	<b>DEPARTMENT OF CORRECTIONS AND REHABILITATION</b> <b>DEPARTMENT ADMINISTRATION</b> <b>POLICY AND PROCEDURES</b>	<b>EFFECTIVE DATE:</b> January 01, 2024	<b>POLICY NO.:</b> ADM.01.08
		<b>SUPERSEDES (Policy No. &amp; Date):</b> ADM.01.08 of 06/23/2008	
<b>SUBJECT:</b> <b>RESPONDING TO PHONE CALLS OR LETTERS FROM CITIZENS CONCERNING ACCIDENTS OR HAZARDS ON STATE PROPERTY</b>		Page 1 of 3	

## 1.0 PURPOSE

To provide Departmental personnel with guidelines in responding to citizen concerns and comments regarding accidents or potential hazards on State property.

## 2.0 SCOPE

This policy applies to all divisions, branches, and staff offices within the Department.

## 3.0 REFERENCES, DEFINITIONS AND FORMS

Interdepartmental Memorandum No. 1987-5 from the Department of the Attorney General.

## 4.0 POLICY

Calls or letters from citizens, including State employees, concerning their observations or opinions of accidents, conduct, or potentially hazardous situations on State property shall be handled with caution so that an employee will not inadvertently make legal admissions that may, under the Rules of Evidence, be used against the State in subsequent personal injury lawsuits.

## 5.0 PROCEDURES

### .1 Phone Calls

Upon receipt of a phone call from a citizen concerning an accident, conduct, or hazardous situation on State property, the following procedures shall apply.

- a. Record the name, address, and phone number of the caller.
- b. Note all relevant information of the situation such as the date and time of day the situation was observed, weather conditions, names and addresses of any witnesses, etc.
- c. Note any recommendation the caller makes which they feel will improve the situation.
- d. Do not admit that the situation as described by the caller is unsafe, dangerous, hazardous, inadequate, substandard, or otherwise deficient.

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Avoid repeating the caller's characterization of the situation as unsafe, dangerous slippery, etc.

- e. The only comment that needs to be made is to tell the caller the Department will investigate the matter promptly. Thank the caller for their concern for public safety and any suggestions they have made for improving State facilities or operations.
- f. Draft an Inter-office Memorandum (IOM) to the Department Safety Officer summarizing the notes taken on the phone calls. The IOM shall include the following as a minimum:
  - 1. Name, address, phone number of caller.
  - 2. The situation as described by the caller.
  - 3. Any recommendations made by the caller to improve the situation.
  - 4. Name, phone number position title, and organizational segment of the employee who received the call.

**.2 Letters**

Upon receipt of a letter from a citizen commenting on an accident, staff conduct, or a hazardous situation on State property, forward the letter immediately to the Department Safety Officer.

**.3 Responsibility**

Upon notification of the phone call or receipt of the letter, the Department Safety Officer coordinator shall:


Coordinate with the appropriate administrators within the Department or other State agencies as necessary, to determine a course of corrective action and what the response should be to the concerned citizen, and;

Draft a response to the citizen and send copies to the appropriate administrators concerned.


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
APPROVAL RECOMMENDED:

  
 \_\_\_\_\_ JAN 0 1 2024  
 Deputy Director for Administration Date

APPROVAL RECOMMENDED:

  
 \_\_\_\_\_ JAN 0 1 2024  
 Deputy Director for Corrections Date

APPROVED:

  
 \_\_\_\_\_ JAN 0 1 2024  
 DIRECTOR Date

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