

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

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**SUBJECT: COMMUNITY AND PUBLIC RELATIONS**

**CATEGORY: COMMUNITY INVOLVEMENT  
AND VOLUNTEERS**

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**Policy**

The Idaho Department of Juvenile Corrections (IDJC) staff strives to maintain integrity and credibility with the public and with those persons and organizations involved with the IDJC or its facilities.

The IDJC, and its facilities, have a clear responsibility to the public they serve to provide accurate, consistent, and timely information about matters in the agency's jurisdiction, which become a matter of public concern. Similarly, the IDJC and its entire staff have an obligation to protect the juvenile's, families, victims, and others served rights to privacy.

It is therefore in the best interests of the IDJC, its clients, and the public for each IDJC facility to maintain effective working relationships with the media and with those persons and organizations involved with the IDJC.

In order to ensure accuracy and accountability for information provided to the media and in order to ensure that the information released to the media represents the official position of the IDJC and the respective facility, all contacts with the media concerning departmental matters of any kind are made through the Director's office or the respective Superintendent's office.

**Operating Procedures**

**I. Requests to Tour the Facility**

Requests to tour the facility are forwarded to the Office Services Supervisor, or the respective IDJC manager, who gathers information regarding who, when, and purpose of the tour. The information is given to the Superintendent, or designee, for approval. If the request is approved, a staff member is assigned to lead the tour.

**II. Requests for Staff or Juveniles to Make Presentations**

Requests for staff or juveniles to make presentations in the community are handled on a case-by-case basis, with the Superintendent being the final authority.

### III. Media Contacts

Media requests for information or for a visit to the facility are referred to the Director and Superintendent for consideration and approval.

1. Media contact originating at the facility is approved in advance by the Director and Superintendent.
2. In the Superintendent's absence, their designee is responsible for considering and approving all media contact.
3. Media requests for information are responded to on the day of the request, if possible.
4. All media contacts originating at an IDJC facility are reported to the office of the Director.
5. In the event of a crisis or critical incident, all media contacts are handled through the Superintendent's or Director's office. Refer to Reporting of Critical Incidents (601) policy/procedure.

### IV. Handling Media Requests

- A. Media representatives who wish to conduct an interview with staff or a juvenile, or to visit the facility, will contact the Superintendent in advance in order to ensure the availability of the information or personnel being requested. When requests to interview a juvenile are received, the department notifies the juvenile's parent(s) and attorney.
- B. The intended purpose of the contact or visit and the intended use of the information shared is clearly specified in advance.
- C. Media visiting the facility must agree to abide by all of the applicable rules and regulations of the facility.
- D. Juveniles or staff involved in the visit may refuse to participate.
- E. Approval may be required from parents or guardians for juveniles to participate.
- F. Juveniles involved in the visit are not personally identified to the public in any way.
- G. Programs and activities involving juveniles may be photographed or filmed as long as no juvenile is identifiable.
- H. Media visits may be terminated at any time.

- I. Interviews of juveniles are only allowed with facility staff present and the topics covered in the interview may be limited to comply with a court order, to protect the juvenile's rights, and to protect the order of the facility.

*Reference:* [Glossary of Terms and Acronyms](#): (None)  
*TrainCaster*

*Desk Manual(s):* *N/A*

*Related Policies:* [Ethics and Standards of Conduct \(324\)](#)  
[Confidentiality/Privacy \(328\)](#)  
[Public Records \(901\)](#)  
[Reporting of Critical Incidents \(601\)](#)  
[Digital Video Recording \(687\)](#)  
[Filming or Photographing Juveniles \(682\)](#)

*Related Forms:* *None*