
 <p>State of Connecticut Department of Correction</p> <p>ADMINISTRATIVE DIRECTIVE</p>	Directive Number 1.8	Effective Date 8/8/14	Page 1 of 2
	Supersedes Departmental Public Relations, dated 1/1/2010		
Approved By:  Commissioner James E. Dzurenda	Title: Departmental Public Relations		

1. Policy. Department staff shall interact with the general public in a courteous, congenial, and helpful manner. The Department of Correction shall promote good relations by conducting public educational programs and forums.
2. Authority and Reference.
 - A. Connecticut General Statute, Section 18-81.
 - B. Executive Order No. 3, Governor Rowland, February 2, 1995.
 - C. Administrative Directive 1.5, Public Information and News Media Relations.
 - D. American Correctional Association, Standards for the Administration of Correctional Facilities, Second Edition, April 1993, Standard 2-CO-1A-26.
 - E. American Correctional Association, Standards for Adult Correctional Institutions, Fourth Edition, January 2003, Standard 4-4020.
 - F. American Correctional Association, Performance-Based Standards for Adult Local Detention Facilities, Fourth Edition, June 2004, Standard 4-ALDF-7F-03.
3. Definition. For the purposes stated herein, the following definition applies:
 - A. Business Hours. A scheduled period of time established at each correctional unit in which nonessential personnel are scheduled to work (e.g., Monday through Friday, excluding holidays, 8:30am to 4:30pm).
4. Staff Contact with the General Public. Department staff shall conduct themselves in a professional manner when dealing with members of the general public. Staff shall attempt to provide information, answer a question or resolve a problem, as authorized by Administrative Directive 1.5, Public Information and News Media Relations that a member of the general public may have. If unable to assist the person(s), the staff member shall attempt to contact a supervisor or other staff member who may be able to help.
5. Incoming Phone Calls from the General Public. Incoming phone calls from the general public shall be handled as follows:
 - A. Each correctional facility shall ensure that there is always someone available during the unit's business hours to answer the primary incoming telephone line.
 - B. Staff shall answer a phone call as follows:
 1. State the name of the Department and/or facility/unit;
 2. State the name of the staff member answering the call; and,
 3. Ask how the staff member can assist the caller.

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- C. The phone call shall not be referred to another state agency unless the staff member has identified the division or unit within the agency to whom the call should go.
 - D. For facilities equipped with an active voicemail system, the system shall be programmed with an option that permits a caller to be transferred to a facility employee for assistance at any time during the call. This option shall be made known to the caller as he/she listens to the options menu.
 - E. For facilities equipped with an active voicemail system, the Unit Administrator shall designate a continuously manned (24-hour) post to receive telephone calls pursuant to the requirement of Section 5(D) of this Directive. Answering staff shall attempt to locate the individual requested by the caller in order to forward the call.
6. Educational Programs and Forums. Staff shall be encouraged to conduct Department authorized educational programs and forums for representatives of communities hosting a Department facility. Staff participation in such programs and forums shall be at the discretion of the Unit Administrator.
7. Exceptions. Any exception to the procedures in this Administrative Directive shall require prior written approval from the Commissioner.