

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

CHAPTER:	1	Administration and Management	1. 1. 4
SECTION:	1	General Administration	EFFECTIVE DATE: 03 / 09 / 2020
SUBJECT:	4	Staff Communication	
STANDARDS: ACA – 4 – ALDF: None			
APPROVED:			REVIEW DATE: 02 / 23 / 2021
Dale Glass COMMISSIONER OF CORRECTIONS			REVISION DATE: 3 / 23 / 21
Rescind: 1.1.4 dated 12/15/15 Cancel:			

I. POLICY

It is the policy of the Division of Corrections to maintain a system of open communication and sharing of official information through briefings, memorandums, meetings, and regular reporting of activities and significant events.

II. PURPOSE

To outline procedures for sharing relevant information with the staff and other City officials.

III. RESPONSIBILITIES

All City of St. Louis Division of Corrections employees are responsible for adhering to the following procedures.

IV. DEFINITIONS

Commissioner: The chief administrative officer and the appointing authority of the Division.

Correctional Center Superintendent: The Deputy Commissioner.

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Official Correspondence: A memorandum or a letter addressed and signed on Division of Corrections official letterhead, relating to official Division's business, and prepared by an authorized employee of the Division.

Permanent Log: For the purpose of this policy, will include the electronic records/Event Log.

Unit Head: Refers to administrative and support staff supervisors or section heads.

Shift: Pertains to custody staff. Refers to 1st, 2nd, and 3rd shifts, and the 10 Hour shift for custody employees.

V. GENERAL INFORMATION

1. The Division requires that specific statistical information and performance measures be tracked and provided to the Director of Public Safety or designee through scheduled reports or upon request. The Appointing Authority determines the nature of data to be collected for reporting purposes.
2. Official Division stationary is not to be used for any purpose other than authorized official correspondence.
3. Official Division stationary is not to be used by any inmate.
4. Official correspondence to outside agencies or other City departments is to be made on official Division of Corrections letterhead.
5. Written memorandums and directives to general staff are read for three (3) consecutive days, at a minimum during staff briefing.
6. Communication through shift briefing will be as provided in policy #1.3.19: Shift Briefing.

VI. PROCEDURES

A. Executive Management Meeting

1. The Commissioner/designee will hold Executive Management meetings as appropriate, to share information, discuss policy and programs, budgets, legislation, organizational changes, facility renovation, inspections, studies, and other issues that are of general importance to the Division:

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- a. Attendees will be the executive management staff and key staff members as specified by the appointing authority.
 - b. All participants will be encouraged to submit topics for the agenda.
 - c. The Commissioner may prepare an agenda and send it to participating employees.
 - d. The Commissioner may use this meeting to improve communication between units and to disseminate information from the Mayor and Director of Public Safety.
 - e. The Secretary to the Commissioner or another person designated by the Commissioner will take minutes of the meeting.
 - f. The minutes of the meeting will be distributed to all participants unless sensitive issues require restricted distribution.
2. The executive management will be responsible for transmitting information received at the executive management meetings to their subordinates.
 3. The Commissioner will hold at least one annual general staff meeting to address the general staff and share the success and failures; and clarifies or re-affirms general direction for the Division.
 4. The Commissioner will call other meetings as deemed necessary for the efficient operation of the facility. These meetings may be held with the administrative, security, and maintenance staff; medical, food services, and/or other contractual providers' staff.
 5. For the executive management meetings, in the absence of the Commissioner of Corrections, meetings may be conducted by the Correctional Center Superintendent, as directed by the Commissioner.
- B. Detention Center Superintendent Meeting**
1. The Detention Center Superintendent will schedule and chair monthly meetings held with custody staff's unit heads to include the Chief of Security, the Unit Manager, the case managers, and other key staff specified by the Detention Center Superintendent.
 2. Agenda or topic items to be discussed at each meeting will be published. Topics for discussion may include, but not limited to information on new and existing

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procedures and work rules, procedural changes, facility activities/operations, organizational changes, and other issues of importance on the agenda.

3. The Secretary to the Detention Center Superintendent or another employee designated by the Detention Center Superintendent will take minutes of the meeting.
4. The minutes of the meeting will be made available to all participating staff. Sensitive issues may require restricted distribution of the minutes.
5. The Detention Center Superintendent will forward meeting minutes to the Commissioner of Corrections.

C. Shift Supervisor Meeting

1. The Chief of Security and the Shift Supervisors are required, at a minimum, to meet on a bi-weekly basis to share information, discuss programs, security, staff, and organizational issues; and new regulations, procedural changes, and other relevant issues placed on the agenda.
2. The Chief of Security will schedule and chair all Shift Supervisors' meetings:
 - a. An agenda or topic items to be discussed at each meeting will be published.
 - b. Regular attendance at meetings is expected
 - c. Staff will be notified of any changes
3. Staff whose day-off falls on the time of scheduled meeting are required to attend and will be compensated for the period of attendance. (See policy # 1.2.10: overtime and 1.3.8: Attendance and Work Schedule).
4. All decisions made during the meeting will be transmitted to affected staff.
5. Attendees at the Chief of Security/Shift Supervisors' meeting will be responsible for transmitting information received at the meeting to their subordinates.
6. The meeting will be conducted around the agenda items to be discussed that day. The meeting should not extend beyond reasonable time limit as determined by the Chief of Security.

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7. During the meeting, each member present will be given the opportunity to make announcements, give brief updates of programs, projects, or miscellaneous items at the direction of the Chief of Security.
8. The Secretary to the Chief of Security or another employee designated by the Chief of Security will take minutes of the meeting.
9. The minutes of meeting will be made available to all participating staff. Sensitive issues may require restricted distribution of the minutes. The Chief of Security will forward copies of the meeting minutes to Detention Center Superintendent who reports to the Commissioner.

D. Other Sectional/Line Staff Meetings

1. Other Section heads, Shift Supervisors and Area Supervisors are encouraged to hold weekly meetings with their subordinates to ensure proper information flow down to the line staff.
2. All official meetings may follow the format and requirements as outlined in Procedure A, except that the Unit heads and Shift Supervisors may record the minutes of the meeting or designate another staff to do so. Shift Supervisors will transmit written report of their meeting with custody staff to the Chief of Security.

E. Correspondence

1. All communications to and from, as well as within the Division, (i.e., new procedures and work rules, post orders, etc) will be properly addressed and promptly distributed.
2. All written official communications to elected officials or the heads of other agencies/divisions are to be prepared for the appointing authority or designee's signature unless otherwise authorized.
3. Division employees will not sign any correspondence on behalf of the Commissioner unless specifically authorized to do so.
4. A staff member designated to sign for an executive management staff member in their absence will sign over a typed name of the executive member that indicates that the staff member has full power to act for the executive staff.

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F. Computer Generated Correspondence

1. When using e-mail to communicate, staff must comply with the City of St. Louis Computer User's Policy and the Division policy #1.1.22: Computer and Communication Resources.
2. Employees are required to exhibit sound judgment when using electronic communication equipment and technology and are expected to ensure that all communications are appropriate in tone and content and in the type of message conveyed. All electronic communications must be able to withstand public scrutiny and must not be embarrassing to individuals or the Division.

G. Posting of Information

1. An official bulletin board is available for posting of administrative notices and directives and other approved postings as listed in G-5 below. Staff may post announcements of general interest upon approval by the appropriate authority.
2. The following persons may approve the posting of materials on the general bulletin board:
 - a. Commissioner,
 - b. Correctional Center Superintendent
 - c. Detention Center Superintendent,
 - d. Unit/Section Head,
 - e. Chief of Security
3. The approving party will denote approval on the material with their name printed, or signature with the following caption: (Approved for posting by.....) and date of approval. Date all posted material to reflect the date of posting and the date of expiration. Posting, other than items listed in item #5 below, will be no longer than thirty (30) days.
4. All materials posted on the bulletin board must be free of any obscene, libelous, outdated, and unauthorized materials. The person approving the posting will ensure the material is free of these inconsistencies prior to approval and posting.

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5. Several federal and state laws require that advisory information be permanently posted on the official bulletin boards. The following represents a listing of those required notices and will take precedence over any postings:
 - a. Americans with Disabilities Act (ADA) Notice
 - b. Employment Opportunity is the Law
 - c. Notice to Employees of Rights under FMLA.
 - d. Discrimination Prohibited poster
 - e. Minimum Wage/Overtime/Child Labor/Equal Pay poster
 - f. Occupational Safety & Health Act poster.
 - g. Occupational Safety & Health Act
 - h. Unemployment Insurance poster
 - i. Workers' Compensation poster
 - j. Polygraph Protection Act poster
 - k. Hazardous Material Information required for work-sites where chemicals are used, which notes emergency phone numbers and locations of the Material Safety Data Sheets.
 - l. All announcements of job offerings and promotional opportunities in City government.
6. Staff and others are prohibited from removing required information from bulletin boards (except that staff may remove it for a few minutes for the purpose of reading and/or duplicating a document). Staff requesting copies of information on the official bulletin board may do so through the Shift supervisor or any of the approving parties.
7. The Chief of Security and Supervisors at all levels will ensure that required information is:
 - a. Obtained or duplicated and then permanently posted on the premises of each work site, as required by statute or federal law, where it can be readily seen and read by staff.

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- b. Posted in a timely manner and kept current.

H. Log Books/IJMS

Employees are required to read and review logs and entries made in them and in the IJMS. Entries in logs and/or IJMS will be as provided in Divisional Policy #3.1.19: Standards for Maintaining Permanent Logs.

I. Monthly Reports

1. Each Unit/Section Head will provide data or performance measures tracking information to the Appointing Authority on a monthly basis.
2. The required data and responsible parties will be identified by the Commissioner.
3. The data may be electronically submitted using the Division's shared drive. If unable to submit data electronically, hard copies will be forwarded.
4. Monthly reports are due by the 5th working day of the month.
5. These reports will be used to assess program achievement and identify needed changes.
6. Each month the Commissioner will provide the Director of Public Safety with a written report which will include major developments in each administrative unit or each section; major incidents; population data; assessment of staff and inmate morale; and major problems and plans for solving them.