employee within 72 hours of any change by completing a *Personnel Data Change Form*, **LOCATED ON THE U-DRIVE/ OFFICIAL MCSO FORMS**. The form shall then be forwarded through the employee's chain of command to the **HUMAN RESOURCE SERVICES DIVISION, TO UPDATE THEIR OFFICE EMPLOYEE RECORD**.
 - B. **FOR NAME CHANGES, EMPLOYEES MAY CONTACT THE HUMAN RESOURCE SERVICES DIVISION TO RECEIVE THE LIST OF REQUIRED DOCUMENTATION, AND TO RECEIVE ASSISTANCE IN COMPLETING THE REQUIRED DOCUMENTATION FOR THE NAME CHANGE TO OCCUR ON BOTH THE EMPLOYEE'S OFFICE EMPLOYEE RECORD, AND THEIR MARICOPA COUNTY EMPLOYEE RECORD.**
 - C. All employees shall maintain an operative telephone service in their place of residence which may include a landline or cellular phone.

	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject GENERAL OFFICE PROCEDURES	Policy Number GD-1
		Effective Date 03-04-09
Related Information	Supersedes GD-1 (05-29-98)	

PURPOSE

The purpose of this Policy is to establish guidelines for general office procedures.

POLICY

It is the policy of the Office to ensure the overall efficiency of management and operations by using uniform practices and operating methods for general office procedures.

DEFINITIONS

Food-Related Event: A planned, formal occasion involving a meal, such as a conference or banquet. This definition does not apply to informal occasions involving meals which are unplanned and due to exigent circumstances.

PROCEDURES

1. **Regular Hours of Duty:** Employees will have assigned duty hours and will be considered off-duty at all other times.
2. **Fully Certified Peace Officer:** Any employee of the Office, or reserve, who is fully certified by the Arizona Peace Officer Standards and Training Board (AZPOST) and commissioned by the Maricopa County Board of Supervisors as a peace officer shall be considered a peace officer at all times, including off-duty hours. This does not imply that members are in a paid status at all times, but they are strongly encouraged to act as peace officers during off-duty hours, as specified in Policy GD-10, *Off-Duty Incidents*.
3. **Employee Identification:** Office employees, reserve deputies, volunteers, and posse members shall carry their Office identification (ID) while on duty.
 - A. Generally non-uniformed personnel shall display their ID upon entering a secured Office building and shall continue to visibly display their ID on their clothing while inside the building, as specified in Policy GD-14, *Access to Secured Sheriff's Office Buildings*. A badge may be displayed in lieu of the ID card.
 - B. All personnel seeking entry to the secured Central Court Complex shall display their ID if requested to do so by security personnel.
4. **Use of Office Address:** Employees shall not use the address of any Office facility to receive private mail, including packages and boxes. Registered mail addressed to an Office address or to the Sheriff may be

accepted. Such mail may be examined to determine the proper routing. Registered mail addressed to an individual at a facility address shall only be accepted under one or both of the following conditions:

- A. The individual is contacted and authorizes acceptance, in which case, the mail will be forwarded or held for the employee, unopened.
- B. The registered mail is addressed to an Office investigator, an evidence technician, or other employee and the mail or package is reasonably believed to contain evidence.

5. **Employees Personal Information:** Each employee shall provide the Office with personal data such as correct name, physical address, mailing address, telephone numbers, and emergency information.

- A. Employees are responsible for keeping their immediate supervisor informed of any change. Employees may use PeopleSoft to update their address, name, or emergency information. However, all notifications shall be made by the employee within 72 hours of any change by completing a *Personnel Data Change Form*. The form shall then be forwarded through the employee's chain of command to the Personnel Services Division.
- B. All employees shall maintain an operative telephone service in their place of residence which may include a landline or cellular phone.

6. **Release of Employee Information:**

- A. The disclosure of an employee's home address or home telephone number to a nonemployee shall require one of the following:
 - 1. The written consent of the employee.
 - 2. A determination by the employee's division commander that such a disclosure will not hinder an investigation, create a reasonable risk of physical injury to the employee or his immediate family, or cause damage to the property of the employee or his immediate family. This provision does not obligate the division commander to release personal information if the appropriateness or necessity is questionable.
- B. If the employee's consent or division commander's approval cannot be obtained the person taking the call shall do the following:
 - 1. Take the name and telephone numbers of the requester, put the caller on hold, and then call the employee about whom the information is being requested. The employee shall be given the name and phone number of the person requesting their information.
 - 2. Upon contact with the employee, the requester shall be advised that their contact information was passed on to the employee and that the employee has discretion on whether to respond.
 - 3. If the employee is not contacted, the requestor shall be advised that a message was left for the employee and that the employee has discretion on whether to respond.
- C. The Office will not disclose or release photographs of any employee without prior authorization from the Compliance Division or Chief Deputy. The Office may release a photograph of a peace officer if the following exist:

1. The peace officer has been arrested or has been formally charged by complaint, information, or indictment for a misdemeanor or a felony offence.
2. The photograph is requested by a representative of the media for a specific newsworthy event unless:
 - a. The peace officer is serving in an undercover capacity or is scheduled to serve in an undercover capacity within sixty days.
 - b. The release of the photograph is not in the best interest of the Office after taking into consideration the privacy, confidentiality, and safety of the peace officer.
- D. Subpoenas and other legal documents requiring disclosure of personal information shall be referred for processing to the Legal Liaison Section, as specified in Policy GD-9, *Receipt of Civil or Criminal Process*.
7. **Incoming Telephone Calls:** Employees answering incoming telephone calls shall identify themselves and respond to requests for assistance and information in a courteous and businesslike manner. If the caller is to be referred to another agency, the employee shall inform him of the appropriate agency and if possible, transfer the call. If the information requested is not known, the employee should refer the inquiry to a supervisor or the appropriate component dealing most closely with the matter.
8. **Business Cards:** Employees who require the use of business cards for official purposes may use either the standard card issued by the Office or personalized business cards. The Office may provide personalized business cards for individuals at Office expense with the Sheriff's approval. Employee's purchasing personalized cards do so at their own expense. Personalized cards must include the Sheriff's name and Sheriff's star and must be in a format and design approved by the Sheriff.
9. **Suggestions for the Good of the Office:** All suggestions for the good of the Office shall be presented in writing and forwarded through the chain of command to the Chief Deputy or his designee. The Chief Deputy, or his designee, will then delegate staff to determine applicability of the proposal and how it is to be implemented. Employees may also submit recommendations for Policy changes in writing through the chain of command to the Policy Section, in accordance with Policy GA-1, *Development of Written Orders*.
10. **Presentation of National Colors:** When the national colors are presented in ceremonies or parades, or carried into any building, room, or other enclosed place, Office personnel shall render appropriate honors, according to dress, until the flag is at least six paces past or has been posted or retrieved. Appropriate honors are as follows:
 - A. Uniformed personnel will come to attention and render a smart, military salute.
 - B. Personnel in civilian attire shall stand, face the colors, and place their right hands over their hearts.
 - C. Personnel in civilian attire wearing headgear shall remove the headgear and place it over their hearts.
11. **Office Bulletin Boards:**
 - A. Component commanders shall designate at least one bulletin board as an official bulletin board which shall be used only for Office purposes. No material shall be removed from official bulletin boards, except by the authority of the commander or his designee.

- B. Commanders may allow additional bulletin boards or other surface areas to be used for the posting of items or materials pre-approved by the Sheriff or his designee.
 - C. Unless doing so for the Office and pre-approved by the Sheriff, or his designee, employees will not use bulletin boards or surface areas to post items which request either time or resources for the benefit of an individual or group, which include, but are not limited to, the following:
 - 1. Purchase, sale, or exchange of goods or services.
 - 2. Solicitation.
 - 3. Distribution or circulation of literature.
 - 4. Promotion of organizations or support for any causes, opinions, beliefs, or behaviors.
 - D. All bulletin boards shall be kept organized and current.
12. **Key Control:** Commanders of noncustodial components shall make an employee responsible for controlling and issuing keys used within their component. Procedures for the security and issuance of keys used in the custody and control of inmates and prisoners are specified in Policy DH-5, *Key Control*.
- A. Keys which normally remain accessible to all employees during their shift will be kept in secured areas that prevent their access by unauthorized persons.
 - B. Security procedures will be instituted by each component commander to ensure the accountability of all keys which are issued on a daily, permanent, or as-needed basis. Complete and accurate records shall be maintained and should include the following information:
 - 1. The name and serial number of the person to whom each key is issued.
 - 2. The dates and times that each key is issued and returned.
 - 3. The specific name and number of the key being issued.
 - 4. The locations of the locks which the keys operate.
 - 5. The quantity of keys assigned to the component.
 - 6. The signature and serial number of the employee responsible for controlling and issuing the keys and the date of each key inventory.
 - C. When a key is damaged or lost, the supervisor shall forward a memorandum to his division commander providing a brief description of the incident. The division commander shall then submit a memorandum through the chain of command to the Construction and Maintenance Division Commander, identifying a funding source and requesting that a replacement key be provided. The Construction and Maintenance Division Commander is the **only one** responsible for replacing keys. If a lock needs to be repaired and it is a County-owned building, the County locksmith will repair the lock; if it is a leased building, the building owner is responsible.
13. **Use of County Equipment and Software:** County equipment and software is to be used only in the furtherance of official duties.

- A. Personal data should not be stored on any County owned asset or network devices such as desk top computers, laptops, and network drives. Prohibited uses include, but are not limited to, the following:
 - 1. Playing games.
 - 2. Conducting personal business.
 - 3. Participating in lotteries or pools.
 - 4. Creating or disseminating "chain mail."
 - 5. Using on-line resources such as the internet or World Wide Web for other than assigned duties.
 - 6. Loading or installing music files that are not used or needed in the performance of assigned tasks or duties.

- B. Communications equipment includes, but is not limited to, telephones and cellular telephones, computer modems, radios, pagers, wireless internet cards, Blackberries, and fax machines. Office personnel should abide by the following:
 - 1. Office cellular telephones are provided for official Office business. Personal use may occur under exigent situations. Personnel are encouraged to use land lines when possible. Cell phone billing records will have a form attached on which personal calls are to be identified. Each user will compute his personal charges by using the current reimbursement rate listed on the *Maricopa County Sheriff's Office Cellular Telephone Personal Call Monthly Reimbursement Form*, and reimburse that amount by check or money order payable to the Maricopa County Sheriff's Office.
 - 2. Regular telephones, fax machines, and modems in Office facilities shall not be used to make personal, long distance telephone calls or send personal fax or computer messages which result in a charge to the Office. Toll and long distance calls which cannot be avoided shall be charged with a personal long distance carrier's calling card, made collect to the party called, or charged to the employee's home phone.

- 14. **Use of County Distribution System:** The County's internal distribution system, including interoffice mail and fax machines, shall be used only for official County business. Individuals and employee organizations in the Office wishing to use the system for any other purpose must first obtain the approval of the Sheriff, or his designee, in each instance.

- 15. **Acceptance of Checks:** The Office will not cash checks. However, an employee may present a check as payment to the Office in the normal course of business.

- 16. **Acceptance of Mail:** Employees shall not accept mail with insufficient postage, unless the mail is known to contain a returned badge or ID card or is returned mail which originated at the Office. Postage due mail shall be referred to Finance. If postage due is paid by an individual, it will be reimbursed as petty cash by presenting the receipt to Finance, as specified in Policy GD-12, *Collecting, Safeguarding, and Disbursing Cash*.

- 17. **Auctions:** Employees shall not bid, buy, or direct any person to bid or buy on their behalf at any Civil Process auction sponsored by the Office. Office personnel may bid or buy at any Sheriff's Warehouse

surplus sale. Personal or financial gain resulting from the abuse of an employee's position or authority is prohibited, as specified in Policy CP-2, *Code of Conduct*.

18. **Office Documents:** All *Incident Reports* (IRs) and logbooks required to be generated, processed, or amended by Office personnel shall be typed, computer generated, hand printed, or written in black ink. Official documents written in pencil or erasable ballpoint are unacceptable. Other forms, records, and documents may be signed in blue or black ink.
19. **Official Records:** An employee shall not remove any official record of the Office unless directed to do so by his supervisor or required to do so for court preparation or testimony. This includes both originals and duplicates.
20. **Movement of Office Equipment:** Law Enforcement Judicial Information System (LEJIS) or Jail Management System (JMS) terminals shall not be moved without the knowledge and consent of the Technology Management Bureau and the System Security Officer. No other nonportable, County-owned computer equipment shall be moved without the consent of the Technology Management Bureau.
21. **Transfer or Movement of Communication Equipment:** Any movement or transfer of telephone equipment or stationary installed radio equipment, including but not limited to, cables, telephones, pagers, and Blackberries, shall be coordinated through the Telecommunications Technology Division.
22. **Building Construction:** Any addition, modification, renovation, or other building project involving County facilities used by the Office, whether accomplished by private contractor, Facilities Management, or Office employees, shall be coordinated through the Construction and Maintenance Division prior to the start of any work. Prior to submitting the request for approval, the cost shall be thoroughly estimated, with the source of funding identified. All work orders for such projects will be generated in, and copies maintained by, the Construction and Maintenance Division.
 - A. Once the cost estimate for the work order is completed, it shall be forwarded by the Construction and Maintenance Division back to the original requester.
 - B. The original requestor shall then forward the cost estimate and work order with supporting documentation through their chain of command to the Chief of Business Operations Command for funding approval.
 - C. After the funding is approved, the Business Operations Command shall then forward the cost estimate and work order to the Construction and Maintenance Division which will coordinate with Facilities Management.
 - D. If the funding is not approved or there is a potential problem in funding the work order, Finance shall contact the Construction and Maintenance Division and the appropriate bureau commander.
23. **Grants:** All Sheriff's grant and grant-like applications, letters of interest, and acceptances of awards, whether financial or material, are processed and coordinated through Business Services Division and in accordance with the Maricopa County Policy A2505, *Policy for Administrating Grants*.
 - A. All grant applications, after approval within the initiating bureau, shall be forwarded to the Business Services Division for tracking and for the drafting of the agency cover letter to be signed by the Sheriff or Chief Deputy.
 - B. Upon grant acceptance by the Board of Supervisors, the Business Services Division will notify the affected bureau commander in writing and include budgetary and accounting information.

After the appointment of a division level grant program coordinator, the grant will be established in the County's Financial Management System activated by the Chief Financial Officer. The Business Services Division will provide a financial report to the division level grant program coordinator at least quarterly.

- C. Division grant coordinators requesting grant fund expenditure will submit a *Grant Expenditure Request Form*, through the chain of command, with appropriate backup documentation. After review by the Business Services Division to ensure that the expenditures have been approved and are consistent with grant objectives, the request will be expedited for processing.
- D. Grant undercover funds are subject to Policy GN-9, *Undercover and Investigative Funds Accountability* and requirements mandated by the granting agency.
- E. The Business Services Division shall be responsible to the Business Operations Command Bureau Commander for the following:
 - 1. Preparing the Sheriff's Office annual grant fund budget submission and subsequent budget system maintenance.
 - 2. Single audit compliance.
 - 3. Development and preparation of the annual Indirect Cost Proposal.
 - 4. Adhering to grant and contract records retention requirements.

24. **Requirements Regarding Food Expenditures:** Food expenditures for employees unable to be relieved of Office duties or for investigative purposes are specified in Policy GN-9, *Undercover and Investigative Funds Accountability*. The expenditure of public funds by the Office for food-related events is appropriate only when the following criteria have been met:

- A. The expenditure must be budgeted and reasonable in light of the Office's public purpose for the food-related event.
- B. The public purpose must be within the power and jurisdiction of the Office.
- C. The Office requires employee attendance at the food-related event during normal meal hours.
- D. The expenditure of public funds for the food-related event has been approved by the Sheriff or Chief Deputy.
- E. The expenditure documentation must include:
 - 1. Description of the food-related function.
 - 2. A list of attendees.
 - 3. The Sheriff's or Chief Deputy's signature.