

**Idaho Department of  
Juvenile Corrections  
Administrative  
Policy/Procedure**

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**SUBJECT: EMPLOYEE COMMUNICATIONS**

**CATEGORY: HUMAN RESOURCES**

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**Policy**

The Department of Juvenile Corrections (IDJC) believes effective communication is paramount in meeting the mission and goals of the Department, as well as at the heart of good employee relations. Employees should share their concerns, seek information, provide input, and participate in the resolution of work-related issues.

It is therefore the policy of the IDJC to establish and maintain an effective, open communication system, enabling information to flow freely throughout the organization.

**Operating Procedures**

The IDJC supports the use of the following methods of communication and information sharing:

**I. New Employee Orientation**

Each new employee is required to complete New Employee Orientation, which is designed to acquaint them with the IDJC's background, mission, values, goals, policies, benefits, and safety and health practices. This orientation is generally conducted by Human Resource (HR) staff, but may be delegated.

**II. Division and Section Orientation**

Each new employee (or newly transferred employee) will meet with the immediate supervisor, be given a tour of the work unit, and be introduced to co-workers, as well as be told about the functions of each work group, job expectations, and relevant policy and procedures during a period of introduction and orientation to the worksite.

**III. Department Policies, Procedures and Forms**

All Department policies and procedures are available on the IDJC intranet. The IDJC forms are available either on the Intranet or in the Idaho Juvenile Offender System (IJOS).

#### IV. Bulletin Boards/Intranet

Bulletin boards, located throughout each work location, as well as, on the IDJC intranet, will be utilized to post information such as job announcements, new policies, educational opportunities, legal requirements, minutes from meetings, and other information of interest to staff.

#### V. All-Staff Meetings

All-staff meetings are scheduled on a regular basis throughout the year. The forum is designed to communicate information from the IDJC Director and other IDJC staff regarding current and upcoming projects, policy changes, and general information of interest regarding the IDJC. Employees are encouraged to express ideas and concerns and ask questions in this open meeting.

#### VI. Facility Team Meetings

Each division and team will hold regular meetings throughout the year. These meetings allow the division administrator/manager to communicate any operational or facility information and discuss division projects. It is also a time when employees are encouraged to express their concerns, ideas, and issues. Minutes of all facility team meetings are maintained and posted for review.

#### VII. Phone, Written, E-mail and Face-to-Face Communication

Ideas, concerns and issues may be presented directly to supervisors, managers, division administrators, and HR, via telephone, written or emailed communication, or face-to-face interactions. Each method is an available, approved means for the IDJC business communication. Employees are encouraged to utilize whichever method they feel is most comfortable.

A. All communication that requires the information to be retained for business purposes must either be in written or e-mail form. The use of texting or other instant messaging methods in these instances is prohibited. (Examples of prohibited texting: FMLA requests/approvals, hires/resignations, problem solving, purchase order confirmations).

B. No employee using a personal device for business purposes should expect any privacy except that which is governed by law.

#### VIII. Problem Solving

Problem solving is a formal process designed to enable employees to utilize the system to resolve issues, complaints, and concerns that cannot be resolved through less formal means. However, employees should seek to resolve work-related issues at the lowest level possible by first discussing issues and concerns with the involved co-worker(s). Refer to Problem Solving Procedures for IDJC Employees (312) policy/procedure. If an employee has a concern about discrimination and harassment, specific reporting procedures are outlined in the Harassment and Discrimination (307) policy/procedure.

## IX. Employee Surveys

Surveys are occasionally distributed to, or conducted with, employees to determine needs, identify concerns and issues, and gather ideas and input. All employees are encouraged to participate. Information obtained from employee surveys will be considered when determining ways to improve the IDJC's processes and programs.

## X. IDJC Leadership Team Meetings

IDJC Leadership Team meetings focus on the IDJC operations, while encouraging a team concept throughout the Department. The IDJC Leadership Team members are expected to share general information from the meetings with staff at staff meetings, team meetings, etc. Minutes of all IDJC Leadership Team meetings are maintained and posted to the intranet.

## XI. Open Door Concept

Any IDJC staff member has access to the Director, Deputy Director, Division Administrators, Deputy Attorney General, and the Human Resource Officer to discuss ideas, issues and concerns.

*Reference:* [Glossary of Terms and Acronyms](#)

*Desk Manual(s):* *None*

*Related Policies:* [Harassment and Discrimination](#) (307)  
[Problem Solving Procedures for IDJC Employees](#) (312)

*Related Forms:* [Problem Solving Request](#) (DJC-024)